Thursday, September 25, 2003

Present: Merrilee Rasmussen (Chair), Rian Misfeldt, Carol Shepstone, Joylene Campbell, Phyllis Lerat, Audrey Mark, Hélène Stewart, Stephanie Olson, Susan Powelson, Frank Winter, Melissa Bennett (Provincial Library staff), Susan Neden (strategic planning facilitator).

Regrets: Brenda Kondra, Lalita Martfeld, Cheryl Avery.

1. Welcome

Merrilee welcomed everyone and thanked them for re-arranging their schedules to attend the meeting. She introduced Susan Neden, facilitator for the strategic planning portion of the meeting.

Agenda -- Audrey added Library Book Rate to the round table portion of the agenda. The agenda was approved as distributed.

Objectives -- Merrilee reviewed the meeting objectives:
- To review the strategic planning document that came out of the June meeting.
- To strategize how to advance the long-term strategic plan.
- To determine where to focus energy this year and plan actions for this year.
- To conduct several business items including: receive an update on board member appointments; review the Haycock report; receive a demonstration of the Saskatchewan Libraries web site and its discuss its role in multitype development; receive a report on Database Licensing; and receive an update on the advancement of recommendations in last year's discussion paper.

Minutes -- The minutes from June 5-6, 2003 were approved as distributed.

Communiqué -- The August communiqué was accepted.

Annual Report -- Merrilee distributed copies of the Multitype Library Board annual report for 02/03. She noted that it was tabled in the legislature in the summer. Additional copies are available from Provincial Library.
2. **Strategic Plan**

Susan Neden facilitated. She reviewed the process used at the June 5-6 meeting to develop a new long-term plan for multitype. She referred the board to the Saskatchewan Multitype Library Board Strategic Plan Update document that was drafted following the last meeting.

**Feedback on Strategic Plan Document**

The board reviewed the document and provided feedback. The following changes were suggested:

- Page 2, in section on Recruitment, Retention, and Training, add a reference to the need to retain people currently in the workforce.
- Page 5, remove first bullet under goal 1, change second bullet under goal 1 to read: "Design an approach to support the creation of multitype activities at local, regional, and provincial levels."
- Page 6, edit second bullet under goal 1 to read: "Participate in innovation and learning initiatives." Edit last bullet under goal 1 to read: "Aggregate, identify, find, and implement access to commercial and digitized content."
- Page 7, edit the strategic direction to read: "Broaden the focus to include the way information is developed, organized and presented to the people of Saskatchewan. In next two paragraphs, replace "public" with "people"(review the use of "public" throughout the whole document). Edit second bullet to read: "Develop a strategy to achieve an understanding of the technical standards that support the interoperability of the information systems used by information providers in support of their respective user communities and adopt some basic standards." In third bullet, replace "clear routes" with "alternate routes."
- Page 8, should be strategic direction #4. Change quote. Audrey will recommend a quote. Edit goal to read "Develop, implement and evaluate a province-wide strategy to aggressively promote the multitype system, libraries and other information providers." Remove the first bullet. In the second bullet, change "design" to "adopt". In third bullet, change "develop" to "promote."
- Page 9, change the order of the bolded sections: changing demographics; province-wide access; organic development; research and development; public confidence. Under "public confidence" change "the public has" to "that people have."

In discussing Strategic Direction 3, Frank Winter noted that OCLC is currently drafting a white paper on e-learning. It discusses the different ways in which user communities are approaching e-learning and different understandings of metadata, digital objects, etc. This document would be useful to review when it is available. Hélène Stewart noted that there are ten to twelve different communities all working on digital objects. The problem of standardization is widespread. We should aim at basic standards for our products first and developing a common understanding of the broader developments and activities.
Advancing the Strategic Plan

The board brainstormed ways to advance and raise the profile of the strategic plan. The following themes emerged:

- Articulate the economic benefits of libraries and multitype services.
- Tailor the delivery/message to multitype audiences.
- Use informal approaches and communications.
- Stress the benefits to the public (what taxpayers get out of the services).
- Cite the evidence showing the value of libraries; e.g. evidence in the Haycock report demonstrating the value of school libraries (research and facts).
- Select a word as a brand word; e.g. "co-operation," "cost-saving," "fiscally responsible" (may depend on audience).

3. Board Business

Report on Multitype Library Board Appointments

Melissa provided an update on the process to appoint new board members. Nominee names have been submitted to the Minister for a decision. The process could be interrupted by an election call. If so, it is likely that the current board will still be in place for the November meeting (current board members continue to serve until successors are named). Provincial Library will keep the board updated on developments.

Representative to Learning Sector Strategic Plan Committee

Stephanie Olson confirmed that she is willing to replace Hélène Stewart as Multitype Library Board representative to the Learning Sector Strategic Plan Committee. The change will be effective immediately.

Haycock Report on School Libraries

Merrilee referred the board to the Haycock Report entitled "The Crisis in Canada's School Libraries: The Case for Reform and Re-Investment."

The report assembles evidence that student scores increase in schools that have strong school libraries. The report includes a number of recommendations directed to Ministries of Education. It also mentions multitype--it recommends that Ministries of Education provide leadership in developing "connected learning communities similar to Saskatchewan's multitype library system."

Stephanie noted that she has urged school librarians to give copies of the report to their administrators and boards. It would also be appropriate for the Saskatchewan School Library Association (SSLA) to present the report as a brief to the Minister of
Learning. It might be useful for SSLA to invite Mr. Haycock to speak to the issue at the Saskatchewan School Trustees Association conference.

It was noted that the crisis in school libraries has an impact on post-secondary education also. The information literacy skills of students entering universities need to be improved.

The board discussed the question “does the Haycock report influence the recommendation about school libraries in the Board's discussion paper?” Board members suggested that information about the Haycock report be added to the discussion paper; for example, it could be mentioned as a national level Canadian study that shows how an effective school library supports resource-based learning. A final decision on how to amend the discussion paper was deferred to the next meeting so that the board member representing the Saskatchewan School Trustees Association could participate in the discussion.

It was noted that a new SchoolPLUS brochure has been developed. A copy was distributed to board members.

The meeting adjourned.

**Friday, September 26, 2003**

*Present:  Merrilee Rasmussen (Chair), Rian Misfeldt, Carol Shepstone, Joylene Campbell, Phyllis Lerat, Audrey Mark, Hélène Stewart, Stephanie Olson, Susan Powelson, Frank Winter, Melissa Bennett (Provincial Library staff), Marilyn Jenkins (Provincial Library staff), Susan Neden (strategic planning facilitator).*

*Regrets: Brenda Kondra, Lalita Martfeld, Cheryl Avery.*

**1. Strategic Plan -- Action Planning for 03/04**

Susan facilitated a discussion about where the board should focus its energies this year. She asked the board to reflect on the long term strategic plan, the Digitization Report, and the Public Relations Committee Report and consider what areas should be given priority over the next year.

The board developed key actions for this year that will move forward the strategic directions – see chart on following page.
**MULTITYPE LIBRARY BOARD -- ACTION PLAN FOR 2003-04**

<table>
<thead>
<tr>
<th>STRATEGIC DIRECTIONS</th>
<th>November</th>
<th>February (AGM)</th>
<th>April</th>
<th>June</th>
<th>September</th>
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<tr>
<td><strong>Develop the multitype system</strong></td>
<td></td>
<td>Discuss data needed re: recruitment and retention (and how to collect it) -- Board</td>
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<td>Workshop on succession planning – partner with SLA (Audrey)</td>
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| Research and document emerging issues facing the partners and develop strategies to address.  
Actively involve communities of interest and educate members on multitype values and participation standards. | | | | | |
| **Develop strategies that enable libraries to become a central player in publicly accessible high quality information.** | Plan parameters of digitization session (board). Helene identify speaker for digitization standards. Merrilee identify speaker for copyright.  
Establish working group to organize digitization session. Hire conference organizer.  
Susan to assist in identifying.  
Invite session participants.  
Identify potential funders (private, industry, SK Tel) to come to session.  
Effectively involve groups beyond libraries (archives, LSSAP, multilingual and multicultural groups). | Digitization session  
Outcome: working group established to take initiative forward (group to report to Multitype board). | Working Group meet with the Multitype Library Board | Foster or develop projects(s) to apply for funding | Apply for funding |
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<td>Connect libraries to provide equitable access</td>
<td>Board to develop quality assurance policies and standards for how information is presented by multitype partners online.</td>
<td>Discuss possibility of webmasters forum (metadata for web site)</td>
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<tr>
<td>Promote the role of libraries and multitype</td>
<td>Board establish vision and mandate for Promotion Steering Committee. Identify appropriate province-wide tasks.</td>
<td>Library Week involvement</td>
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Post September: explore partnerships for distance education

Ideas around promotion:
- Involve SLA
- Identify and talk to sponsors (SK Tel / Sk Tourism)
- Hire professional?
- Create materials and canned presentations
- Symposium to provide expertise on PR.

Melissa provided a status report the progress of advancing recommendations in the Board's 2002 discussion paper:

Promoting Our Libraries --

The library sign symbol for highway signs was established summer of 2002. All public library systems were advised of the new highway sign symbol for libraries and were involved in a Centennial Program for communities to apply for upgraded highway signs. Many public libraries applied.

Provincial Library is working with Saskatchewan Industry and Resources to integrate data about libraries into the SaskBiz web site (www.saskbiz.com). SaskBiz profiles the services available in Saskatchewan communities.

Additional work on this recommendation will be accomplished through the Board's new strategic plan, which places a priority on promotion.


Information Management in Government – The Deputy Minister of Learning sent a copy of the discussion paper to the Chief Information Officer alerting him to the recommendation.

Hiring Standards for Information Professionals – No action yet taken. A discussion ensued about the possibility of enacting professional legislation to elevate librarianship to a professional level and set in place professional standards. A professional association would be required to initiate this.

Recruiting Professional Librarians – Provincial Library has contributed four grants of $10,000 to the Saskatchewan Libraries Education Bursary.

Stabilizing Multitype Database Licensing Program – accomplished.

Tax Exemptions for Libraries’ Electronic Subscriptions – Provincial Library is researching the issue with Department of Learning and Finance. This includes checking the taxation status in other jurisdictions. Melissa thanked board members for compiling data on how much libraries currently spend on electronic subscriptions. It forms an important part of the research.
3. Saskatchewan Libraries Web Site

Melissa provided a brief demonstration of the Saskatchewan Libraries web site and its role as a web site for the multitype community. She indicated that while Provincial Library maintains the site, it encourages the board to play a more active role in steering the development of the web site at a big picture level. This could be accomplished by bringing web site issues to the board so that the board can provide broad direction.

Melissa briefed the board about a current web site issue:

- Public library directors have been concerned about the way in which province-wide cooperative e-library services -- such as Gateway, Database Licensing, and the Ask Us service -- are presented online, in particular the way in which visual recognition for all partners in these services is handled. They had a meeting on September 8th where they looked at how these services are presented on their individual web sites, as well as Saskatchewan Libraries web site, and they developed some visual recognition policies and practices that they could agree upon, but which they recognize do not have to be adopted by other types of libraries. However, if implemented on SK Libraries web site, it does have multitype implications.

- They would like province-wide e-library services presented on both the partner web sites and Saskatchewan Libraries. However, they suggest that all province-wide e-library services be located behind a button that says "e-library services". When the user clicks on this they are presented with a page that describes the services available and then they choose between a Login button and a Guest button. The Login button requires them to enter their library barcode. They are authenticated using software at Provincial Library. All subsequent screens are then tailored with visual recognition for the library system whose barcode was entered, as well as visual recognition for SK libraries (the collective/partnership). They also have access to all the database products, etc. If the patron selects the Guest button, he or she will be able to use non-protected province-wide services, such as Gateway and Ask Us, and no visual recognition is applied.

- Provincial Library staff are now working on this concept to see if it is technically feasible. While it may work well for public libraries because public libraries are all tapping into authentication software at Provincial Library, there may be some challenges integrating other types of libraries into this model. "One stop access" should be inclusive of all types of libraries.

A discussion ensued. Board members did not have concerns about the approach recommended by the Public Library Directors. Several noted that the direction is a step forward in standardization and presenting clear routes to the patron. Board members indicated that inclusiveness of all types of libraries should be the aim. The board decided that it would play a role in advising on web site developments, starting with keeping updated on the developments of the e-library service visual recognition project. It was also noted that libraries need to ensure that sources such as Google will find library web sites (using metadata, purchased keywords, etc).
4. Database Licensing Partner Agreements -- Update

Marilyn Jenkins updated the board on the revisions made to the MDLP partner agreement. Partner libraries accepted the agreement; there were minor concerns from three of the partners.

Two partners have questioned the way in which financial decisions were made at the 2003 Annual General Meeting. It was not clear to them from the AGM notices that financial decisions would be made during the meeting. Also, the entire partner group is not always present at the AGM. The AGM decisions did not follow the recommendation made by the MDLP Committee.

A discussion about decision making processes ensued. The board decided that financial decisions for MDLP should be made at the Annual General Meeting by the partners. The financial decision making element of the AGM should be stressed in all communications about the AGM. Partner libraries should be strongly encouraged to attend. Decisions should be made by consensus, by the partners. Partners are defined as members who have signed the MDLP Partner Agreement. Partners attending should talk until there is consensus. Consensus should be reached on a “one member, one voice” principle. The MDLP Committee can continue to make recommendations to the partners, but ultimately the partners make their own purchasing decisions.

Board members agreed that the current structure (partner agreements and decision making by consensus at the AGM) is the appropriate scale for the program. A non-profit consortium structure is not needed and would likely require additional funding.

It was noted that the financial decisions at the 2003 AGM related to how to handle the MDLP surplus this for the year. The surplus has now increased. Reasons for the surplus are:

- No GST because the account is handled by the provincial government;
- Gain on exchange rate;
- License for newspaper database – received a refund from EBSCO on discontinued database; the replacement product purchased was half the price of the original product.
- Small surplus from last year, retained as an exchange rate cushion.

Susan Powelson noted that Janet Bangma and Dorothy Forbes, Co-Site Representatives for the Canadian Cochrane Network and Centre, Saskatchewan Site Group, are requesting that the Health Quality Council fund a license to The Cochrane Library for access by all Saskatchewan residents. The Cochrane Library is a database containing evidence-based health information. A mechanism for delivering it province-wide has not been determined; however, a proposal has been put forward to the MDLP Committee asking if it would be interested in handling distribution, training, and technical support.
5. **Round Table**

Board members provided updates from their sectors. Areas requiring follow up action were:

School sector: The Canadian School Library Association is collecting data on the status of school libraries in Canada (data is being sent to the National Library). Judy Nicholson wrote a summary about it in *The Medium* (newsletter of the Saskatchewan School Library Association). Naomi Kral has replaced Mary Reddyk as Resource Based Learning/Curriculum Actualization Consultant at the Department of Learning. The school library sector believes that it is very important that the Department of Learning continue to provide a staff person to support school libraries. There is some concern, particularly given the title of the position, that the role could be moving away from a clear focus on school libraries. The board suggested that it discuss this matter at its next meeting, when it has a fuller discussion on the Haycock report.

Post-secondary education libraries: Frank will compile some information on interlibrary loan policies and procedures and their impact on libraries’ ability to get materials to distance education students.

Public libraries: the special postal rate for library books is coming up for re-negotiation. Public libraries rely heavily on the special rate. Costs to mail books would increase five fold otherwise. Libraries in the north are especially reliant on the special book rate because mail is the only way to transfer books. The Saskatchewan Library Trustees Association has asked that the Government of Saskatchewan lobby Canadian Heritage to give a subsidy to Canada Post to continue the book rate. It is also being recommended that the special rate be called the “library rate” rather than the “library book rate.” Libraries are encouraged to support continuation of the book rate. Merrilee will send board members a copy of the SLTA brief to the Minister of Learning.

Information Providers: Saskatchewan now has a Privacy Commissioner. Hélène will send the board information about this. Libraries may be interested to know that the Information Technology Office has developed a formal thesaurus for identifying and describing information on the Government of Saskatchewan web site. The thesaurus may be useful for the Saskatchewan Libraries web site also. Hélène recently attended a Metadata Forum in Ottawa. She will send board members the web site address of the Forum; it provides extensive links to resources on metadata. It would be useful to discuss metadata standards for web sites at the webmasters’ forum noted on the Board’s work plan.

Saskatchewan Library Association – at the November meeting, the board should discuss if it wants to sponsor a session for the spring Saskatchewan Library Association conference.
6. **Wrap Up**

**Next Meeting Dates**

The board discussed the way in which board meetings are scheduled. Melissa noted that the last two meeting dates were changed from their originally scheduled dates. Some concern has been expressed that changing the meeting times causes more double booking (i.e. less commitment to the originally booked meeting date) and is unfair to those board members who would have been able to attend on the originally scheduled date. Melissa asked what criteria should be used to pick a meeting date. For example, stay with the original date chosen regardless or go with a date where a majority can attend? The board determined that majority turnout should be the primary criteria, although preference should be given to dates where the fullest complement of sector representation can be achieved. When possible, be mindful of choosing a date that will enable members to attend who have not been able to attend previous meetings. It was noted that meeting for one full day and one half day works well. The full day meeting is preferable close to the weekend; i.e. a full day meeting on Monday and half day on Tuesday; or, a half day meeting on Thursday and a full day meeting on Friday.

The next meeting will be November 20-21, 2003 in Regina. The AGM is set for February 12, 2004 in Regina. A board meeting will be held the day before, on February 11th.

**Communiqué** – highlight the board’s action plan for this year; the database licensing agreement; MDLP financial decision making process; and the Haycock Report.

The meeting adjourned.