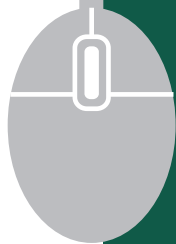


The  
**Alberta**  
Library



**Annual Report**  
**2004**

## MESSAGE FROM THE CHAIR

In its seventh year, The Alberta Library has continued to evolve into a vibrant, productive organization which has tremendous value to libraries, library services and Albertans.

The Alberta Library currently provides 18 programs, services and projects on behalf of and to the benefit of its members. The return on investment to members is astounding. For example, the new Subscriptions Alberta package of 19 licensed databases contains three times the content for virtually the same price as the previous package.

In 2004, the commitment of members reached an all-time high. In attendance at working committees alone, members invested 2,450 hours in The Alberta Library, not including travel, preparation and staff time. The Alberta Library has also embraced technology, such as video and teleconferencing and listservs, to achieve efficiencies.

One outcome of this commitment has been unprecedented collaboration. Another has been the incorporation of best practices in the development and implementation of programs and services. As a result, members are true stakeholders in the success and excellence of The Alberta Library.

The Alberta Library continues its commitment to accountability, transparency and excellence in governance and operations. An ongoing review of governance and policies provides a solid foundation for the pursuit of strategic directions and sustainability. Excellence in governance continues to be a focal point.

Our valued partnerships with Alberta Community Development, Alberta Learning (now Alberta Education and Advanced Education) and Industry Canada continue to reap benefits for The Alberta Library and its members as well as being mutually beneficial for our partners. Our operations fulfill many business goals of government ministries and departments.

The year 2004 has been a banner year for The Alberta Library. Next year promises to be even more exciting for the future of this organization as we solidify existing services, embrace technological advances and pursue new directions.



Linda C. Cook  
Chair, Board of Directors  
The Alberta Library

## **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.***

## **ACKNOWLEDGEMENTS**

The Alberta Library is funded through a combination of membership fees, cost-recovery services and grants from the Government of Alberta.

The Alberta Library extends sincere appreciation for the generous financial support and leadership provided by Alberta Community Development. Alberta Community Development not only provides funds to support the development of the Alberta Public Library Electronic Network (APLEN) and the SuperNet Project, it also generously enables collaboration, innovation and resource sharing among all types of libraries through The Alberta Library.

The Alberta Library participates in a unique partnership with the Libraries, Community and Voluntary Sector Services Branch in which the library community delivers and implements initiatives embodied in the Ministry's Business Plan. This partnership is indicative of the support for innovation and excellence in providing library services to all Albertans.

The Alberta Library also gratefully acknowledges the generous financial support of:

- Industry Canada for its support for APLEN through the Community Access Program
- Alberta Learning (now Alberta Education) for its support of the Online Reference Centre
- Alberta Learning (now Alberta Advanced Education) for its support of the Linking Project
- University of Alberta Libraries for facilities use by TAL Online staff
- University of Calgary Library for facilities use by Licensing staff

## **AWARDS**

The former Knowledge Network Steering Committee was a co-recipient of the 2004 Community and Technical College Libraries (CTCL) Innovation Achievement Award. The CTCL confers this award annually in recognition of college libraries which, through innovation in programs, services or a special project, have contributed to college librarianship and library development.

## **MEMBERSHIP**

The Alberta Library has 43 members and six affiliate members, representing 279 libraries and associations. Alberta Community Development's Libraries, Community and Voluntary Sector Services Branch is a full member.

## **BOARD OF DIRECTORS AND EXECUTIVE COMMITTEE**

The Alberta Library is governed by a Board of Directors comprised of its 43 members. The Executive Committee of the Board oversees the organization's finances and administration as well as establishes such committees as necessary to ensure member input and direction is provided to program development and delivery.

## **COMMITTEES**

The Alberta Library's Policy on Committees was developed in 2004. Each of the 16 committees is now designated as either Standing, Service or Project Team. Members committed 2,450 hours in attendance at over 65 working meetings in 2004.

## **PARTNERSHIPS**

- The Alberta Library provides administrative support to two external committees, namely the Strategic Alliance for Library Advocacy and the Post Secondary Library Directors.
- The Alberta Library is a community partner with the Canadian Research Alliance for Innovation and Community Networking SuperNet project.
- The Alberta Library continues to participate in the licenses offered through Consortia Canada.
- The Alberta Library is a member of the Netera Alliance, a not-for-profit corporation of universities, research institutions, government and small and large private-sector companies facilitating advanced information infrastructure in Alberta.

## **ALBERTA PUBLIC LIBRARY ELECTRONIC NETWORK (APLEN)**

APLEN is a major program of The Alberta Library, which provides valuable support, and services to public libraries in Alberta. APLEN operates through 16 node libraries (large and mid-size public libraries and regional library systems), which facilitate public library community input.

APLEN programs and projects include the Community Access Program, Grants, SuperNet Project, Technology Training, the Library Renewed Campaign, Web Awareness Program and Visunet. APLEN also collaborates with academic libraries on Ask A Question.

## **ACADEMIC LIBRARIES**

Academic libraries are another major program area of The Alberta Library. After the completion of the Knowledge Network in 2003, a new Academic Libraries Standing Committee was formed. In its inaugural year, it completed an Environmental Scan to assist in planning and was responsible for the Linking Project.

## **CORE BUSINESSES**

### **1. RESOURCE SHARING**

#### **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 270 public, post secondary and special libraries across the province. Library users may borrow up to five books and return these items at any participating library.

#### **TAL Online**

TAL Online provides online access to the catalogues of member libraries across Alberta. An interlibrary loan request feature was introduced to the virtual catalogue in May. Between May and December 2004, 10,011 requests were made using this feature.

There were 191,979 visits made to TAL Online in 2004. A total of 312,372 searches were conducted, a 10% increase over 2003. EZ Proxy was implemented in the fall to provide remote access to databases for a number of college library members.

The TAL Online Development Committee held a retreat for committee members and other stakeholders in November 2004 to discuss the future of TAL Online services. Next steps agreed upon at the retreat were: to create a vision for online user services, develop a matrix to identify potential roles and to develop an action plan.

### **Ask A Question**

Ask A Question is an email virtual reference service available free to all Albertans. A total of 5,558 questions were responded to by the service in 2004, of which 77% were answered by public libraries. The public and post secondary libraries collaborate on specialized questions.

## **2. CONTENT ENHANCEMENT**

### **Licensing**

The Alberta Library coordinates 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 Alberta Library conducts 60% of the provincial licensing activity. Consortial licensing has resulted in significant savings for member libraries. Products are now available to institutions which would otherwise be unable to license them. An increased number and variety of electronic resources is also available. APLEN continued to provide a 67% subsidy for public libraries in the acquisition of electronic content.

A Licensing Services for Non-Members Policy was created to allow The Alberta Library to negotiate licenses on behalf of non-members.

### **Linking Project**

The Alberta Library, through Medicine Hat College, received a grant from Alberta Learning (now Alberta Advanced Education) to explore linking solutions for licensed electronic databases in post secondary libraries. The project also has implications for public and other library sectors. Several software solutions were researched and tested. A recommendation of a preferred linking solution was submitted and commitment to a cost sharing model is being sought from post secondary libraries.

### **Subscriptions Alberta**

As the existing Subscriptions Alberta package expired at the end of 2004, a new three-year package of 19 licensed electronic information resources was offered to members. Due to consortial licensing, The Alberta Library achieved three times the content for virtually the same cost (a slight increase). Almost all members participate in Subscriptions Alberta. Extensive training was delivered in the use of the new databases.

### **Online Reference Centre**

The Online Reference Centre (ORC), available at the Alberta Learning (now Alberta Education) LearnAlberta.ca website, provides an English and French multimedia digital reference library for students in Kindergarten to Grade 12 across the province. Usage of

the ORC increased in 2004. In September 2004, aboriginal band-operated schools in Alberta were provided with access to the Online Reference Centre.

The Alberta Library receives a grant-in-aid from Alberta Learning (now Alberta Education) to administer the licenses for the ORC and to provide coordination of the project. The Alberta Library also provides support to the learning community in the use of the ORC and promotion to teachers, students and parents. A review of these resources was conducted in 2004.

### **Web Awareness Program**

APLEN licenses the Web Awareness Program on behalf of public libraries in Alberta. The program teaches librarians and their users, how to be safe online. In 2004, 12 training sessions were delivered to 112 public library participants.

The second national Web Awareness Day was held on February 19, 2004. APLEN distributed posters, bookmarks and pamphlets to public libraries. A media training event was held in conjunction with Edmonton Public Library which resulted in television, radio and print coverage. Several libraries in Alberta held public training events for parents and children.

### **Visunet**

The Canadian National Institute for the Blind Visunet Canada Partners Program provides the ability for persons with print disabilities to access resources in alternative formats through public libraries. APLEN licenses the program on behalf of libraries in Alberta.

### **Alberta Virtual Library**

The Alberta Virtual Library is a proposed collection of electronic information resources available online to all Albertans. In pursuing funding for the Alberta Virtual Library, the Sustainability Project Team met with provincial government Ministers and officials and developed proposals.

## **3. PROFESSIONAL DEVELOPMENT AND TRAINING**

### **Netspeed 2004**

The Netspeed 2004 Conference, held in Calgary in October, provided librarians, technical staff and trustees with the opportunity to explore new technologies in a highly connected world. A total of 318 participants from public, post secondary, school and special libraries attended the conference.

Netspeed 2004 delivered exceptionally high quality sessions, surpassing its already stellar reputation for outstanding content and organization. Due to popular demand, database training was again offered as a pre-Netspeed event. Multiple training sessions were also held throughout the province over the year.

### **APLEN Continuing Education and Training**

APLEN staff continued to provide training and workshops on a diverse range of topics including performance measures, basic networking, electronic resources, technology planning and Web Awareness as required across the province. Staff is advised by the APLEN Technology Training Committee, which developed technical core competencies for public library staff. APLEN also provided the Nevada learning series cards of features and tips for libraries to use in training staff and the public in using technology.

APLEN worked with Licensing staff and database vendors to deliver six training sessions on online databases to 144 public library staff.

### **Advocacy Training**

To support libraries in implementing the promotional campaign, advocacy and media relations training was delivered to 130 library staff and trustees at various locales and conferences.

## **4. INFRASTRUCTURE**

### **SuperNet Project**

The SuperNet Project, funded by Alberta Community Development, assists public libraries to best utilize their connections to the Alberta SuperNet. The project is overseen by the APLEN SuperNet Advisory Committee (SNAC). Staff continued to participate in Alberta Innovation and Science's SuperNet Users Group (SNUG).

Alberta Community Development generously provided \$800,000 to APLEN to assist libraries in the purchase of customer edge devices – equipment necessary for sites to use their SuperNet connection. Investigation of preferred hardware, training workshops, demonstrations and data analysis were completed in 2004. APLEN worked closely with Alberta Community Development to determine the parameters for the grant program.

### **Community Access Program**

APLEN, with the cooperation of the node libraries, administered two more grants from Industry Canada to support public access to computers and facilitate computer literacy. CAP grants enabled public libraries in Alberta to purchase hardware, software, licensed online resources and other technology related items. APLEN allocated \$1,239,000 in the first grant to 286 participating libraries. In the second grant, APLEN allocated \$547,000 to 186 participating libraries. Promotional materials were developed and distributed to increase public awareness of access to computers in libraries.

### **APLEN Grants**

APLEN issued \$738,994 in Capacity, Network Development and Training Grants and \$55,000 in Local Library Participation Grants to assist public libraries in utilizing technology and resource sharing.

## **5. ADVOCACY**

### **The Library Renewed Promotional Campaign**

In 2004, APLEN completed the planning and first implementation phase of a three year integrated marketing communications campaign to promote libraries and electronic library services in Alberta. An external environmental scan to determine the position of public libraries in the political, economic, social and technological trends in Alberta was completed. A three-year integrated marketing communications plan was also developed. A campaign committee has an advisory role.

Implementation of the campaign commenced in November, 2004, with the development of the theme, *The Library Renewed*. An advocacy toolkit for libraries to assist with local implementation was developed.

### **Lois Hole Library Legacy Program**

The Lois Hole Library Legacy Program facilitates donations and bequests directly to public, post-secondary and school libraries. The Alberta Library administers the program

on a cost-recovery basis. Over 130 public and school libraries are now registered in this extremely successful program, an increase of 50 libraries in 2004.

### **Alberta Library Week**

The eighth annual Library Week in Alberta was launched at Netspeed 2004 in October. The Alberta Library produced and distributed posters, ideas sheets and a proclamation template. Events were posted on the [visityourlibrary.net](http://visityourlibrary.net) website. The Alberta Library has representation on the Canada-wide planning committee for a revival of Canadian Library Week in 2005.

### **Issues Management**

- Letters were sent on behalf of the Board to all Alberta Members of Parliament expressing concern about the proposed changes to copyright legislation. Members were urged to meet with their MPs to express their views.
- Contact information was provided to public libraries to assist them in targeting federal Ministers and bureaucrats who will be renegotiating the book rate with Canada Post.

### **Promotion**

The Alberta Library, its services and Alberta libraries were promoted at numerous conferences, trade shows, and interdisciplinary committee meetings and through participation in professional associations. Staff is in demand as speakers and trainers on many topics.

### **TAL Tales and Websites**

*TAL Tales*, The Alberta Library's bi-monthly electronic newsletter, informed members and others on the activities of The Alberta Library. Redesign and development of two of The Alberta Library's websites ([www.thealbertalibrary.ab.ca](http://www.thealbertalibrary.ab.ca) and [www.visityourlibrary.net](http://www.visityourlibrary.net)) was initiated in 2004.

### **ADMINISTRATION**

As a dynamic organization, administrative systems were reviewed and amended as necessary. In addition:

- An independent review of staff compensation was commenced.
- A staff committee commenced the development of an operational technology plan.
- An Occupational Health and Safety Committee was formed.

BELOW IS A SUMMARY OF THE KEY FINANCIAL INDICATORS FROM THE 2004 AUDITED FINANCIAL STATEMENTS. A FULL COPY OF THE AUDITED FINANCIAL STATEMENTS IS AVAILABLE UPON REQUEST FROM THE ALBERTA LIBRARY.

STATEMENT OF OPERATIONS  
FOR THE YEAR ENDED DECEMBER 31, 2004

	Operating Fund	APLEN Fund	APLEN CAP Fund	Knowledge Network Fund	Learning Project Fund	Linking Project Fund	Capital Asset Fund	General Reserve Fund	Total
Revenue	\$ 3,453,843	\$ 2,314,854	\$ 1,239,000	\$ -	\$ 1,515,229	\$ 155,969	\$ 1,330	\$ 4,178	\$ 8,684,403
Expenses	3,634,214	1,382,459	970,186	-	1,259,026	65,433	55,165	-	7,366,483
Excess (deficiency) of revenue over expenses	\$ (180,371)	\$ 932,395	\$ 268,814	\$ -	\$ 256,203	\$ 90,536	\$ (53,835)	\$ 4,178	\$ 1,317,920

STATEMENT OF FUND BALANCES  
FOR THE YEAR ENDED DECEMBER 31, 2004

	Operating Fund	APLEN Fund	APLEN CAP Fund	Knowledge Network Fund	Learning Project Fund	Linking Project Fund	Capital Asset Fund	General Reserve Fund	Total
Interfund transfers	\$ 117,927	\$ (230,000)	\$ (7,240)	\$ (54,383)	\$ (34,985)	\$ (9,000)	\$ 10,453	\$ 207,228	\$ -

STATEMENT OF FINANCIAL POSITION  
DECEMBER 31, 2004

	Operating Fund	APLEN Fund	APLEN CAP Fund	Knowledge Network Fund	Learning Project Fund	Linking Project Fund	Capital Asset Fund	General Reserve Fund	Total
Total current assets	\$ 307,900	\$ 1,886,819	\$ 7,345	\$ -	\$ 340,165	\$ 82,047	\$ 93,166	\$ 441,194	\$ 3,158,636
Capital Assets	-	-	-	-	-	-	38,419	-	38,419
Total current liabilities	\$ 147,168	\$ 44,177	\$ -	\$ -	\$ 21,750	\$ 511	\$ -	\$ -	\$ 213,606
Fund Balances	160,732	-	-	-	-	-	-	-	160,732
Unrestricted	-	-	-	-	-	-	-	-	-
Externally restricted	-	1,842,642	7,345	-	318,415	81,536	-	-	2,249,938
Internally restricted	-	-	-	-	-	-	93,166	441,194	534,360
Investment in capital assets	-	-	-	-	-	-	38,419	-	38,419
Total current liabilities	\$ 147,168	\$ 1,842,642	\$ 7,345	\$ -	\$ 318,415	\$ 81,536	\$ 131,585	\$ 441,194	\$ 2,963,449
Total current liabilities	\$ 307,900	\$ 1,886,819	\$ 7,345	\$ -	\$ 340,165	\$ 82,047	\$ 131,585	\$ 441,194	\$ 3,197,055

LIABILITIES AND FUND BALANCES

Fund Balances  
Unrestricted  
Externally restricted  
Internally restricted  
Investment in capital assets

## APPENDIX 1

### 2004 BOARD OF DIRECTORS

#### University and College Libraries

Christine Sammon – Alberta College of Art and Design  
Steve Schafer – Athabasca University  
Jennifer Thomas – Grande Prairie Regional College Learning Resources Centre  
Joanne Kemp – Grant MacEwan College  
David Larsen – Keyano College  
Greg Michaud - Lakeland College  
Fiona Dyer – Lethbridge Community College  
Keith Walker – Medicine Hat College  
Ross Thrasher – Mount Royal College  
Helen Prosser – Northern Lakes College  
Carolyn Alho – Nazarene University College  
Kathy Zarft - NorQuest College  
Helga Kinnaird – Northern Alberta Institute of Technology  
Robin Minion – Olds College  
Barbara Palmer – Portage College  
Alice McNair – Red Deer College  
Janet Monteith – St. Mary's College (to October)  
Jerremie Clyde – St. Mary's College (from October)  
Susan Brayford – Southern Alberta Institute of Technology  
Karen Adams – University of Alberta  
Frits Pannekoek – University of Calgary  
Marinus Swanepoel – University of Lethbridge

#### Regional Libraries

Maggie Macdonald – Chinook Arch Regional Library System  
Rowena Lunn – Marigold Library System  
Mircea Panciuk – Northern Lights Library System  
Patricia Silver – Parkland Regional Library  
Linda Duplessis – 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  
Tim Janewski – Fort Saskatchewan Public Library  
Laureen Lushman – Grande Prairie Public Library  
Elizabeth Rossnagel - Lethbridge Public Library  
Rachel Sarjeant-Jenkins – Medicine Hat Public Library  
Dean Frey – Red Deer Public Library  
Pamela Forsyth – 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, Libraries, Community and Voluntary Sector Services Branch

#### Library Organizations

Anne Carr-Wiggin – NEOS Library Consortium

#### Affiliate Members

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

#### Honorary Life Associate Members\*

Pat Jobb, Edmonton Public Library  
Hazel Fry  
Ernie Ingles, University of Alberta  
\*Awarded for outstanding work and support leading to the establishment of The Alberta Library

For more information on the The Alberta Library, please visit:

[www.thealbertalibrary.ab.ca/memberinfo/adminstration/annualreports.cfm](http://www.thealbertalibrary.ab.ca/memberinfo/adminstration/annualreports.cfm)

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