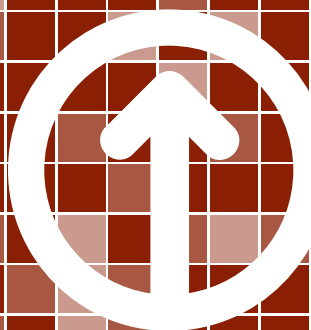


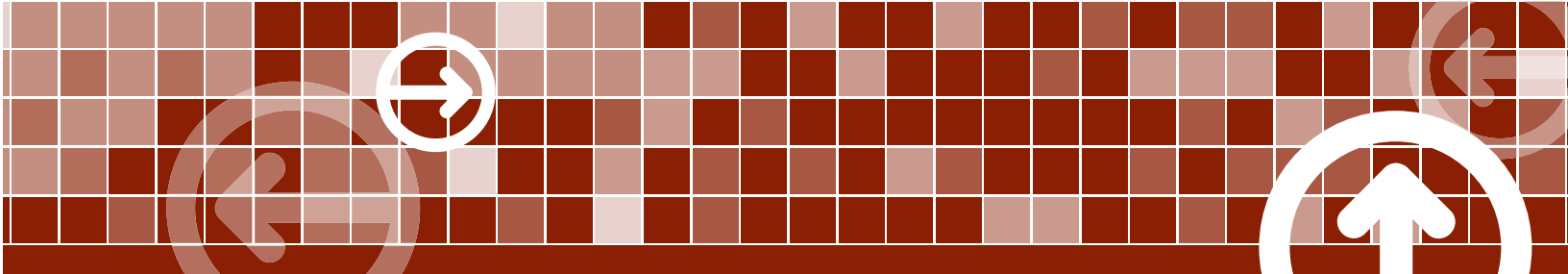


alberta public library
electronic network

2009-2010 annual report

To Public Library Services Branch
Alberta Municipal Affairs





The Alberta Library (TAL) is the recipient of funding from Alberta Municipal Affairs on behalf of the Alberta Public Library Electronic Network (APLEN). The intent of the agreement between Alberta Municipal Affairs and TAL is to support networking of all public libraries, to extend and enhance access to public library resources to all Albertans through APLEN and to recognize the role of TAL as a partner in facilitating access to resources across types of libraries. TAL received \$1.5 million in 2009-10 to support these services.

The intent of this report is to present the activities of APLEN in 2009, structured into four broad categories:

Ensuring APLEN is Governed Effectively and Efficiently

APLEN, works closely with the seven regional library systems and nine largest public libraries in order to offer programs and services effectively and efficiently to the 293 public libraries currently participating in networked services. APLEN works within the policies and structure of The Alberta Library.

Enhancing Programs and Services Offered by Public Libraries

These initiatives directly contribute to the library services offered by the individual public libraries. It is in this area that APLEN impacts directly upon the library experience of the local user by offering access to resources that otherwise would not be available. The initiatives in this area are of two types: licensing and resource sharing.

Developing Library Staff Effectiveness

These initiatives contribute to the ability of library staff to effectively perform their duties and enhance their ability to meet the needs of communities. The initiatives in this area are of two types: training and community development.

Improving Access to Library Services

These initiatives enhance the ability for libraries to connect to each other, thereby supporting the areas noted above. The initiatives in this area are of three types: technology, grants and communications.

Services are included in the appropriate category. However, it should be noted that the majority of activities that APLEN is engaged in bridges more than one, and sometimes all, of the broad categories above.



1. Ensuring APLEN is Governed Effectively and Efficiently

APLEN: A Year in Review

Changes within the TAL's management structure through 2009 impacted APLEN. Karla Palichuk, Director, APLEN, was seconded in February as Acting CEO, upon the retirement of Lucy Pana. Dyan Perley, the APLEN Emerging Technologies Librarian, assumed the duties of the APLEN Director. The secondments were expected to last for two months but as the search for a CEO was extended, so were the secondments. Maureen Woods was appointed CEO of TAL in September, 2009 but with orientations and support it was January 2010 before K. Palichuk was able to reassume her full duties as APLEN Director.

In April, 2009, TAL was informed of significant changes to the Lois Hole Campus Alberta Digital Library program. Although not directly impacted by the changes in the program, the subsequent loss of IT staff had delayed or stopped projects sponsored by APLEN.

Additionally, APLEN had difficulty hiring into the Training Librarian position until the third quarter of 2009 when L. de Bruin was hired as Training Librarian. In the interim, temporary project staff supported some of the more demanding Training initiatives.

APLEN Standing Committee

The APLEN Standing Committee is charged with providing leadership and setting the vision and direction for the program, including budget and planning. The Committee works within the guidelines and policies established by The Alberta Library.

The APLEN Standing Committee is reflective of the public library community. The composition of the Committee consists of representation from the large urban libraries (Edmonton and Calgary), regional library systems (2), a mid-sized library (1), and a small rural library (1). The Terms of Reference provides for representation from Alberta Municipal Affairs, two library trustees, one nominated by the community; the other appointed by the Alberta Library Trustees Association. The Committee members are nominated by the sectors they represent, and are appointed by the TAL Executive Committee and TAL Board for a two year term. The APLEN Standing Committee met six times, including one teleconference, in 2009.

The APLEN Standing Committee members are:

Linda Duplessis, Chair; Peace Library System
Bonnie Gray, Alberta Municipal Affairs
Joanne Griener, Edmonton Public Library
Ellen Humphrey, Calgary Public Library
Kelly Huxley, Onoway Public Library
Sharon Siga, Strathcona County Library
Ron Sheppard, Parkland Library System
Martin Shields, ALTA (from September, 2008)
Larry Tiedemann, Chair; Northern Lights Library System

Staff Liaison:

Dyan Perley (February-September 2009)
Karla Palichuk (from October, 2009)

Ex Officio:

Karla Palichuk (February-September 2009)
Maureen Woods (From October, 2009)

In November, K. Palichuk identified a gap on the Committee. The committee composition is sound, but would benefit from including a member whose library serves populations of between 10,000 and 50,000. The TAL CEO, Node Directors and Standing Committee agreed with this assessment. The Terms of Reference were changed and will take effect in 2010.



Nodes

The two large urban libraries, seven “midsized” libraries and seven regional library systems are collectively known as the ‘Nodes’. These are the libraries through which services are delivered, and from which information and input is gathered.

The Node Libraries provide staff to participate on APLEN and TAL Committees. The APLEN Standing Committee called three Nodes meetings through 2009.

Strategic Plan

The APLEN Standing Committee works within the parameters outlined by the goals and key initiatives from the TAL Strategic Plan. This plan is the culmination of over a year’s worth of consultation with the library community, and was introduced in 2007. This plan allows each of the TAL program areas to identify initiatives they wish to develop and areas where partnerships are possible.

The tabling of the MLA report, *Framework for the Future: Positioning Alberta Libraries for the 21st Century*, along with its mention of APLEN has inspired the APLEN Standing Committee and Node Directors to review services. This includes working closely with the Public Library Services Branch to address a provincial-wide technology plan for public libraries. This work will be covered in more detail further in this document.

2. Enhancing Programs and Services Offered by Public Libraries

Licensing

People are looking for information electronically – through Google, Facebook, or other search engines. However, the resources available publicly through the internet represent only a portion of what is actually available. The most useful resources may only be accessed when annual licenses are obtained. This includes proprietary information such as magazines, newspapers, encyclopedias, etc. These online resources are expensive and beyond the budgetary scope of most individual libraries.

One of the core services for TAL is the negotiation of consortia pricing for online resources, such as magazines, journals and newspapers. As TAL has significant negotiating power, the package of electronic resources known as “Subscriptions Alberta ” is reduced to less than 60 per cent of the vendors’ list price prior to any other subsidy being applied.

“Subscriptions Alberta” is a basic list of online resources that covers a wide variety of informational and research needs, including newspapers, general interest magazines, consumer health and wellness, specialized health and business tools. Please refer to Appendix 1 for specific information on the public library resources within Subscriptions Alberta.

The APLEN Standing Committee provided a 70 per cent subsidy towards the cost of the Core online resources for each Node. The total cost to APLEN for 2009 was \$171,973. The Node library pays the difference for themselves, or on behalf of their member libraries, as appropriate. This is their contribution to the acquisition of these tools, and illustrates their commitment to using them.



In 2009, the APLEN Standing Committee continued to extend the subsidy to additional resources of interest to the public library community. This subsidy includes access to the following products:

- Novelist, a tool for use by libraries and by the public that enhances access to fiction reading for adult and young adult material.
- HeritageQuest, a resource for use by libraries and the public that supports genealogical searches.
- World Book, an electronic version of the venerable print resource found in most libraries. This resource is the first tool that TAL licensed that has been paid for by APLEN, the Online Reference Center (K-12 program supported by Alberta Learning) and the Lois Hole Campus Alberta Digital Library.
- Auralog's "Tell Me More" – an online language learning tool is 100 per cent subsidized by APLEN.
- The cost to APLEN for these resources was an additional \$147,790

TAL supports a Licensing Committee, which includes four representatives from the Node libraries, in order to provide input and feedback to products and services. Please refer to Appendix 2 for the list of Licensing Committee members.

Training for the individual libraries on the products within the Core is supported by the individual vendors, the TAL Licensing Librarian, the APLEN Training Librarian and the Language Learning Software Librarian.

K. Palichuk was invited to participate on the School Library Services Initiative Digital Licensing Sub-Committee, initiated by the Government of Alberta and co-Chaired by B. Gray and J. Sykes. The committee was charged with investigating the licensing of online database content and had representation from Alberta Advanced Education, Alberta Education, Service Alberta, APLEN and Municipal Affairs.

Resource Sharing

VisuNet Canada Partners Program

VisuNet Canada Partners Program is offered through the Canadian National Institute for the Blind (CNIB). This program provides local libraries with access into Canada's largest collection of alternative format books and magazines for people who have difficulty reading or managing traditional print formats due to a visual, physical or learning disability. Access to this program allows print-disabled persons in the community to have access to informational, educational and recreational material, and not be "left out" due to restrictions of local collections or budgets. The CNIB is using an internationally-recognized standard (DAISY) for the digitization of material.

An inclusive pricing model paid by APLEN (\$15,000) ensures that this service is available across the province, and not restricted to those public libraries capable of paying the licensing costs. The oversight and training responsibilities are part of the portfolio of the APLEN Training Librarian.

Usage data has been received from the CNIB and does not reflect the numbers of patrons using the service directly from home, only those who use the library as a mediation point. The reporting period from the CNIB is January 2009 to December 2009.

59 Alberta libraries are actively using the service on behalf of their clients, an increase of 12 from 2008.

- Borrowing statistics include:
 - 7808 DAISY books
 - 37 Braille books and other print Braille materials
 - six descriptive VHS videos
 - 40 libraries participate in the free DAISY monthly magazine bundles.

According to the CNIB, even though the borrowing numbers have dropped, Alberta still has one of the highest use numbers in the country.

The CNIB had been working with the provinces and territories to develop a service model that would support the continuation of the Library Partners Program.



Ask A Question

Ask A Question (AAQ) brings together the skills and knowledge of over 250 library staff throughout the province and the collections and resources of 30 public and post secondary sites to help provide Albertans with the best answer to any question. This is the first collaborative, cross-sectoral virtual reference service in Canada.

Ask A Question is operated by TAL with a 1.0 FTE position which is cost shared between APLEN and seven participating colleges. The fees paid by the colleges offset approximately 17 per cent of the operating costs for the service, with APLEN supporting the balance. APLEN's support of the costs of the program allows all public libraries within the network to participate in this service as much as they and their communities need to, without having to find the funds in their operating budgets, beyond providing staff to support the service.

Significant APLEN and IT Staff time in the first half of 2009 went into the development of a new version of the Ask A Question software. A prototype system was created and students with Grant MacEwan University's IMLT program "alpha-testing" the new version during their reference course and provided valuable feedback on the functionality and usability of the software. Due to the loss of Lois Hole Campus Alberta Digital Library funding, the IT staff who were developing the new version of the software were laid off and development was put on hold.

Students from all three of the library programs (Grant MacEwan University, SAIT and the University of Alberta) answered questions through AAQ as part of their respective reference course assignments. This project was very successful for AAQ, as 195 questions were answered by Grant MacEwan University, SAIT and University of Alberta students over a three month period. This provided the service with needed backup for the volume of questions and students with valuable experience in managing online reference questions in an Alberta context. A significant amount of time was spent by TAL's Virtual Reference Librarian in working with the instructors to make this a valuable real-life experience for the students, and to provide feedback to both students and their instructors.

TAL supports an AAQ Service Committee, which provides input into the development of the service. Please refer to Appendix 2 for the 2009 Committee members. There were no AAQ Service Committee or Coordinators' meetings held in 2009, though much was accomplished through email. Meetings had been planned to discuss and train AAQ practitioners on the new software. However, with the software development on hold and the redirection of D.Perley, Virtual Reference Librarian's attention to other duties within APLEN, there was not an appropriate opportunity or sufficient reason to bring the groups together.

In 2009, 12,022 questions were submitted to the service – a 22 per cent increase from 2008. Public library activity accounts for 97 per cent (11,662 questions) of the volume.

Topics vary widely but after library related topics the public consistently asked questions related to:

- Alberta government and politics
- Alberta history
- Alberta housing and building codes
- Alberta laws and statutes (i.e. wills, divorce, motor vehicles, policing, employment standards)
- Career development, including educational upgrading
- Charitable donations
- Citizenship and Immigration
- Economic development/small business development
- English as a second language
- Family and social services
- First nations
- Job searching and unemployment resources
- Health and wellness
- Land use/zoning
- Municipal histories
- Municipal ordinances
- Politics and political parties
- Taxation
- Travel and tourism
- Vital statistics



A link to a user survey is given in the email answer provided to patrons. We have approximately a one per cent rate of return. The survey data has been collated and details of the benefits the Ask A Question service is providing are becoming apparent:

- 82 per cent of Alberta respondents are satisfied with the response they received
- 90 per cent of Alberta respondents will use the service again
- 65 per cent of Alberta respondents are new to the Ask A Question service
- 90 per cent of Alberta respondents rate the service as very fast or fast
- 37 per cent of Alberta respondents have never asked a librarian for assistance before

Selected survey comments are provided as Appendix 3 at the end of this document.

TAL Card

The Alberta Library (TAL) Card provides borrowing privileges at all TAL Card participating public, post-secondary and special libraries throughout Alberta. Subject to certain restrictions, members in good standing at a participating library are eligible for a TAL Card. There are over 300 participating libraries in the program, and participation is mandatory for all TAL members. The TAL Card provides on-site access to the physical collections of other TAL member libraries, eliminates the non-resident or community borrower fees, is free to members of the participating libraries, and allows for materials borrowed to be returned at other TAL member libraries.

Program administration is an operational expense for TAL and is part of the portfolio of one staff person. The program is overseen by the APLEN Director.

This program is the first of its kind in Canada, and is one of the most visible signs of 'barrier-free access'. The uniqueness of this program was emphasized in November, when K. Palichuk was invited to speak about the TAL Card at the "First Conference of the Information Community of Quebec". The invitation to speak included the following comment:

The Program committee asked me to organize a session on the concept of the universal library card. Obviously, with the tremendous success you have with TAL, we absolutely need to hear about your program. It is a suitable moment in Quebec to discuss this question since a resolution from the General Assembly of the Corporation has been voted last May to create such a program in Quebec. The Cooperation Table of Quebec Libraries, under the responsibility of our minister of Culture, also received this demand.

It is utmost important for us to learn about your experience at the time we initiate the consultation and conception process. The occasion of the Conference where most of our leaders and hundreds of librarians will be present is the best place to give an audience to TAL in Quebec.

The concept of a 'one card' was identified in the Framework to the Future report. The public library directors included this concept as part of an overarching discussion on the creation of a provincial public library technology plan. In late 2009, the public library directors agreed to start to take advantage of the work done with the NISO Circulation Interchange Protocol (NCIP). This protocol will facilitate the exchange of patron data between libraries and library systems. Library software vendors are currently working to ensure that the protocol does work between their various systems, and APLEN is hopeful that a pilot project between public and post-secondary institutions could be run in mid 2010. If successful, this pilot project will form the basis for a true one-card system in Alberta – one where your primary library card is recognized at any other library in the province.



Language Learning Software

The APLEN Training Committee identified a need for resources that could be used to assist new Canadians, temporary foreign workers and others in learning English. There are Adult Learning Councils in a number of communities and part of their mandate is to provide language classes. However, the libraries reported that the need for language support is growing everywhere across the province, including communities where Adult Learning Councils are not operational.

In 2008, a pilot project was conducted to assess the need for a language learning product. Several products were reviewed and Auralog's "Tell Me More" language learning software was selected. The response was very positive and the product license was continued for 2009. This is one of the few products that APLEN pays for without subsidizing. For 2009, the total license cost came in at \$147,790 USD, which was a reduction in cost from 2008. Marian Enow continued as Language Learning Software Librarian until June, 2009.

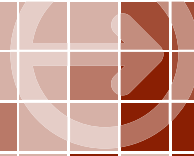
This software is one of the most complete language learning tools available to the public, however it is not without some limitations, which the company has plans to address in mid 2010. The use of the software has risen and in 2009, there were over 2500 new accounts created for a total of 5700 active accounts, a 40 per cent increase.

In late 2009, APLEN was asked if there was a similar product that could assist persons with hearing impairments to learn American Sign Language as an ESL program. APLEN staff have not been able to track such software down, but are working with Auralog and a specializing US University to find a suitable resource.

Digitization

The Digitization initiative was a program initially funded out of the PLDI grant program through 2008. The intent of the initiative was to create an inventory of resources held by public libraries that would be of provincial interest. This report was enthusiastically received by the public library community and the APLEN Standing Committee agreed to support the project through the balance of 2009.

Merrill Kemp continued as the APLEN Digitization Librarian until December 31, 2009. She built relationships with other provinces doing similar work, acted as the lead on copyright legislation and continued to support libraries in their investigation of digitization and digital projects.



3. Developing Library Staff Effectiveness

Training

The provision of training opportunities to Node and other library staff is a key area for APLEN. At the Node level, the training focuses on higher-end needs, or in areas where skills are needed provincially. At the local level, training is done through workshops or as part of conferences and meetings.

The training program is overseen by the APLEN Training Librarian, working in conjunction with the APLEN Training Committee. The Training Committee consists of one representative from each Node library. For a list of Committee members please refer to Appendix 2. The Training Librarian position was vacant through a significant period in 2009, due to difficulties in finding qualified staff. L. de Bruin joined APLEN as the Training Librarian in August, 2009.

The Training Committee met three times in 2009 and provided input into such topics as videoconferencing, WebJunction course purchases, and shared other training related issues and solutions with each other.

Becoming A Master Instructor

The 'Becoming a Master Instructor' course is an internationally recognized program offered by NAIT. This is an intensive training program designed to assist instructors to be more effective in the classroom, specifically focusing on adult learners.

This program was identified for the training librarians at the Node libraries. These are the staff people often charged with the development and delivery of training sessions for other staff or for the public, yet may not necessarily have the skills to do this work in the most effective manner. Offering this course increases the competencies of the public services librarians and their capacity to design and deliver effective training programs. The classes are capped at eight participants and students must progress through each level in turn.

Seven public services librarians participated in level one training and another five participated in level two training in 2009. The course participants were enthusiastic with the outcomes and skills learned in the class. BMI courses will be offered again in 2010 and will include level three instruction for the first time. This program has been an excellent move-forward for professional development for Alberta library staff as there will be several libraries with staff fully certified in the BMI instruction system by 2010.

This type of training is not available remotely, nor is it available in rural or remote communities. APLEN coordinated the training, provided the space and provided funding support to ensure attendance in the course. The cost to APLEN was \$13,100 .



Five Minute Guides

Five Minute Guides have been created on specific topics to assist library staff and patrons in the use of “newer” technology. These guides supplement any other training opportunities and are intended to provide a quick overview to a technological topic with references on where to go for more information or to gain experience on the topic. Launched in early 2009, this resource has proven to be extremely popular with library staff and trustees.

Local Training

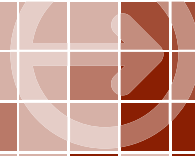
Training for libraries at the local level is done in conjunction with the Regional Library System or Node library. APLEN’s Training Librarian works with the requesting library to design and deliver training on topics that meet the needs of the participants. The Training Librarian position was vacant until August 2009, when Lauren de Bruin began work in this role.

The major training thrust through 2009 was the *Tell Me More* language learning software and a significant amount of this training was done by the Language Learning Software Librarian until her contract ended in June 2009. Responsibility for the provision of training in the use of this product was turned over to the Training Librarian. L. de Bruin has since been actively promoting *Tell Me More* training to the libraries and library systems. *Tell Me More* training was held as a three-hour preconference workshop for the Northern Lights Library System Conference (September 17, 2009), where attendees reported greater confidence in using and promoting the software product. Subsequent communication with Northern Lights Library System has indicated a rise in the use of the software in member libraries.

In addition to conference sessions, training on the *Tell Me More* software has been provided to individual libraries upon request. On October 29, 2009 and November 1, 2009, the APLEN Training Librarian was invited to Wetaskawin Public Library to deliver the *Tell Me More* training to library staff in preparation for the library’s upcoming ESL learning program. There has been a marked increase in the number of *Tell Me More* user accounts in response to this increase in training, with over 2,500 new accounts being created between March and December 2009.

A new training topic, *Willing Engagement: Understanding and overcoming learner resistance in library staff*, has been added to the training suite of services. This is a session that is focused on strategies for training resistant learners and staff. This session is a reiteration of one developed by L. de Bruin for the 2009 PNLA Conference. It was presented at Parkland Regional Library System’s Professional Development Day in August, 2009, and was very positively received. This session was submitted to the Alberta Library Conference for inclusion in the 2010 conference.

Between September and December 2009, L. de Bruin worked to encourage greater uptake in the Media Awareness Network’s ready-made workshops titled *Web Awareness* (\$12,092.05). These workshops have been available for use and deployment among libraries for over ten years and are updated on an annual basis. The active promotion of these workshops has encouraged a slight increase in use. There has been increased interest in train-the-trainer sessions for the *Web Awareness* workshops and as the confidence of the workshop presenters in various Alberta libraries increase, so should the use of the workshops.



Community Development

It is important that APLEN programs and services are relevant, timely and valued by the community. APLEN engages in a significant amount of community development with the public library community and works with them in the spirit of inclusiveness, openness and respect.

APLEN values the contribution the committee members bring to the work of the program. Even though 2009 saw a number of challenges, committee members donated close to 2000 hours to the program. APLEN offset the costs of the meetings.

The impact of the hours spent participating in meetings is not limited to APLEN's activities. The meetings are valued by the participants because they:

- Provide networking and learning opportunities for people doing similar jobs to share information and expertise
- Provide opportunities for participants to develop communities of practice
- Provide opportunities for participants to identify needs and look for solutions
- Take ideas and concepts back to their home institutions to share with staff and shape direction at the Node level
- Take ideas and concept back to the libraries they support

APLEN staff also made presentations about APLEN and TAL services at various meetings and venues. In 2009:

- K. Palichuk presented updates to the Alberta Public Library Administrators Council, County of Athabasca Library Board, the CNIB, and the Village of Willingdon Council.
- K. Palichuk and S. Bissell attended the Resource Sharing meetings hosted by Alberta Municipal Affairs
- K. Palichuk spoke to the first-year students in the Library Technicians programs about TAL and public library services in Alberta.
- APLEN sessions were delivered at NetSpeed and at the Alberta Library Conference.
- A small delegation from TAL, including K. Palichuk and B. Rice, met with the Hon. Ray Danyluk and MLAs Jeff Johnson, Fred Horne, Teresa Woo-Paw, at the 2009 Alberta Library Conference.
- K. Palichuk, B. Rice, C. Wilson and S. Thornton met with Carole Julien, Senior Research Officer, Libraries and Archives Canada about TAL, federated searching, distributed catalogues, and digitization.
- K. Palichuk represented APLEN at the openings of the new libraries in Fort McMurray and Grande Prairie, as well as at the retirement luncheons for Rowena Lunn and Karen Labiuk and Parkland Regional Library System's 50th anniversary.
- APLEN was approached by Alberta Health Services to participate on a consumer health project focusing on prostate cancer. S. Bissell, as Virtual Reference Librarian, provided input into the selection of print and web-based resources for this project.



4. Improving Access to Library Services

Technology

The role APLEN has played with technology in libraries has included: consulting, provision of hardware and grant management.

Mobile Training Labs

The mobile computer labs saw heavy use through 2009 and were distributed to five different libraries between August and December, not including the use by the regional library systems for their conferences, training and workshop needs.

These labs particularly benefit the smaller libraries as they strive to provide public training despite the lack of budget or space to house the necessary numbers of public access computers.

Technology Infrastructure Committee

APLEN works closely with the IT staff of the Node libraries in order to coordinate network development and network services. Please refer to Appendix 2 for the Technology Infrastructure Committee members.

The fibre provided by the SuperNet initiative has provided public libraries with the physical connectivity that was required to share resources and information effectively. Node libraries have been able to consolidate some services such as Internet access, web design and file sharing over the network. As the use of the network for core library business applications has consolidated, the public library community started focusing on other applications requiring the strengths provided by the SuperNet.

When the *Framework for the Future* document was released, the public library community became very energized by the findings and recommendations in the report. In the summer, discussions started to determine how to address the recommendations in the report; what technical options exist to assist with the achievement of the recommendations and finally, what does the 'future' look like.

These discussions started with a 'Library Council' meeting, hosted by Alberta Municipal Affairs –Public Libraries Services Branch. This meeting included all the Node Directors, as well as K. Palichuk, representing TAL and APLEN.

The energy continued through the APLEN committees, with the Technology Infrastructure committee, K. Anderson from Alberta Municipal Affairs –Public Library Services Branch and D. Perley, Emerging Technologies Librarian (APLEN). This group brainstormed ways to address a provincial one-card; single ILS, provincial database licensing, centralized or standardized IT services and videoconferencing. The report resulting from this work was presented to the APLEN Standing Committee in December, 2009 for input and discussion. It was subsequently shared with the Node directors, as a facilitated discussion, at their January 2010 meeting. The document forms a 'technology issues paper' which then can form the backbone of a provincial, public library technology plan.



Grants

Local Library Participation Grants

The “Local Library Participation Grant” had been structured by the APLEN Standing Committee to provide financial support to those libraries ready to connect into the resource-sharing network in Alberta. These are libraries that had not received any prior funding from APLEN. The amount is capped at \$5000 per site.

In 2009, Peace received the grant on behalf of Rycroft Municipal Library and Northern Lights received the grant on behalf of Chauvin Municipal Library for a total expenditure of \$10,000. The funds were used to purchase high-end technical communications equipment, additional workstations and associated software, networking equipment and licenses for the ILS.

Community Access Program

The Community Access Program (CAP) is a national initiative through Industry Canada. The goal of the program is to provide affordable access to the Internet and electronic resources and to encourage Canadians to become Internet literate. CAP funds help Canadians take advantage of emerging opportunities through their public library by providing Internet access along with the computer support and training to use it effectively.

CAP computers are available to all members of the public – many computers are equipped with accessibility software or adaptive hardware to allow people with different needs to access electronic resources. For example, in different sites the public might find computers equipped with screen reader software, touch screen monitors, or mice and joysticks that help people with mobility issues.

The Alberta Library is in the process of completing the final reports for the 2009-10 program. On behalf of 287 public libraries in the province, the total grant funds received will be \$475,272. TAL works in collaboration with the Nodes to deliver these funds to the libraries who participate in the program.

Bibliocommons

Bibliocommons is a software product developed out of Ontario, which provides a public-view overlay for the library’s catalogue. The intent behind this product is to improve the user’s experience by making the catalogue easier to use as well as embedding more “social” content.

At the time Bibliocommons was launched there were very few libraries in Alberta able to take advantage of this product as it wasn’t being developed for the ILS’ in use in Alberta. Edmonton Public Library, however, entered into a pilot project and shared the costs of participation with APLEN.

By the time Edmonton Public Library went “live” on Bibliocommons it became clear that this is a product with strong possibilities. The ability of patrons to easily manage their borrowing, plus participate in ‘conversations’ with others in British Columbia and Ontario was a huge step forward in how patrons access library resources, and the response was very positive.

At the October Nodes meeting the feedback to APLEN staff was to pursue a provincial-wide license of Bibliocommons for 2010.

The Shanachies

One of the admonishments to the public library community has been to ‘tell your story’. In 2009, an opportunity to tell the public library community story in a slightly different way was presented to APLEN. “The Shanachies”, a group of Dutch librarians, tour world-wide and identify library leaders and best-practices. Red Deer Public Library and APLEN contributed \$5000 each to bring the Shanachies to Alberta in 2010.



Communications

The “Books and Beyond” Campaign

In 2009 TAL Communications, working with the APLEN Marketing and Promotions Committee, built on to 2008’s *Books and beyond* - a campaign designed to break stereotypes and show the incredible variety of materials available at libraries across the province.

This year the \$200,000 campaign continued with the successful TV and radio spots from 2008 and added new posters, online ads and a website (www.booksandbeyond.ca). Funded by the Alberta Public Library Electronic Network and aimed primarily at 18 to 35 year-olds, the campaign was awarded a 2009 International Federation of Library Associations and Institutions Bronze Marketing Award.

The Advertising and Design Club of Canada awarded the campaign gold for top public service TV spots, along with silver for three individual TV ads and a merit award for overall multi-media campaign. The new posters received positive response from both the public and the library community. The website featured an interactive game and user generated book reviews to connect with visitors.

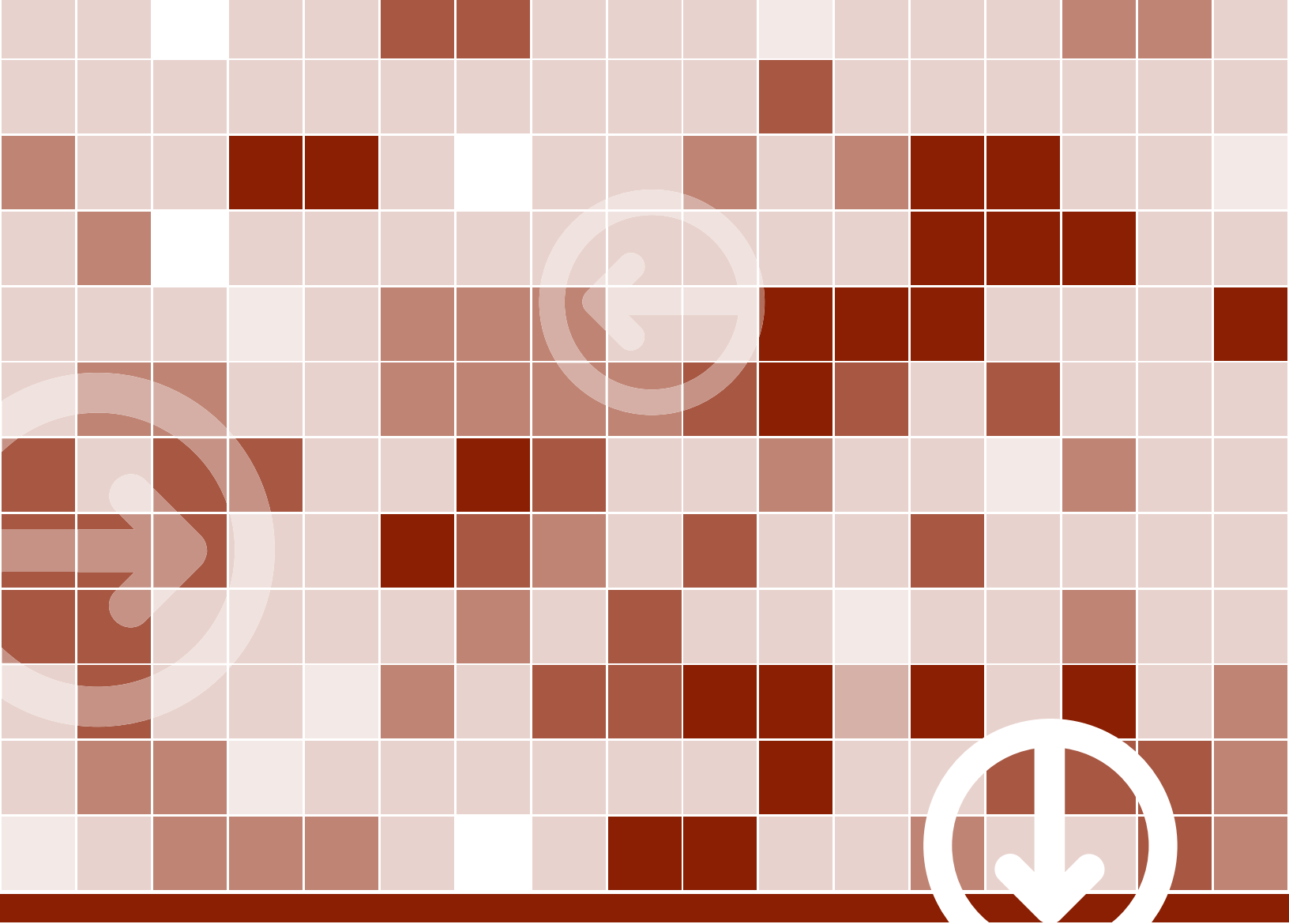
In 2009, the Books and Beyond Television ads went viral, receiving over 7000 YouTube hits. The ads surfaced in exciting places all over the web including The New York Times and blogs from France and Russia.

The Ads were also picked up by the German Libraries Association and shown at the March 2010 Library Conference, “Bibliotheksverband” in Leipzig, Germany.

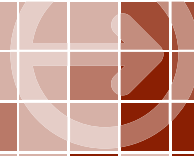


Future Projects

- The recommendations from the Public Library Review process target TAL and APLEN; activities in 2010 will allow for further exploration on how the public libraries will develop over the next three years, as well as clarify the role for APLEN in this process.
- The Technology Infrastructure Committee is working towards the development of recommended standards for technology for public libraries of all sizes, feeding specifically into the process for the provincial, public library technology plan.
- Bibliocommons will continue to have an impact on how the public access resources through their public libraries. With a critical mass of libraries using this interface, there could be potential to use the service for more than just a local catalogue; it could be used to facilitate interlibrary loans and circulation activities as well – this needs to be further investigated in 2010.
- Vendors are more willing to discuss the potential of sharing information between circulation systems; this could also impact on how resources are shared between libraries.
- Training initiatives will move forward, particularly in the area of emerging technology and new ways to deliver training opportunities.
- Work with Alberta Health Services to develop a framework for the delivery of consumer health information in very specific treatment areas.
- A new APLEN Director and new Emerging Technologies Librarian will certainly bring with them new ideas.



appendix 1



APPENDIX 1: Subscriptions Alberta

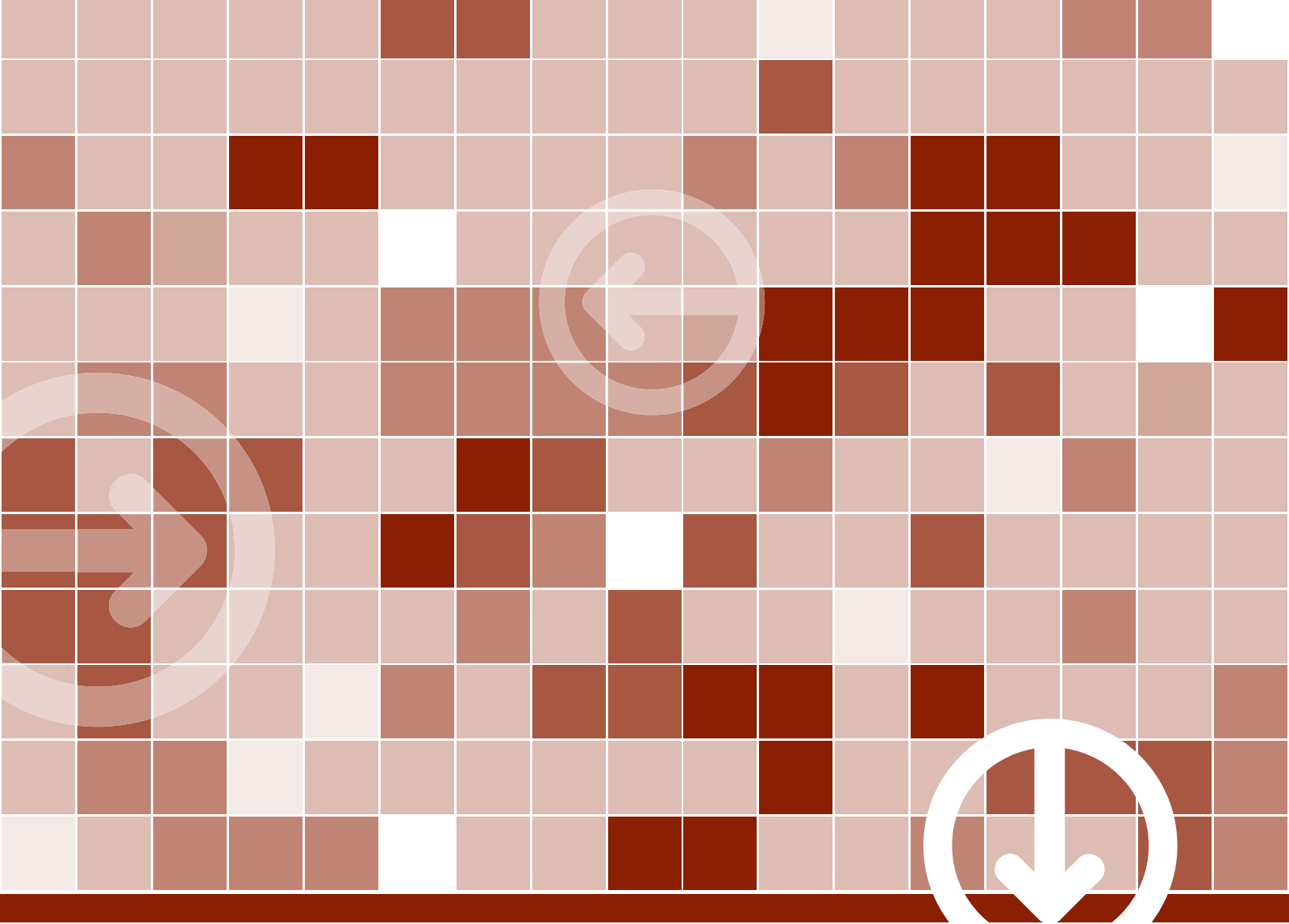
The table below provides the names and describes the resources found in the Subscriptions Alberta Core database package.

Product	Description
Academic Search Elite	This is a good starting place for general research questions and covers a wide range of academic areas including business, humanities, the arts, social sciences education. Over 2000 academic and scholarly journals may be read in their entirety, with summaries of articles available for another 3500 journals. Some information dates back to 1985.
Agricola	A resource for all things agricultural, this tool contains information from the U.S. Department of Agriculture's National Agricultural Library. Agricola offers more than 4.1 million links to journal articles, book chapters, books, theses, patents, software, audiovisual materials and technical reports related to agriculture. Not limited to only agriculture, this tool also includes information on related fields including animal and veterinary sciences, entomology, plant sciences, forestry, aquaculture and fisheries, farming and farming systems, agricultural economics, extension and education, food and human nutrition, agricultural engineering and technology and earth and environmental sciences. Please note this is a US-centric tool.
Alt Health Watch	This tool provides information on the full range of complementary, holistic and integrated approaches to health care and wellness. It offers complete articles for more than 180 international journals and reports. In addition, there are hundreds of pamphlets, booklets, special reports, original research and book excerpts. Information provided in this tool should not be used as a means for self-diagnosis or as a substitute for professional medical advice, diagnosis or treatment.
Business Source Elite	If you are looking for business information, including management and 'trade' topics, this tool provides access to over 1000 general business and management magazines as well as trade journals.
Regional Business News	Provides full text articles for over 50 regional business publications.
Canadian Literary Centre	If you are looking for information on Canadian authors or anything related to the Canadian literary scene, this resource is the one to use. This tool includes literary criticism, book reviews, essays, biographies and books and is built on the information held by many key Canadian literary sources, including Quill and Quire (book reviews, essays, author interviews, prepublication information), Canadian Fiction Studies, Books in Canada and much more.
Canadian Reference Centre	A great tool to use for Canadian content. This tool provides access to Canadian magazines (for example Alberta Sweetgrass, Beaver, Benefits Canada, Canadian Business, Canadian Economic Observer, Chatelaine, Harrowsmith, Macleans), newspapers, newswires and reference books (Canadian Global Almanac, Gage Canadian Dictionary, Gage Canadian Thesaurus) to create the largest collection of regional full text content available. Additionally, this tool includes international magazines in full text; 84,774 full text biographies and an Image Collection of 293,480 photos, maps and flags.

Product	Description
Education Research Complete	This tool covers scholarly research and information relating to all areas of education. Topics include all levels of education from early childhood to higher education. Educational specialties such as health education, testing, multilingual education are also included. Additionally, information is available on administrative topics such as curriculum instruction, administration, policy, and related social issues.
Environment Complete	A resource for all things environmental. This tool offers access into the content of 470 journals including many of the most used journals in the discipline, such as Environment (back to 1975), Ecologist, Conservation Biology and more. Environment Complete also provides full text for 80 monographs such as Encyclopedia of World Environmental History (three volumes) and advances in Water Treatment & Environmental Management. Further, the database offers full text for the conference papers of the North American Association of Environmental Education.
ERIC	ERIC (The Educational Resource Information Center) is another great tool to use when looking for resources and literature relating to education and educational theory. This tool contains more than 1,243,000 records and links to more than 224,000 full-text documents.
Film and Television Index with Full Text	Film & Television Literature Index (FTLI) contains information that covers the entire spectrum of television and film writing. It has been designed for use by a diverse audience that includes film scholars, college students, and general viewers. Publications include Film Journal International, Journal of British Cinema & Television, Film Criticism, Post Script, Variety and more. Subject coverage includes film & television theory, preservation & restoration, writing, production, cinematography, technical aspects and reviews
Health Source Consumer Edition	This tool contains consumer health information offering access to nearly 80 full text consumer health magazines, including American Fitness, Better Nutrition, Fit Pregnancy, HealthFacts, Men's Health, Muscle & Fitness, Prevention, Vegetarian Times and many others. This database also includes current health-related pamphlets and more than 130 health reference books including those published by the People's Medical Society. Additionally, Health Source: Consumer Edition contains more than 5,100 Clinical Reference Systems reports (in English and Spanish); Lexi-PAL Drug Guide, which covers 1,300 generic drug patient education sheets with more than 4,700 brand names; and Merriam-Webster's Medical Desk Dictionary. Information provided in this database should not be viewed as a means for self-diagnosis or a substitute for professional medical advice, diagnosis or treatment.
Health Source Nursing – Academic Edition	This tool contains nearly 550 scholarly full text journals focusing on many medical disciplines including nursing and allied health with full text from Creative Nursing, Issues in Comprehensive Pediatric Nursing, Issues in Mental Health Nursing, Journal of Advanced Nursing, Journal of Child & Adolescent Psychiatric Nursing, Journal of Clinical Nursing, Journal of Community Health Nursing, Journal of Nursing Management, Nursing Ethics, Nursing Forum, Nursing Inquiry and many more. In addition, this database includes the Lexi-PAL Drug Guide which covers 1,300 generic drug patient education sheets with more than 4,700 brand names.



Product	Description
Masterfile Premier	A great starting place for any question, this tool contains full text for nearly 1,750 periodicals covering general reference, business, health, education, general science, multicultural issues and much more. This database also contains full text for nearly 500 reference books, 86,017 biographies, 105,786 primary source documents and an Image Collection of 341,655 photos, maps & flags. Some articles go back to 1975.
MEDLINE	This tool was created by the National Library of Medicine, making it an authoritative tool for questions relating to medicine, nursing, dentistry, veterinary medicine, the health care system, pre-clinical sciences and much more.
Psychology and Behavioral Sciences Collection	This tool covers topics relating to emotional and behavioral characteristics, psychiatry, psychology and anthropology.
Novelist (Not Core but APLEN subsidizes)	If you have a favourite author or novel or if you like books set in specific countries, times or with specific character types (vampires, anyone?) than this tool will help you find new-to-you authors and titles within categories you describe. Includes suggested reading lists and other tools. Contains old material and emerging authors.
Associations Unlimited	A great tool to use if you are looking for information about national (US), International and local (US) not-for profit organizations; monitoring trends impacting associations, identifying related associations, marketing, members and their markets. Includes information on more than 456,000 organizations, including association material (brochures, logos, membership applications).
Contemporary Authors	Offers biographies and bibliographic information on more than 120,000 modern authors including JK Rowling, Isaac Asimov and Michael Crichton.
CPI Q (Canadian Periodical Index Quarterly) Online	Another key resource for anyone looking for a Canadian perspective on a topic, or for Canadian news information. This tool contains Canadian and International magazines and newspapers (Globe and Mail, Macleans) and Canadian reference materials (Canadian Parliamentary Guide). A great general research tool, it pulls together magazine articles, biographies, company profiles, historical documents, science information, essays and much more. There are over 1200 Canadian magazines included in both English and French, coverage of a broad range of subjects related to Canada, and some material goes back to 1980.
General Reference Center Gold	A good starting place for a question, this tool combines key business and general interest news and specialty magazines, business journals, and other reference works.
Expanded Academic ASAP	A good starting place for a question of a more scholarly or academic nature, this resource provides access to information in scholarly journals, social sciences, humanities, business, technology, newspapers and general interest magazines.
Gale Virtual Reference Library	This is an electronic book edition of some of Gale's most popular reference titles including Beacham's Guide to Endangered Species of North America, World of Earth Sciences and Gale Encyclopedia of Multicultural America.



appendix 2



APPENDIX 2:

List of Committees and Committee Members

Licensing Committee

Joye Hardman, Chair; Calgary Public Library
Teresa Bendall, Alberta Government Library
Thea de Vos, Edmonton Public Library
Karen Labuik, Marigold Library System
Kristine Plastow, Red Deer College
Julia Rinehart, APLEN representative
Christine Sammon, Alberta College of Art and Design
Karen Schlegl, NAIT

Staff Liaison :

Christa Foley

Ex Officio:

Lucy Pana; Karla Palichuk

AAQ Committee

Harriet Arnold, NAIT
Sue Colp, Strathcona County Library
Karen Goodwillie, Parkland Regional Library System
Jodie Holden, Edmonton Public Library
Karen Labuik, Marigold Library System (to September)
Nora Robinson, SAIT (to October)

Staff Liaison:

Dyan Perley; Stacey Bissell

Ex Officio:

Karla Palichuk

Training Committee

Rob Zylstra, Chair, Yellowhead Regional Library System
Mary Jane Bilsland, Edmonton Public Library
(to September)
Sue Colp, Strathcona County Library
Michael Dell, Edmonton Public Library (from September)
Heather Dolman, St. Albert Public Library
Susan Grieshaber-Otto, Parkland Regional
Library System
James Macdonald, Northern Lights Library System
Patricia McNamee, Alberta Municipal Affairs
James Parsons, Medicine Hat Public Library
Terra Plato, Chinook Arch Regional Library System
Jack Ryback, Calgary Public Library
Craig Shufelt, Fort McMurray Public Library
Cory Stier, Red Deer Public Library
Shannon Vossepoel, Shortgrass Library System
Katherine Wiebe, Peace Library System
Linda Williams, Marigold Library System

Staff Liaison:

Karla Palichuk; Lauren de Bruin

Technology Infrastructure Committee

Kerry Anderson, Alberta Municipal Affairs
Marc Anthony, Ft. McMurray Public Library
Bob Batchelder, Shorgrass Library System
Lachlan Bickley, Edmonton Public Library
Bonita Burchat, Calgary Public Library
Marianne Graff, Yellowhead Regional Library System
James MacDonald, Northern Lights Library System
Troy Maddaford, Chinook Arch Regional Library System
Sharon Nuttycombe, Strathcona County Library
Steven Pattison, Marigold Library System
Michael Silver, Parkland Regional Library System
Cory Stier, Red Deer Public Library
Padmini Ramaswamy, Peace Library System
Peter Verhagen, St. Albert Public Library
Dustin Walker, Grande Prairie Public Library

Staff Liason:

Dyan Perley

Ex Officio:

Karla Palichuk

Marketing and Communications Committee

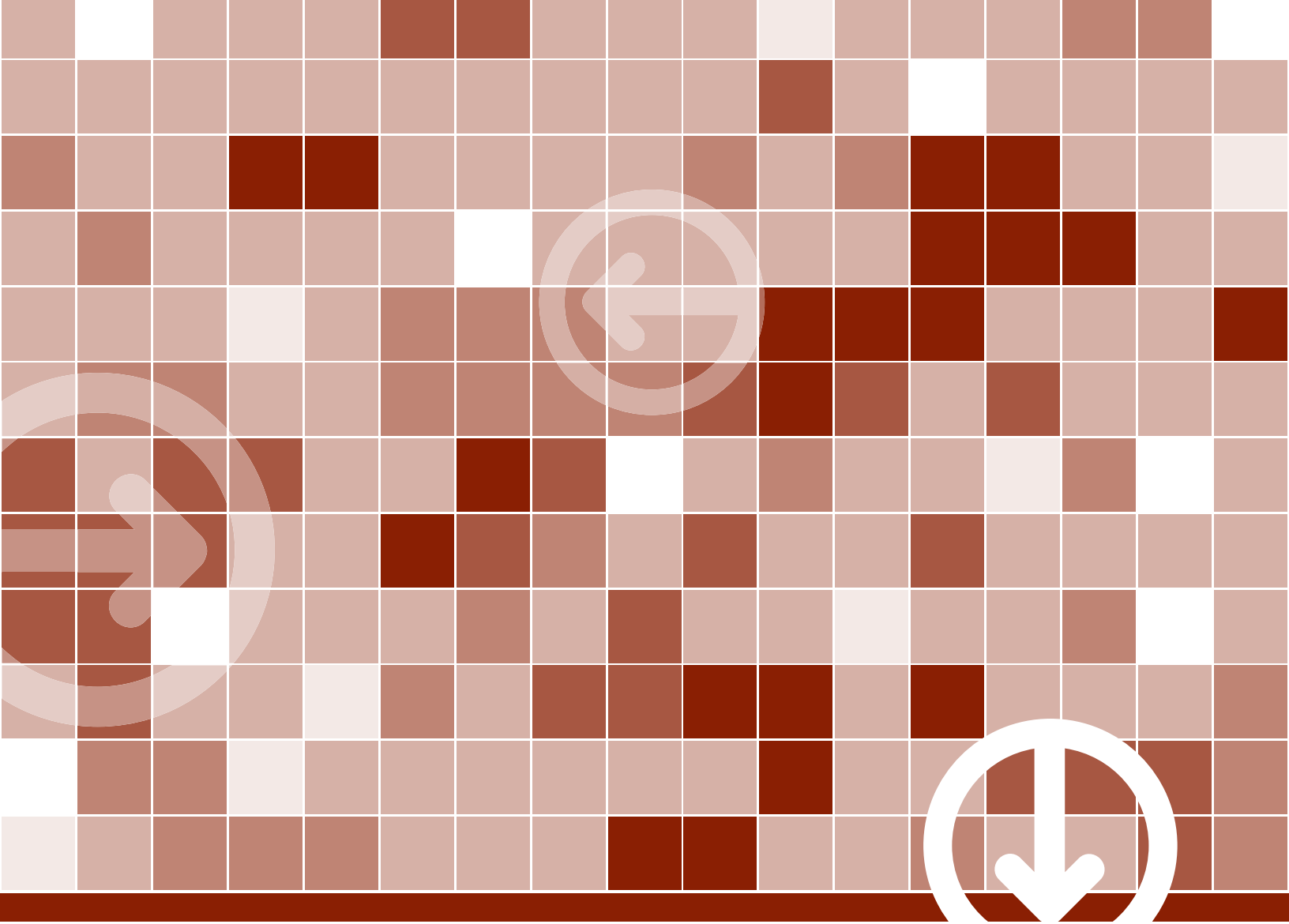
Jennifer Cameron, Yellowhead Regional Library System
Bernice Duguay, Lethbridge Public Library and
Chinook Arch Regional Library System
Susan Grieshaber-Otto, Parkland Regional Library System
Grant Kaiser, Calgary Public Library
Carmen Lefebvre, Northern Lights Library System
Christine Nelson, Alberta Municipal Affairs
Sherryl Petterson, Edmonton Public Library
Carlee Pilikowski, Marigold Library System
Julia Reinhart, Shortgrass Library System
Michelle Rempel, Grande Prairie Public Library
Cory Stier, Red Deer Public Library
Shelley Sweet, St. Albert Public Library
Mary-Ann Thurber, Peace Library System
Joan Urschel, Strathcona County Library

Staff Liason:

Bill Rice, Janis Galloway, Katie McLaughlin

Ex Officio:

Karla Palichuk



appendix 3



Appendix 3: AAQ Survey Comments

Quite remarkable. Received an answer within 24 hours that was thorough and credible. Will use this frequently in the future. Well done indeed!!

This is an excellent service. Response time is fast and you provided me with some very relevant results for my search and introduced me to new, useful resources.

I believe that your service is wonderful.

It is remarkable that I received so much information in such a short period of time. Once again, thank you for the prompt service.

thanks very much, that was exactly what i was thinking of and my own research came up empty. i sincerely appreciate the accurate assistance, and the quick response time (less than an hour probably) was just an added bonus.

I appreciate having this invaluable resource available to me. It a something that I, as a member to the public, find very useful to the public. Overall, I really enjoy our library system.
Remarkable!

Very enthusiastic answer here and at libraries. It is most satisfying knowing there are such living persons as the library staff still in existence. And of course working to serve us. Thanks to everyone else too.

I am amazed that this exists! What a great service! Even with the internet at my fingertips, I could not have found this out on my own (I tried).
THANK YOU!!!!!!!!!!



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