MULTITUDE LIBRARY BOARD ANNUAL GENERAL MEETING MINUTES

February 12, 2004

Travelodge, 4177 Albert Street, Regina, SK
Cumberland Room

1. Welcome

Frank introduced the agenda for the day, and welcomed everyone to the second Annual General Meeting (AGM) of the Multitype Library Board (MLB). He mentioned that Multitype Database Licensing Program (MDLP), the flagship program of the MLB, was on the agenda for the afternoon.

2. Introduction and Updates

Please note that all documents from the AGM package, including the PowerPoint presentation, are on the Saskatchewan Libraries Web site (http://www.lib.sk.ca/staff/multitype/AGM2004/agm2004.html).

Frank Winter, Board Chair, presented an overview of the development of the MLB, followed by a review of current activities and of the past year’s achievements. The Libraries Co-operation Act is the legislative foundation for multitype and is the end point of a series of discussions going back to the grassroots vision at the Echo Valley Library Forum. Frank presented an overview of the six partners, the vision and mission and the roles of the Board members. Communication is key to being a good Board member. Board members represent their sectors, rather than their institutions. The Multitype Database Licensing Program is an example of how the sectors work together to benefit their publics.

A summary of the achievements and ongoing activities of the Board was provided. The achievements include support for the Saskatchewan Library Education Bursary, administered by the Saskatchewan Library Association (SLA), and the Multitype Database Licensing Program. The major achievement of the MLB for the 2003-2004 year was the updating of their strategic plan.

Ongoing activities include the development of the Digitization Forum in the fall in conjunction with SLA. Other activities include the work with the Promotion Steering Committee and with visual recognition. The Board continues to advance recommendations in their discussion paper.

3. Saskatchewan Multitype Library Board Strategic Plan Update

Frank introduced the new strategic plan and reviewed the planning process, and then the plan itself. The Board consulted a number of documents during the planning process, including the Annual Report, the discussion paper, the original strategic plan and the deliberations from last year’s AGM. The Board examined many topics including trends, strategic directions, priorities, goals and objectives and outcomes. The Board looked at ways to advance the five-year strategic plan and created an action plan for 2003-04. The strategic plan, which can be seen on the Saskatchewan Libraries web site, is divided into five main sections including the
introduction, environment trends, values, vision and mandate, and strategic
directions with performance indicators and goals and objectives. Each of the
strategic directions were reviewed.

4. **Group Discussion Based on the Four Strategic Directions**

Frank asked attendees to select a strategic direction of interest for discussion in
smaller groups. The four groups were asked to consider the following questions:
What is the benefit of this strategic direction? How does it related to and/or support
your organization’s directions and activities? What synergies and opportunities for
cooperation do you see arising from this direction? These discussions are
summarized below:

**Strategic Direction 1 - Develop the multitype system**

The Annual General Meeting is an event that fits under this Strategic Direction, which
reinforces the fact that we benefit from others’ expertise and that good practices are
shared. It was suggested that it would be a good idea to have somewhat regular
gatherings or meetings of library workers in communities (PAL – Prince Albert
Libraries was given as an example). The MLB may be able to facilitate this by
finding a champion in the communities who would call the first meeting and create
the agenda for this meeting.

This strategic direction helps organizations identify their own future directions. It also
assists the understanding of resources and limitations of other information providers,
especially in one’s own geographic area. Getting together with other information
providers enables everyone to know their strengths and weaknesses.

**Strategic Direction 2 - Implement the multitype library system**

The Digitization Forum fits under this strategic direction. A benefit of this strategic
direction is that cooperation may lead to a more viable product by ensuring
awareness and cost-sharing. Another benefit is an opportunity to set up
recommended standards for digitization. There is a need to identify information that
is currently digitized and to set priorities. This strategic direction relates to an
organization’s future plans for digitization. It was suggested that the MLB act as an
advocate and a clearinghouse for digitization initiatives.

This group saw a need for a mechanism for communication across the sectors aside
from the AGM. There was also an interest in the development of further consortial
dealings by sector or special interest area. The group also saw continued growth
and development of the MDLP. The group would like to see the MLB implement the
Digitization Forum.

**Strategic Direction 3 - Connect libraries of all types to provided equitable
access to and delivery of information**

The visual recognition project falls under this strategic direction as it provides one-
stop access to the e-library services. The first benefit identified by this group is that it
is the user that matters. This group indicated interest in the database licensing
program expanding to included negotiations for licenses that are not necessarily
province-wide. It was also noted that this strategic direction helps to retain staff and maintain services. By working together, the community has more stability and strength and there is a similar message across all sectors. This group has stated that this type of community is an integrated web of libraries.

When in the planning stage, libraries could look beyond their own environments and look at the potential for cooperation. Areas of cooperation noted included one-stop authentication for access to information and the development of a universal library card. There was also a suggestion for a consistent, cross-sectorial approach for federal and provincial government support. The group stated that their was a need to document successes and to publish outside of Saskatchewan.

This group has also stated that they are interested in a connection and cooperation in smaller consortia groups and inquired about support from the MLB and the MDLP. There was a suggestion of more support for the MDLP (more capacity) to be better able to manage and negotiate the database licenses.

**Strategic Direction 4 - Promote participation in the multitype library system**

The Promotion Steering Committee will enable the MLB to address the long term goal mentioned in this strategic direction. The main benefit is the fact that as part of the multitype library system, libraries are seen as an essential service. Libraries, by being part of the hub, are able to provide cost-effective service to the province. Also, users are able to access these services from many points of needs. By being part of the multitype library system, there is excitement generated around libraries.

A better image of the library enables individual libraries or sectors to have more support for their arguments for more staff and other resources. This strategic direction also enables those working with the lifelong learning direction to be better positioned to be consulted.

This group saw many areas for cooperation including building a foundation of information and technical competency standards for library staff in the province. They also saw the area of visual identity as being essential. This strategic direction could also lead the different sectors to share what they already have, such as Library Week, and to focus on areas that they have in common, such as reference, access and collections. The group also saw an opportunity to promote the library professions in Saskatchewan.

**Summary**

The group discussions affirmed the four strategic directions of the updated strategic plan. There were also a number of areas identified as possibilities for cooperation. These discussions have provided the Board with future activities. Some of the challenges identified include how to expand the MDLP, concentrating on capacity, cost and meeting needs. It will be necessary to set priorities.

5. **Saskatchewan Libraries Web site**

Amy Rankin, Acting Manager of Multitype Library Development, presented information on the Saskatchewan Libraries Web site (http://www.lib.sk.ca/), which is
intended to serve as a multitype web site (i.e. an aggregator web site). This presentation included a review of some of the information available on the web site, including the Career page, the Library Services for Saskatchewan Aboriginal People committee page, the Library Directory, the Saskatchewan Web sites page and the Announcements page. Amy invited everyone to submit suggestions for announcements or conferences to Karen Der to be included on the web site. It was suggested that we investigate using a moderated list or a chat forum to improve communication in the library community. Amy Rankin and Karen Der will be looking into this and it was noted that there is a need for moderators for this type of venture.

6. Multitype Database Licensing Program

Marilyn Jenkins began the afternoon session by introducing the MDLP Committee members. She then reviewed the highlights of 2003, which included the fact that overall usage was up by 46%, which is an additional 129,532 uses. The post-secondary sector is still the biggest, with 77% of the users. The public library and special library sectors remained relatively stable and the school library sector is not a big user of Micromedia. Marilyn reviewed the new partner agreements, which mirror the agreements with vendors and identify roles and responsibilities. Financially, the funds are held in trust by the government for partner libraries, which makes it easier to determine how much funding is needed from the partners. Marilyn then presented the status of Remote Patron Authentication and briefly discussed the benefits to this service. Statistics are now much easier to gather since many of the Micromedia databases have been moved to the ProQuest platform, which allows for the partner libraries to be separated out. 284 persons were trained in 2003/04 with sessions held in Moose Jaw, North Battleford, Regina, Saskatoon, Prince Albert and Yorkton.

As part of the MDLP recommendations, Susan Powelson was invited to present information on the new health database subscription, The Cochrane Library. The notes from her presentation are available on the Saskatchewan Libraries Web site: http://www.lib.sk.ca/staff/multitype/AGM2004/cochrane.html.

Please see the Saskatchewan Libraries Web site (http://www.lib.sk.ca/staff/multitype/AGM2004/AGM2004ppwebsite_files/frame.html) for a copy of the PowerPoint presentation regarding the recommendations of the MDLP Committee, which include:
- Renew all existing product licenses;
- Add Serials Solution (core service);
- Add new products from Micromedia: Canadian Research Index and Canadian Info Desk;
- Add The Cochrane Library; and
- Undertake new product testing for E-books, computer science periodicals, reference books.

These recommendations also include a 5% increase for Gale, a 7% increase for Micromedia and a 12% decrease in all partner contributions to be shared equitably across all partners.

After the presentation, the group was asked to meet with the other sector representatives at the AGM to discuss the following discussion questions:
- Do you agree with the Committee’s product and financial recommendations?
Where do you want the program to go in the future?
What new products should be tested?

The individual sector groups reported back on the results of their sector discussions.

**Post-Secondary Education Libraries**

Committee Recommendations:
- Agree on product list, 12% decrease, and not allowing the surplus to grow.

Future of the program:
- Negotiate credits or refunds for those libraries that already have a subscription to the *Canadian Research Index*.
- Multi-year agreements to control price increases.
- New product exploration, and will pay if worthwhile.
- Want better Canadian content.
- MDLP should be a consortia broker for sub-groups, realizing the capacity issue at Provincial Library. It may cost extra for partner libraries to increase the capacity.
- MDLP is a good mechanism for communications.

New products:
- E-books
- Computer Science database
- Reference

**Public Libraries**

Committee Recommendations:
- Agree with product and financial recommendations.

Future of the Program:
- Look at new products, especially those that are universally applicable.
- Could use surplus for new products instead of giving reduction.
- Coordinate negotiations for public libraries e.g. Ancestry Plus and across sectors.
- Check the legal aspects of surplus, e.g. what can we spend it on.

New products:
- Electronic Reference Database
- Ancestry Plus
- Investment and Finance
- Car Repair
- Consumer Information

**School Libraries**

Committee Recommendations:
- Agree with the products list and financial recommendations.

Future of the Program:
- Would like to see some type of cross sector licenses to meet partner libraries’ needs.
- Provide more training to enhance the program.

New Products:
- One quality encyclopedia and reference books.
- More Canadian content and Canadian spellings in the database.
**Special Libraries:**
Committee Recommendations:
- Agree with the recommended product list and of keeping the surplus.

Future of the Program:
- Training should be part of the licensing package and should be negotiated with vendors.
- Ask the vendors to provide online training and make that information available through the Communiqué.
- Negotiate with vendor to allow sending articles to end users via email.
- Copyright training for libraries in using databases.
- Apply for a grant from the Law Foundation for legal databases, and seek other options e.g. national grant.
- Ask Gale to include titles from Index to Canadian Legal Literature in LegalTrac.
- Program should grow.

New Products:
- Library Literature
- CCH Internet Research Network that includes labour law, pension, human resource management, employment information.
- Computer Science
- Scott’s Indexes
- POLK Directory (Henderson’s)

**Consensus:**
All four sectors agreed with the recommendations submitted by the MDLP Committee, including the proposed product list and the 12% decrease in each partner’s contribution.

All partners would like to see the program grow and support exploration of new products with some provisos with respect to funding and subject of approval at the next AGM. The one clear common interest is reference books. It’s emphasized that new products should provide home access for the user.

Partner libraries want the MDLP committee to negotiate licenses for small groups within or cross sectors but all recognize that capacity within Provincial Library is an issue.

Another major issue raised by all sectors is training. It was commonly agreed that more training is needed and vendors can be asked to provide more training. However, it was recognized that perhaps everyone needs to take some responsibility for providing training.

7. **Wrap-up**

Frank thanked everyone for coming to the AGM and asked them to complete an evaluation form to continue to help the Board create useful AGMs.

The meeting adjourned.