

ANNUAL REPORT 2002



THE VISION

Universal barrier-free access for all Albertans to information and ideas delivered in a dynamic model of cooperation extending beyond walls and beyond current levels of performance.

Milestones

- 1997 Incorporation
 - APLEN Funding
 - First Netspeed Conference
- 1998 First License Signed (Britannica Online)
- 1999 Knowledge Network Funding
 - The Alberta Library (TAL) Card Launched
- 2000 1st Province-Wide Promotional Campaign
- 2001 TAL Online Launched
 - Online Reference Centre (LearnAlberta.ca) Launched
- 2002 Industry Canada LibraryNet Best Practices Award
 - Lois Hole Library Legacy Program Launched
 - Ask A Question Virtual Reference Available to All Albertans

FUNDING ACKNOWLEDGEMENT

The Alberta Library gratefully acknowledges the financial support of:

- Alberta Community Development for its support for The Alberta Library and the Alberta Public Library Electronic Network (APLEN)
- Industry Canada for its support for APLEN through the Community Access Program
- Alberta Learning for its support for the Knowledge Network and the Online Reference Centre

The Alberta Library appreciates the generous contribution of University of Alberta Libraries of facilities use for TAL Online.

MESSAGE FROM THE CHAIR

On January 24, 1997, The Alberta Library was created by the library community in Alberta as a fledgling consortium of 31 members with a collaborative vision and enormous potential. The library community took a leap of faith that what they created would enhance collaboration and enable libraries to benefit from the best they had to offer and beyond.

In 2002, The Alberta Library celebrated the fifth anniversary of its inception. The Alberta Library has evolved into a vibrant organization that embraces the collective strengths and best practices of its members to offer innovative value-added services to and through its members. We have a great deal to be proud of over what we have achieved during our first five years.

Our many achievements have attracted attention beyond Alberta's borders. In 2002, Industry Canada recognized the innovative capacity of The Alberta Library through a LibraryNet 2002 Best Practices Award for TAL Online. Our evolution has been watched closely and emulated by library consortia and groups in many other jurisdictions in Canada and elsewhere. In addition, the library collaboration fostered by TAL extends beyond our doors, into the larger community. Partnerships between libraries and other organizations, for example, PLENA, flourish in this environment of co-operation.

The Alberta Library has enhanced the self-sufficiency of all types of libraries across the province, most recently with the inception of the Lois Hole Library Legacy Program. Our services are often invisible to the user, delivered through and with our members, but woven throughout all of our services are the threads of innovation, collaboration, resource sharing, cutting edge technology and professional development.

During the Preferred Futures process, our members were very vocal about the many things they value about The Alberta Library - like the sharing of best practices and resources across library types. The Steering Committees of APLEN and the Knowledge Network have been instrumental in our success. The Alberta Library also could not have become synonymous with library collaboration and innovation without the support and encouragement of Alberta Community Development.

The Alberta Library is forging ahead towards a bright future. Like the TAL Card and TAL Online, innovative province-wide library services based on the collective strength of our members will make proposed initiatives, like the Alberta Virtual Library, a reality for all Albertans.

It has been an incredible privilege to be Chair of the Alberta Library these last two years. In particular, I would like to recognize the support of Mr. Punch Jackson, our liaison with the Government of Alberta, who has done so much for TAL in its mission to bring barrier free access to information to all Albertans, and to Lucy Pana, TAL's Executive Director. Her vision, her passion for libraries and for service to Alberta and TAL continues to be amongst the organization's greatest assets.



Frits Pannekoek
Chair, The Alberta Library

MEMBERSHIP

There are currently 44 members including seven regional libraries, 11 public libraries, 18 colleges, four universities, two special libraries and one consortium. This membership represents a total of 259 libraries that serve 94% of Alberta's population. Alberta Community Development, Strategic Information and Libraries Branch, is a full member. The Alberta Library welcomed Northern Lakes College as a member in 2002.

EXECUTIVE COMMITTEE

In addition to overseeing the organization's finances and administration, the Executive Committee approved the establishment of the Membership Sub-Committee and appointed new members to existing committees. A planning strategy, entitled Preferred Futures, to take TAL through the next three to five years was undertaken and resulted in a written Vision and Business Plan 2003 - 2006.

In February, the Executive met with the APLEN and Knowledge Network Steering Committees for a joint planning meeting and initial discussions on future relationships and expectations among the three committees. Negotiations also commenced on a Contribution Agreement regarding APLEN funding between Alberta Community Development, the TAL Executive and the APLEN Steering Committee.

As follow-up to the TAL Card Evaluation Project Team Final Report, Lucy Pana, Executive Director, conducted extensive consultation with members on the issue of TAL membership and associated funding.

Executive Committee Members:

Frits Pannekoek, Chair (University of Calgary Library)
Pauline Rennick, Vice-Chair (NEOS Library Consortium)
Ross Thrasher, Secretary-Treasurer (Mount Royal College Library)
Linda Cook (Edmonton Public Library)
Punch Jackson (Alberta Community Development)
Clive Maishment (Yellowhead Regional Library)
Barbara Marshalsay (University of Lethbridge Library)
Lucy Pana (ex-officio)

PREFERRED FUTURE

In late 2001, The Alberta Library began to determine future directions and goals through a process called Preferred Future. Pat Cavill Consulting was contracted to lead the consultation process. The Preferred Future process continued in 2002, with a special meeting of the Board on June 4, 2002 and subsequent meetings of the Executive Committee and staff to refine goals, strategies and actions. The process facilitated the development of the business plan for the next three years.

During the Preferred Future process, members stated that the services provided by TAL that they valued most are the TAL Card, Netspeed, TAL Online, RPA and Virtual Reference. The role of TAL in bringing the sectors together, facilitation, administration and governance was also highly valued.

INDUSTRY CANADA LIBRARYNET 2002 BEST PRACTICES AWARD

The Alberta Library received an Industry Canada LibraryNet 2002 Best Practices Award for innovation in library services for TAL Online. One of only 12 recipients across Canada, TAL was nominated for the award by Punch Jackson of Alberta Community Development.

During the Fall Board Meeting Appreciation Luncheon, the members of the Alberta Library Interface (ALI) Project Team and the TAL Online Implementation Project Team were recognized and presented with copies of the Award certificate as their work was instrumental to the successful development of TAL Online. Doug Poff, University of Alberta Libraries, was also recognized for his role in initiating the development of TAL Online.

STANDING COMMITTEES

GOVERNANCE STANDING COMMITTEE

The Governance Standing Committee reviews and makes recommendations for changes to policy to the Executive and the Board. The Committee commenced a review of policy-making and governance structures (committees), including accountabilities and responsibilities, for consistency and appropriateness. A Philosophy Statement and a document outlining TAL's development and history, the relationship between TAL, Knowledge Network and APLEN and TAL's working structure are being developed and will be incorporated into the Board Handbook. Existing policies are being reviewed with a particular view to defining who is or should be responsible for each policy. Membership criteria and applications, including the proposed self-assessment process, were delegated to the Membership Sub-Committee.

Governance Standing Committee Members:

Frits Pannekoek, Chair (University of Calgary Library, TAL Chair)

Patricia Silver (Parkland Regional Library)

James Carter (Portage College Library)

Elizabeth Rossnagel (Lethbridge Public Library)

Sandra Perry (Legislature Library)

Lucy Pana (ex-officio)

MEMBERSHIP SUB-COMMITTEE

The Membership Sub-Committee of the Governance Standing Committee reviewed TAL membership criteria and the associated funding formulas. Other issues, such as the composition of various committees, were also discussed. The Committee made several recommendations in an interim report to the Governance Standing Committee, including clear criteria for membership, membership privileges and development of contracting options for libraries that do not meet membership criteria.

Membership Sub-Committee Members:

Patricia Silver, Chair (Parkland Regional Library)

Karen Adams (University of Alberta Libraries)

Dean Frey (Red Deer Public Library)
Rowena Lunn (Marigold Regional Library)
Kitty Pope (Calgary Public Library)
Lucy Pana (ex-officio)

FINANCE STANDING COMMITTEE

The Finance Standing Committee reviewed the financial policies and budget of The Alberta Library.

Finance Standing Committee Members:
Rowena Lunn (Marigold Regional Library)
Ross Thrasher (Mount Royal College)

NOMINATING/ELECTIONS STANDING COMMITTEE

The Nominating/Elections Standing Committee recommends nominations for Executive and other positions on the Board.

Nominating/Elections Standing Committee Members:
Maggie Macdonald (Chinook Arch Regional Library)
Patrick Lawless (The Banff Centre)
Rachel Sargeant-Jenkins (Medicine Hat Public Library)

ADVOCACY STANDING COMMITTEE

The Advocacy Standing Committee ensures that The Alberta Library mission is understood and fulfilled and advocates on behalf of its member libraries. TAL partners with provincial library associations in advocating on issues of provincial and national scope. TAL examined a number of issues affecting libraries throughout the year, including:

- The elimination of community lottery boards, a source of library funding by the Province of Alberta,
- The Depository Services Program consolidation under Communications Canada Publishing operations, and
- CARL Statement of Principles for the Management of Digital Copyrights.

Advocacy Standing Committee Members:
Linda Cook, Edmonton Public Library (Chair)
Shelley Mardiros, Alberta Library Trustees Association
Kathleen DeLong (member-at-large)
Helga Kinnaird, Alberta Association of College Librarians
Shannon Stolee, Alberta Association of Library Technicians
Rick Leech, Library Association of Alberta
Ex-officio: Lucy Pana and Sharon Hawrelak

TAL ONLINE DEVELOPMENT STANDING COMMITTEE

The TAL Online Development Standing Committee was created on the recommendation of the original Alberta Library Interface (ALI) Team. The Committee was created late in

2002 to shape the future development of TAL Online. The inaugural meeting will be held in January, 2003.

TAL Online Development Standing Committee Members:

Debbie McGugan, Co-Chair (Grant MacEwan College Library)

Sharon Siga, Co-Chair (Strathcona County Library)

Kristine Plastow (Red Deer College Library)

Peter Binkley (University of Alberta Libraries)

Peter Schoenberg (Edmonton Public Library)

Renee Reaume (Marigold Library System)

Susan Beatty (University of Calgary Library)

Ex-officio: Lucy Pana and Brian Jorgensen

NETERA ALLIANCE

The Alberta Library is a member of the Netera Alliance. Ernie Ingles, University of Alberta Libraries, represents TAL on the Board. Netera Alliance is a not-for-profit corporation of universities, research institutions, government and small and large private-sector companies facilitating advanced information infrastructure in Alberta. Its core role is to design and implement the next-generation Internet in Alberta - a high-speed research network, called NeteraNet.

PROJECT TEAMS

SUSTAINABILITY PROJECT TEAM

Work was continued on the development of a proposal for the Alberta Virtual Library – a collection of electronic information resources available online to all Albertans.

Committee members participated on the interagency E-Resources Committee with Alberta Community Development and Alberta Learning to explore the challenges related to an electronic library information initiative. This work was recognized in the Business Plans of both government Ministries. A funding proposal was submitted through Alberta Community Development.

The Team met with the Hon. Gene Zwozdesky, Minister, Alberta Community Development during the Alberta Library Conference in April, Maria David-Evans, Deputy Minister, Alberta Learning, on April 23rd, MLA Mary O'Neill on October 7 and MLA Ian McClelland on October 17 regarding The Alberta Virtual Library and funding issues. Also contacted were MLAs Richard Magnus, Karen Kryszka, Hon. Victor Doerksen, Hon. Iris Evans, Hon. Mark Norris and Hon. Shirley McLellan. Letters requesting support were sent to Hon. Gene Zwozdesky and Hon. Lyle Oberg.

The proposal and two one-page information sheets on the Alberta Virtual Library and the current library funding request were distributed to all TAL members. As a result of a call to action, many TAL members met, phoned, emailed or faxed their local MLAs regarding library funding and the Alberta Virtual Library proposal. Preparations commenced for:

- A presentation to the Standing Policy Committee on Health and Community Living early in 2003,

- A trial package of electronic resources to be test driven by MLAs and their Legislature and Constituency office staff via the Legislature Library and Micromedia ProQuest, and
- Continuation of an ongoing government relations strategy.

Sustainability/E-Resources Project Team Members:

Linda Cook (Edmonton Public Library)
 Ernie Ingles (University of Alberta Libraries)
 Frits Pannekoek (University of Calgary Library)
 Punch Jackson (Alberta Community Development)
 Staff Liaisons: Lucy Pana and Sharon Hawrelak

SUBSCRIPTIONS ALBERTA IMPLEMENTATION PROJECT TEAM

Implementation of the Subscriptions Alberta Universal Core was completed in the spring. Forty-two libraries participated in 2002. The Subscriptions Alberta Implementation Team's recommendations were accepted and a universal pool of cost-effective electronic resources is now available to member libraries. The team was dissolved in 2002 and team members were recognized at the Fall 2002 Board Meeting for their excellent work.

Subscriptions Alberta Implementation Team Members:

Jill Day (Grant MacEwan College Library)
 Vivianne Fagnan (Legislature Library)
 Mary Flannagan (Edmonton Public Library)
 Pamela Forsyth (St. Albert Public Library)
 Mircea Panciuk (Lakeland College Library)
 Patricia Silver (Parkland Regional Library)
 Kit Wilson (University of Alberta Libraries)
 Staff Liaison: Lucy Pana and Heather Morrison

PLENA PARTNERSHIP

A pilot project to exchange information between library and public legal educators linked TAL member libraries from Central Alberta with the Public Legal Education Network of Alberta (PLENA).

In late 2002, six training sessions for librarians presented by PLENA experts on eight different legal topics were held at the Red Deer College Library. In consultation with librarians who attended the training, plans are under development for further collaboration between librarians and library staff and legal educators.

PLENA Partnership Committee Members:

Dean Frey, Co-Chair (Red Deer Public Library)
 Maureen MacFarlane, Co-Chair (PLENA)
 Patricia Silver (Parkland Regional Library)
 Alice McNair (Red Deer College Library)
 Kim Pasula (PLENA)
 Lucy Pana (The Alberta Library)

PROGRAMS AND PROJECTS

RESOURCE SHARING - LICENSING

The Alberta Library co-ordinates the licensing of electronic information resources on behalf of its members. Electronic information resources are information-rich databases, some in full-text, which contain thousands of reference materials, directories, journals, magazines and more.

The cost for a library to subscribe to these products for one year can range in cost from a few thousand to over a hundred thousand. Consortium licensing has resulted in significant savings for member libraries, making products available to institutions who would be otherwise unable to license them and increase the number of electronic resources available overall. Consortium licensing has also enabled The Alberta Library to affect the terms of access under which products are used. Ongoing training for library staff in the use of licensed products is also arranged by The Alberta Library.

The Alberta Library, Knowledge Network and APLEN together spent just over \$2 million to purchase databases that had an estimated value of \$4.7 million. This represented a reduction of \$2.7 million Canadian or 60 per cent of the list price overall.

In addition to the databases subsidized by APLEN or Knowledge Network, The Alberta Library co-ordinated group purchases of databases for members who chose to participate using their own funds. In 2002, The Alberta Library added several new databases, bringing the total available for group licensing to 50. Almost all of The Alberta Library's members chose to participate in at least some of the optional group database purchases.

As well as working with other Canadian consortia to help keep products affordable, The Alberta Library began to pursue single institution licenses while still producing a saving for the library due to The Alberta Library's overall activities with the Vendor. Staff attended International Coalition of Library Consortia and Consortia Canada meetings.

THE ALBERTA LIBRARY (TAL) CARD

The Alberta Library Card continues to assist library users in living the vision of barrier-free access to information. As a reciprocal borrowing program among member libraries, the TAL Card provides walk-in access to the collections of over 240 public, post secondary and special libraries across the province. Library users may borrow up to 5 books (or more at some locations) and return these books at any participating library.

New participating libraries during 2002 included Concordia University College, Northern Lakes College and Paddle Prairie Public Library, the first Métis settlement library to join a library system. Under the newly restructured government library system, all Alberta government libraries which are members of the NEOS Consortium became TAL Card participants in 2002.

TAL ONLINE

Now in its third year, the award-winning TAL Online service provides online access to the catalogues of 232 libraries, more than 25 million items, connected to its Z39.50 interface and includes the following functions:

- search by keyword, subject or title of all catalogues or the choice of just public or post-secondary catalogues, by region or a custom search of selected libraries
- quick links to online book reviews, as well as articles about the authors
- access to two free online databases: The William C. Wonders Map Collection Database and the Canadian Circumpolar Library

TAL Online utilizes SiteSearch software. Staff participated in two SiteSearch User Group meetings, focussing on the transition to open sourcing the software. Administration tools were released to the SiteSearch Open Source community. Staff are working on standardizing technologies and implementation principles for enhancements to TAL Online. The principles will be applied across applications whenever possible and will minimize maintenance. TAL Online is co-funded by Knowledge Network and APLEN.

REMOTE PATRON AUTHENTICATION (RPA)

Remote Patron Authentication enables library users to access electronic information resources remotely - anywhere, anytime online. RPA has gone live at all public libraries except Red Deer Public and Edmonton Public. These libraries will be added after they have completed implementation of their new integrated library systems. Implementation among post secondary libraries is continuing. Staff are also developing monitoring and administration tools to improve user experiences with RPA.

COMMUNICATIONS

Alberta Community Development Minister, Hon. Gene Zwozdesky, launched the sixth annual Alberta Library Week at the Capilano Branch of Edmonton Public Library in October. He also announced the Ask A Question virtual reference service for public libraries and launched the APLEN “Libraries. All You Need to Know,” campaign.

Communications staff coordinated the launch of Library Week in conjunction with Alberta Community Development and the Edmonton Public Library. Interviews were arranged and guests were prepared for the CHED radio Tech Talk program on October 20, with Clive Maishment speaking about new technologies in libraries, and for CBC Radio’s Provincial Noon Show regarding Ask a Question on October 23, with Della Paradis of Edmonton Public Library.

TAL Tales, our monthly electronic newsletter, informed members and others on the activities of The Alberta Library. Communications provided articles on TAL activities to publications in the library community, for example, *Connections*, the *AALT Newsletter* and others, as opportunities became available.

Staff promoted The Alberta Library and its services at numerous conferences, trade shows, interdisciplinary committees and through participation in professional associations. A promotional display was showcased throughout the fall and winter in the Legislature Pedway.

Presentations about The Alberta Library or its services were made to the following groups:

- Southern Alberta Institute of Technology (March 21)
- Alberta Association of Library Technicians conference (May 2-5)
- Alberta Library Trustees Association (June 8)
- Parkland Regional Library School Libraries Workshop (September 17)
- Grant MacEwan College Information Management and Library Technology students
- Parkland Regional Library Board (September 12)
- Peace Library System, Rural Libraries Conference (September 26-28)

NETSPEED 2002

The Netspeed 2002 Conference, held in Calgary during Alberta Library Week, provided librarians, technical staff and trustees with the opportunity to explore new technologies in a highly connected world. Over 375 participants from public, post secondary, school and special libraries attended the conference.

Keynote speakers Stephen Arnold and Clifford Lynch prepared libraries for providing library service to the Net generation in the new wireless environment. The various sessions provided information to help library staff work effectively with new technology and welcome emerging trends in library service. Attendees commented favourably on the organization of the conference, the relevance of the sessions and quality of the speakers.

Alan MacDonald, Senior Advisor to the Director, Information Resources, University of Calgary, was honoured for his significant contribution to TAL and the library community in Alberta in a special farewell celebration at the close of the conference.

Admission to Netspeed 2002 was awarded to a student attending the School of Library and Information Studies at their annual Professional Development Day held in February.

Netspeed 2002 Program Advisory Team Members:

Doug Poff (University of Alberta Libraries)

Gilbert Bede (Calgary Public Library)

Stuart Mackay (Yellowhead Regional Library)

Mary Westell (University of Calgary Library)

Staff Liaison: Anne Carr-Wiggin

ONLINE REFERENCE CENTRE

The Online Reference Centre (ORC), available at Alberta Learning's LearnAlberta.ca web site, provides a multimedia digital reference library for students in Kindergarten to Grade 12 across the province. The Alberta Library receives a grant-in-aid from Alberta Learning to administer the licenses for the ORC and to provide coordination for the project.

The ORC continued to gain popularity with Alberta teachers and students as a source for reliable online information. Visits to the licensed resources on the site increased over the

year by 60%. Licenses for the databases included in the Online Reference Centre were extended to students and faculty in post secondary education programs (pre-service teachers) as well as students taking courses in the K-12 context. Early Canadiana Online was also added to the site. Additional funding was received from Alberta Learning to cover the expansion of the licenses.

Over the year TAL staff provided support to the learning community in the use of the ORC and participated in a variety of promotional and professional development events, including teachers' conventions, conferences and workshops. At the end of the year, the ORC was submitted by Alberta Learning, Learning Technologies Branch, for the Premier's Award of Excellence.

A sample of feedback on the Online Reference Centre follows:

From a school: *"We absolutely love using the site and have found it to be extremely useful. 90% of our research starts here because the site has such a great deal to offer our grade 7-9 students. We have emphasized that the research process needs to start here because the databases provide such diverse and up-to-date information from reputable sources."*

From a family: *"Our family has only just discovered this resource in the last couple of months. Already, I don't know how we could cope at school without it. It has the answer to everything, including:*

- * How do you syllabicate 'anxious'? (for grade 4)*
- * What is the wildlife of Nova Scotia? (for grade 2)*
- * Where can I find a photo of a Native Indian Princess? (for grade 7)"*

From the Learning Resources Council of the Alberta Teachers' Association:
"The Online Reference Centre is an excellent example of how listening to those involved in educating our young people (i.e., teachers, parents and library personnel) and then designing a project based on the needs that have been identified, results in a well-used product and a satisfied community."

LOIS HOLE LIBRARY LEGACY PROGRAM

The Lois Hole Library Legacy Program was launched in April, 2002, by Alberta Lieutenant Governor, Her Honour Lois Hole. The program facilitates donations and bequests directly to public, post-secondary and school libraries. The Alberta Library administers the program on a cost-recovery basis.

Sample packages of the Lois Hole Library Legacy Program materials were distributed to every public library, all publicly funded post secondary libraries and school libraries in October. Nine libraries registered in the initial offering in December and numerous applications are pending approval.

The Lois Hole Library Legacy Program Committee's work was recognized at the Fall 2002 Board Meeting.

Lois Hole Library Legacy Program Committee Members:

Kaye Steward, Chair

Linda Cook

Ernie Ingles

Teddy Moline

Pat Cavill

Lucy Pana

VISUNET

The Canadian National Institute for the Blind (CNIB) Visunet Canada Partners Program allows Alberta libraries to offer additional resources to clients with print disabilities. Print disability can include physical or visual impairments or other conditions that prevent people from easily using print materials.

Communications staff developed a promotional kit, “How to Plan a Visunet Launch in your Library” and worked with the CNIB to co-ordinate the distribution of White Cane Week materials. Also in conjunction with White Cane Week festivities, a draw and public presentation of the Spinoza Talking Bear was made to a young visually impaired user of the Medicine Hat Public Library.

An evaluation of the Visunet Agreement focussed on the use of the services provided by member libraries. The results indicated that use was highest among public libraries and the service was valued by libraries and their clients. The continuation of the Agreement has, consequently, been referred to the APLEN Steering Committee. The partnership agreement was supported financially by Alberta Community Development.

ADMINISTRATION

As a dynamic organization, administrative systems were reviewed and amended as necessary. The Alberta Library saw a number of staff changes during the year as a reflection of these amendments and project-specific staffing requirements.

Consistently innovative, The Alberta Library investigated the feasibility of a “smart card” for TAL member libraries and conducted a survey on physical delivery.

KNOWLEDGE NETWORK

The Knowledge Network Steering Committee continued to focus its efforts on developing a level information playing field for students and faculty in Alberta's universities, colleges and technical institutes, to support Campus Alberta. Knowledge Network initiatives are funded by Alberta Learning.

Margaret Law was seconded from the University of Alberta as Post-Secondary Co-ordinator for a one-year term beginning July 1. The role of this position is to develop a plan for on-going collaboration among post-secondary libraries, develop sustainability and continuity strategies and facilitate partnerships between post-secondary and public libraries.

In 2002, 29 post-secondary libraries were visited, and were surveyed about their use of existing services and their needs for future services. A comprehensive review and assessment of the post-secondary libraries' implementation of TAL services, and the implications of these services for their users, was completed.

RESOURCE SHARING

The Knowledge Network supported the continued development of TAL Online with the introduction and implementation of Remote Patron Authentication software to allow off-site access to licensed annual resources. The process of connecting all TAL members so that their catalogues are integrated in TAL Online (anticipate all members will be connected by May 1, 2003) continued.

The Knowledge Network also continued implementation of Resource Sharing Software (RSS) to help members to manage inter-library loan traffic in a consistent and cost-effective manner. A server was purchased to host RSS software for college libraries. A custom web interlibrary loan form was developed.

Training among colleges took place during the spring and summer. Red Deer College managed training and local administration on behalf of all members. The Knowledge Network also led the development of a vision for resource-sharing model for TAL members.

When fully implemented, it is anticipated that RSS will help increase resource sharing among different types of libraries, maximize interlibrary loan staff time and resources, streamline interlibrary loan processes, and increase ease and consistency of tracking interlibrary loans across the province, to the ultimate benefit of Alberta's students and residents.

The Ask A Question virtual reference service was expanded to include more libraries, and was extended to include the public libraries in Alberta. AAQ is a service that allows users to access reference service through email. A small working group considered options and developed a proposal for sustaining post-secondary participation in AAQ.

Knowledge Network funds subsidized the financial contribution of participating libraries in Subscriptions Alberta during 2002.

ADVOCACY

A response to the Innovation Strategy was submitted to Industry Canada and copies circulated to all TAL post-secondary members. Another paper, representing the post-secondary libraries, was submitted to the Doing Our Homework consultation of the Alberta Commission on Learning, which had undertaken a major review of the province's education system.

CONTINUING EDUCATION

Planning for an e-resources symposium, to be held in 2003, is underway. It will focus on the electronic publishing environment and ways to manage e-resources within the library.

The Knowledge Network funded the Netspeed 2002 conference.

Knowledge Network Steering Committee Members:

Keith Walker, Chair (Medicine Hat College Library – from March)

Joanne Kemp, Chair (Grant MacEwan College Learning Resource Centre – to March)

Debbie McGugan (Grant MacEwan College Learning Resource Centre)

Barbara Marshalsay (University of Lethbridge Library)

Susan Brayford (Keyano College Library)

Doug Poff (University of Alberta Libraries)

Alan MacDonald (University of Calgary Library)

David Larsen (Keyano College)

Ex-officio: Lucy Pana, Maureen Woods and Margaret Law

ALBERTA PUBLIC LIBRARY ELECTRONIC NETWORK (APLEN)

APLEN serves the public library community in Alberta through node libraries and is directed by the APLEN Steering Committee. Since acquiring a secure funding base from Alberta Community Development in 2001, APLEN has been developing a structure that will serve public libraries on a more permanent basis. APLEN provides a broad range of services to public libraries in addition to collaborative services with other types of libraries. APLEN has been nominated by Alberta Community Development, Strategic Information and Libraries Branch, for the Premier's Award of Excellence.

Libraries are the same size when connected electronically. In public libraries in Alberta, that electronic connection is achieved through APLEN. But the connection goes beyond technology. Libraries collaborate, share their resources, learn new technologies together and share best practices, even across different types of libraries, so that users have access to credible information services regardless of economic status or location. It is expected that this will get even better with the arrival of the Alberta SuperNet. With SuperNet, libraries may move to a quality of service network that will diminish the digital divide.

APLEN consultations with public libraries revealed clear support for a list of five priorities in the public library community:

- An urgent need for increased provincial operating grants in order to continue to support technology and increased expectations for service,
- Assistance with the replacement of integrated library systems,
- Support to assess and support readiness for Alberta SuperNet and to advocate for ongoing funding for SuperNet connection charges,
- Funding for ever-greening of equipment in libraries, and
- Both basic and high end technical training.

APLEN advocacy efforts included meeting with Hon. Gene Zwozdesky, Minister, Alberta Community Development to share those priorities. APLEN also set aside funding to seed innovative projects and to increase the capacity of the Nodes.

APLEN Steering Committee Members:

Maggie Macdonald, Chair (Chinook Arch Regional Library System)

Gerry Meek (Calgary Public Library)

Clive Maishment (Yellowhead Regional Library)

Alan Taylor (ALTA and Parkland Regional Library)

Elizabeth Hubbard (Tofield Public Library – to June)

Doug Poff (University of Alberta Libraries)

Punch Jackson (Alberta Community Development)

Pamela Forsyth (St. Albert Public Library)

Joanne Griener (Edmonton Public Library)

David Bahnmitter (Medicine Hat Public Library)

Jackie Pambrun (Industry Canada – ex-officio)

Gord Ehrmann (Industry Canada – ex-officio)

Ex-officio: Maureen Woods, Karla Palichuk and Lucy Pana

APLEN PLANNING SUB-COMMITTEE

The Planning Sub-Committee of the APLEN Steering Committee developed strategic Business and Action Plans for APLEN.

APLEN Planning Sub-Committee Members:

Garry Meek (Calgary Public Library)

Joanne Griener (Edmonton Public Library)

Lisa Ryan (Grande Prairie Public Library)

Maureen Woods (ex-officio)

APLEN PROMOTIONAL CAMPAIGN

“Libraries. All you need to know”, is the theme of the current APLEN promotional campaign. The underlying messages are that libraries are keeping pace with new technology and are actively changing with the times. The campaign built on the successes of the previous campaigns and reinforced the concept of libraries as dynamic information providers to Albertans.

Posters, bookmarks and presentation folders were delivered to libraries and three new television advertisements ran on stations province-wide from October through to March 2003. A special five-minute video presentation, PowerPoint presentation template and electronic and video versions of campaign materials were distributed to all libraries to assist libraries in their advocacy efforts with councils and other partners.

The www.visityourlibrary.net website was redesigned to incorporate the new campaign and expanded. The website is now a pivotal portal for access to libraries and the services they provide in Alberta.

An evaluation of the previous campaign, completed in 2002, indicated that the message had been received equally throughout rural and urban areas, demonstrating the impact of a broad provincial campaign. Further evaluation will be conducted in early 2003 to assess the impact of the current campaign to assist in future promotion.

GRANTS

Through APLEN, grants were made available to public libraries (see Appendix) to support public access to computers and facilitate computer literacy. A total of \$1,090,250 was distributed for training, hardware, increasing capacity, network development and feasibility to node libraries. Promotional materials were developed to increase public awareness of access to computers in libraries. APLEN staff also assisted libraries in meeting the administration and reporting requirements of the grants.

PERFORMANCE MEASURES FOR PUBLIC LIBRARIES

In 2002, APLEN worked with Alberta Community Development to write the performance measures manual and train library staff on its application. APLEN provided training workshops throughout Alberta on the implementation of the new electronic measures that have been incorporated into the Alberta Community Development annual report form.

CONTINUING EDUCATION AND TRAINING

APLEN has worked with practitioners to develop and pilot a series of training modules to assist libraries to integrate electronic resources into their information services and to make these available through the network.

APLEN continued to provide training and workshops on a diverse range of topics including performance measures, basic networking and network troubleshooting as required across the province. APLEN also trained over 150 library staff and trustees in the use of TAL Online.

APLEN assessed online materials available for training through the APLEN training website and the training manual. A planning process for updating and improving the materials is underway.

APLEN Technology Training Committee Members:

Bob Batchelder (Shortgrass Library System)
Dean Frey (Red Deer Public Library)
Diane Tinnish (St. Albert Public Library)
Erica Davidson (Yellowhead Regional Library)
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Kerry Anderson (Northern Lights Library System)
Lana Thompson (Fort McMurray Public Library)
Linda Duplessis (Peace Library System)
Lise Dugas (Calgary Public Library)
Lisa Ryan (Grande Prairie Public Library)
Mary Jane Bilsland (Parkland Regional Library)

Patricia Nelson (Edmonton Public Library)
Rachel Sarjeant-Jenkins (Medicine Hat Public Library)
Renee Reaume (Marigold Library System)
Susan Huebert (Peace Library System)
Sharon Nuttycombe (Strathcona County Library)
Staff Liaison: Karla Palichuk

WEB AWARENESS

APLEN continued to provide funding, training, coordination and support to the Web Awareness Program in public libraries. The program teaches librarians and their users, especially teachers, parents and children, how to be safe online. As well as offering public awareness sessions, member library staff offers information on a one-on-one basis to individuals.

In the fall of 2002, staff also participated in nation-wide planning sessions and distributed posters, bookmarks and pamphlets for the inaugural Web Awareness Day slated for February 20, 2003.

SUPERNET READINESS PROJECT

With additional project funding from Alberta Community Development, the APLEN SuperNet Readiness Project set out to assess the readiness of public libraries and assess various options to best utilize the connection to the Alberta SuperNet. Strong partnerships were forged with Alberta Innovation and Science, Axia SuperNet Ltd. and Bell West. Staff regularly participated in the SNUG (SuperNet Users Group) and SNAC (SuperNet Advisory Committee) as well as a number of information sharing meetings around the province. Materials were developed and distributed to libraries to assist them with their councils, boards and other potential community partners.

SuperNet Advisory Committee Members:

Gilbert Bede, Chair (Calgary Public Library)
Bob Batchelder (Shortgrass Regional Library System)
Lachlan Bickley (Edmonton Public Library)
Pat Fader (St. Albert Public Library)
Punch Jackson (Alberta Community Development)
Clive Maishment (Yellowhead Regional Library)
Doug Poff (University of Alberta Libraries)
Eric Tull (University of Calgary)
Staff Liaisons: Maureen Woods, Scott Stanley, Karla Palichuk and Isobel Beal

BROADBAND SYMPOSIUM

As a pre-conference to Netspeed 2002, APLEN hosted a Broadband Symposium entitled Library Service Models in a Broadband Environment. Over 100 participants received a comprehensive overview of the current and potential state of broadband telecommunications provincially, nationally and internationally. Speakers from libraries, government, the private sector and educational institutions described the enormous potential for libraries as they enter this new phase of information delivery.

ASK A QUESTION

An example of public and post-secondary library collaboration at its best, the Ask A Question virtual reference service for public libraries became fully operational in 2002. APLEN completed the successful adaptation of the software for the public library community, trained library staff, and developed the www.askaquestion.ab.ca portal as well as promotional stickers and bookmarks. The Virtual Reference Ad Hoc Committee worked with the public library community to develop policy for a virtual reference service. The Committee also integrated their work with that of the college libraries to complete a software package that will manage the questions. A preliminary evaluation report indicated that Ask A Question is meeting a significant need and is very well received by the public.

APLEN Ask A Question Committee Members:

Patricia Silver, Chair (Parkland Regional Library)
Bob Batchelder (Shortgrass Library System)
Dean Frey (Red Deer Public Library)
Diane Tinnish (St. Albert Public Library)
Erica Davidson (Yellowhead Regional Library)
Joan Urschel (Strathcona County Library)
Kerry Anderson (Northern Lights Library System)
Lana Thompson (Fort McMurray Public Library)
Linda Duplessis (Peace Library System)
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Patricia Nelson (Edmonton Public Library)
Rachel Sarjeant-Jenkins (Medicine Hat Public Library)
Renee Reaume (Marigold Library System)
Susan Huebert (Peace Library System)
Sharon Nuttycombe (Strathcona County Library)
Staff Liaison: Karla Palichuk

WEB TEMPLATE PROJECT

The intent of the Web Template Project is to provide a flexible, user-friendly, easily updated and database backed template for libraries to use to develop local web presence in a consistent way that meets standards. During 2002, the existing source code and database were moved from Lethbridge Public Library onto the server at The Alberta Library to facilitate further development and implementation across the province. APLEN has also supported the development of collaborative web content and web links for libraries.

REMOTE PATRON AUTHENTICATION (RPA) AND ELECTRONIC CONTENT

RPA allows Albertans with a library card to access electronic databases online, anytime, anywhere. Through RPA, public libraries were able to authenticate for databases in 2002.

The post-secondary libraries will be brought online for basic database authentication before further enhancements to RPA are implemented.

APLEN committed significant funds towards the acquisition of electronic content for the network through province-wide licensing and Subscriptions Alberta.

INSERT FINANCIAL STATEMENT HERE

APPENDICES

2002 BOARD OF DIRECTORS

University and College Libraries

Thuc Cong - Alberta College Library (to July) – became part of Grant MacEwan College

Christine Sammon – Alberta College of Art and Design Library

Steve Schafer – Athabasca University Library

Anita Luck – Fairview College Library

Jennifer Thomas – Grande Prairie Regional College Learning Resources Centre

Joanne Kemp – Grant MacEwan College Learning Resources Centre

David Larsen – Keyano College Library

Mircea Panciuk – Lakeland College Library (to March)

Nicolle Lemay – Lakeland College Library (from April)

Kathy Lea – Lethbridge Community College, Buchanan Library (to November)

Fiona Dyer – Lethbridge Community College (from November)

Keith Walker – Medicine Hat College Vera Bracken Library

Ross Thrasher – Mount Royal College Library

Bob Bruce – Northern Lakes College (from November)

Carolyn Alho – Nazarene University College Library

Linda Scott - NorQuest College Library

Helga Kinnaird – Northern Alberta Institute of Technology Library

Barbara Smith – Olds College Library

James Carter – Portage College Library

Alice McNair – Red Deer College Library

Joanne Doucet – St. Mary's College Library (to March)

Janet Monteith – St. Mary's College Library (from April)

Susan Brayford – Southern Alberta Institute of Technology Library

Kathleen DeLong – University of Alberta Libraries (to July)

Karen Adams – University of Alberta Libraries (from July)

Frits Pannekoek – University of Calgary Library

Barbara Marshalsay – University of Lethbridge Library

Regional Libraries

Maggie Macdonald – Chinook Arch Regional Library System

Rowena Lunn – Marigold Library System

Kerry Anderson – Northern Lights Library System

Patricia Silver – Parkland Regional Library

Brock Smith – Peace Library System

Bob Batchelder – Shortgrass Library System

Clive Maishment – Yellowhead Regional Library

Public Libraries

Mary Westcott – Airdrie Public Library

Gerry Meek – Calgary Public Library

Linda Cook – Edmonton Public Library

Carol Cooley – Fort McMurray Public Library
Twyla Pierce – Fort Saskatchewan Public Library (to November)
Tim Janewski – Fort Saskatchewan Public Library (from November)
Doreen Lewis – Grande Prairie Public Library
Elizabeth Rossnagel - Lethbridge Public Library
Rachel Sarjeant-Jenkins – Medicine Hat Public Library
Dean Frey – Red Deer Public Library
Margreet Potter – St. Albert Public Library
Sharon Siga – Strathcona County Library

Special Libraries

Sandra Perry – Legislature Library
Patrick Lawless – The Banff Centre: Paul D. Fleck Library and Archives

Province of Alberta

Punch Jackson – Alberta Community Development, Strategic Information and Libraries

Library Organizations

Pauline Rennick – NEOS Library Consortium

Affiliate Members

Alberta Association of College Librarians
Alberta Association of Library Technicians
Alberta Library Trustees Association
Library Association of Alberta
Canadian National Institute for the Blind

Honourary Life Associate Members*

Patt Jobb, Edmonton Public Library
Hazel Fry
Ernie Ingles, University of Alberta Libraries

*Awarded for outstanding work and support leading to the establishment of The Alberta Library

2002 APLEN GRANTS

Training Grants:

Chinook Arch Regional Library System	\$10,000
Fort McMurray Public Library	\$10,000
Grande Prairie Public Library	\$10,000
Lethbridge Public Library	\$10,000
Marigold Library System	\$10,000
Medicine Hat Public Library	\$10,000
Northern Lights Library System	\$10,000
Parkland Regional Library	\$10,000
Peace Library System	\$10,000
Red Deer Public Library	\$10,000
Shortgrass Library System	\$10,000
St. Albert Public Library	\$10,000
Strathcona County Library	\$10,000
Yellowhead Regional Library	\$10,000
Calgary Public Library	\$25,000
Edmonton Public Library	\$25,000

Capacity Grants:

Chinook Arch Regional Library System	\$33,000
Fort McMurray Public Library	\$12,750
Grande Prairie Public Library	\$12,750
Lethbridge Public Library	\$12,750
Marigold Library System	\$33,000
Medicine Hat Public Library	\$12,750
Northern Lights Library System	\$33,000
Parkland Regional Library	\$33,000
Peace Library System	\$33,000
Red Deer Public Library	\$12,750
Shortgrass Library System	\$33,000
St. Albert Public Library	\$12,750
Strathcona County Library	\$12,750
Yellowhead Regional Library	\$33,000
Calgary Public Library	\$172,840
Edmonton Public Library	\$127,160

Network Development Grants:

Calgary Public Library	\$125,000
Edmonton Public Library	\$125,000

Feasibility Grants

Peace Library System	\$15,000
Fort Saskatchewan	\$15,000

2002 APLEN GRANT TOTAL **\$1,090,250**

DATABASES AVAILABLE FOR GROUP LICENSING IN 2002

1. Academic Search Elite
2. Academic Search Premier
3. **Access Science**
4. ACM Digital Library
5. Alldata
6. American National Biography
7. **ATLA Religion**
8. **ATLAS Religion Full-text**
9. Basic BIOSIS
10. Books 24X7 – IT Pro Collection
11. Britannica Online
12. Business ASAP
13. Business & Company Resource Centre
14. Canadian Almanac & Directory
15. Canadian Business & Current Affairs Combined Reference & Business
16. Canadian Business & Current Affairs Full text
17. Canadian Newdisc
18. CMAS Fulltext Elite
19. Computer Database
20. CPI-Q
21. Early Canadiana Online
22. EHRAF Collection of Archeology
23. EHRAF Collection of Ethnography
24. EHRAF Collection of Sociology
25. Electric Library Canada Classic
26. Electric Library Canada Plus
27. Expanded Academic Index
28. General Reference Centre
29. Grove's Dictionary of Art Online
30. Grove's Dictionary of Music and Musicians
31. Grove's Encyclopedia of Life Science
32. Health & Wellness (Health Reference Centre)
33. Health Knowledge Network
 - a. Cancerlit
 - b. Cinahl
 - c. Healthstar
 - d. Medline
34. **History Resource Centre**
35. Literature Resource Centre
36. Masterfile Premier
37. **MLA - Gale**
38. Novelist
39. Wilson Omnifile Fulltext Select
40. Oxford English Dictionary
41. Oxford Reference Online

42. Pages of the Past: Toronto Star

43. Project Muse

44. Psychinfo

45. GALE Student (Junior & Kids)

46. RDS Tablebase

47. Virtual News Library / Biblio Branchee

- **Items added in 2002**

THE ALBERTA LIBRARY STAFF AT DECEMBER 31, 2002

Administration

Lucy Pana, Executive Director
Lori Melanson, Financial Administrative Assistant
Sharon Ketza, Executive Assistant (from November)
Janet Folkerts, Administrative Assistant (from August)

Communications

Sharon Hawrelak, Communications Director (from August)
Myra Nicks, Communications Coordinator (from September)

TAL Online

Brian Jorgensen, TAL Online Developer (from March)
Daryl Staflund, TAL Online Programmer (from July)
Piyapong Charoenwattana, TAL Online Programmer (seconded)

Licensing

Jerremie Clyde, Licensing Coordinator (from November)

Alberta Learning - Online Reference Centre

Anne Carr-Wiggin, Program Co-ordinator

Knowledge Network

Margaret Law, Post-Secondary Coordinator (from July, seconded)

APLEN

Maureen Woods, APLEN Project Manager (seconded)
Karla Palichuk, Technology Implementation Co-ordinator
Scott Stanley, SuperNet Readiness Project Co-ordinator (from August, seconded)
Isobel Beal, SuperNet Field Worker Team Leader (from October)

OTHER STAFF DURING 2002

Kathy Semchuk, Administrative Assistant (to October)
Zandra Lea, Administrative Assistant (to July)
Dean Heuman, Communications Director (to March)
Julie Creaser, Communications Coordinator (to September)
Phil Davidson, Project Developer (to December)
Michael Brundin, Project Developer (to June)
Gary Hamon, RPA Team Member (to June)
Heather Morrison, Licensing Co-ordinator (to June)
Melanie Carrington, Assistant Grants Officer (from August to October)
Marianne Graff, Project and Research Assistant (to April)
Heather Ganshorn, STEP Projects Assistant (from May to August)
Kristie Saumure, Practicum Student from the School of Library and Information Studies, University of Alberta, January to March