

InsideOLITA

WINTER 2006

ISSN 1192 5167

The 2006 Digital Odyssey is coming your way "Creating the Future Together" on May 12th

Lucy Pana



Technology = constant change. Changing customer expectations, changing how work is done, changing how services are delivered, changing how we communicate. What are other libraries doing? How do we make technology work for libraries? The Ontario Digital Library / Knowledge Ontario came to life as the shared dream of all libraries working together to provide the very best library services to all Ontarians.

Digital Odyssey 2006 will show you how Knowledge Ontario can help all libraries change. Speakers include Lucy Pana, Executive Director of the Alberta Library and visionary leaders of Ontario's library community such as Art Rhyno, Brian Bell, Walter Lewis and Ken Roberts. They share the latest initiatives in authentication, electronic resources, digitization and standards. Lucy Pana will provide the audience with broader context and an insight into the successes, challenges, and great potential of collaborative ventures with the aim of providing citizens with barrier-free access to the services, and resources available in libraries

There is something for everyone. Interested in building solutions? The technical sessions will focus how to create an on-ramp to Knowledge Ontario digital content by exploring, the how's, why's, what's and what not's of digiti-

zation, current best practices and future developments. Want to explore the vision and what it means @ your library? A non-technical stream will explore how collaborations like Knowledge Ontario have repositioned libraries in other locales.

Plan now to attend Digital Odyssey 2006 in Toronto on May 12, so you too can say "Google's fast, but we can save you time!"

Watch for more details at www.accessola.com. ■

ODL / Knowledge Ontario

New business case developed

Another milestone has been reached in the development of the Ontario Digital Library. A business case has been completed for Knowledge Ontario, the new public manifestation of the Ontario Digital Library.

Response to think tank

A think tank held by OLA in early summer criticized the ODL for its "library-centricness". It was clear that it was good for libraries but what did it really achieve that was new.

The result is Knowledge Ontario. The ODL Steering Group worked with Avanti Communications over five intense months to reposition the ODL plan and the results are dramatic.

Copies of the Knowledge Ontario case have been delivered to government stakeholders and the immediate discussion is favourable. A lobbying strategy to attract other government players is in place for action over the next months.

The first discussion with vendors about pan-Ontario licenses that will cover all types of libraries is underway. Our Ontario, the rethought Memory Project, has a manager in place to co-ordinate the already extensive work that is under way. ■

Come to the OLITA Annual Meeting on Friday, February 3, 2006 at 5:15. Meet OLITA Technology Award Winner Cambridge Libraries and Galleries at the reception hosted by your 2006 Council.

Meet new people, see the behind the scenes of the Association, and learn from and share with other OLITA members!



**WELCOME FROM
2006 OLITA PRESIDENT
PAUL TAKALA**

2006: A Look Ahead

Working with technology can at times be very frustrating. This is true in libraries as it is true in other sectors. I had the opportunity for the past year and a half to work out of our municipal Information Technology Department on a major project, myhamilton.ca. I learned a lot from the experience. One key lesson I learned from getting to know others in the broader IT sector is the limited ability of most IT organizations to spend enough time on strategic projects. This is true in both the public and private sector. Keeping existing applications and networks up and running usually consumes 80%-90% of the IT department's time. No wonder projects are delayed, not properly resourced and not properly executed.

OLITA is here to help you

If you work in IT in libraries and feel you are overworked and always challenged to keep up, perhaps you will find some comfort in that fact that you know you are not alone. Not feeling alone is a good thing, but working together, sharing expertise and avoiding mistakes is much better. OLITA is here to help you. We do this by organizing programs, developing information that can help you benefit from the experience and expertise of others. We hope to help you learn how to work smarter, not harder.

Membership is diverse

OLITA members come from libraries large and small and from all types of libraries. One of the challenges we face is creating programs that are of interest to all our members. Very

broadly we have members who work primarily with technology and have some formal IT training and those who work in other capacities without formal IT training but have an interest or need to understand technology. Awareness of the different needs and interests of our members goes into our Super Conference planning and has lead to the creation of two streams in our annual Digital Odyssey.

To be effective

At OLITA Council, we have been asking some difficult questions of our organization. Is OLITA relevant? If it did not exist, would we create it? Over the past two years OLITA Council has engaged in an Effectiveness Study to answer these existential questions. I want to thank past Presidents Jennifer Horwath and Jean Foster for leading this process and beginning to take action to address many of the issues raised. As President, my priority will be to build on this work and to promote activities that further our mission. I look forward another great year for OLITA and OLA!

In addition to the formal programs and activities OLITA is here to help nurture the informal network of people working with technology in libraries in Ontario. So come and meet some of your colleagues and have some fun by attending our AGM and reception Friday night at Super Conference. Join us in May for our Annual Digital Odyssey. Get involved with OLITA!

*Paul Takala, President,
Hamilton Public Library* ■

OCLC Canada is sponsor

**OLITA Award goes to Cambridge
Libraries for RSS application**

Congratulations to the winner, Cambridge Libraries and Galleries. Their project used Really Simple Syndication (RSS) to notify patrons about relevant new books, CDs and movies added to the Library's collection.

This project grew out of the New Materials lists on Cambridge Libraries' Web site, <http://www.cambridgelibraries.ca/newmat.cfm>, which provides monthly updates of new materials organized by genre or subject. While patrons appreciate these lists, a segment indicated that they would find it valuable to be notified of new additions to the New Materials

lists, as the titles were added to the catalogue.

Bibliographic data is exported from the Integrated Library system into a database and ColdFusion is used to display the material. The RSS feeds are available from <http://www.cambridgelibraries.ca/newmatrss2.cfm>. The feeds link to items in the library catalogue so patrons can easily place holds on selected items. Patrons elect to receive the RSS feed and no further private information is maintained by the ILS.

Meet the team from Cambridge Libraries at the OLITA AGM on Friday February 3 at 5:15 pm. ■

Year-long review of mandate and program

**OLITA's Effectiveness Study
confirms our division's value**

In 2005 the OLA Board of Directors asked the divisions to review their mandate, effectiveness and governance structure.

OLITA began the process with a meeting, facilitated by Rea Devakos from the University of Toronto, last February at OLA's Super Conference. In attendance were past Presidents and councillors of OLITA. It was an auspicious beginning.

Through last summer, an electronic poll of OLITA members gathered information on a broader scale. Some of the key themes that came from these initiatives included the desire for regional meetings, collaborative, virtual meeting spaces and blogs, volunteer opportunities for the members in general,

learning activities, increased awareness of OLITA, liaison with other OLA Divisions, more news on what's new in technology, and the need for a mentorship program.

The recommendations will be used in forming the 2006 OLITA Strategic Plan. ■

Call for Volunteers

Want to get more involved in your association? There are plenty of opportunities for your involvement from exciting committees to convening sessions to helping to make conferences run smoothly. If this sounds interesting to you, contact any Councillor on page 7 for more information about volunteer opportunities!

OLITAround the Province

News bytes about technology projects around the province

A Library for Global Change

IGLOO, or International Governance Leaders and Organizations Online, is a project of Waterloo's Centre for International Governance Innovation (CIGI).

The creators of IGLOO appreciate the value that factual information and original research has to the creation of solutions for global development, and recognize just how inaccessible and unreliable this information can be on the World Wide Web. Access to information is the key to improving upon global governance, and solutions require more immediacy – people need to remain connected to each other, as well as to the most up-to-date information – which is best provided by a vehicle such as the Internet.

The Research Library improves upon the concept of online repositories. It offers access to a free and permanent collection of electronic resources pertaining to ten categories of international governance, from Economic Governance to International Law, from Humanitarian Issues to Science and Technology. This collection is protected by an open access "some rights reserved" Creative Commons license, allowing IGLOO users to freely download and share knowledge in the spirit of governance innovation. To learn more about Creative Commons, please visit www.creativecommons.org.

IGLOO uses the materials collected from content partners for the sole purpose of redistributing them at no charge to researchers working in the international governance field. Imagine a world where information is free, where international governance materials are stored in one permanent and searchable online database. Imagine researching without ink or paper, and having access to personal research files and notes wherever there is an internet connection. Imagine the general public and small NGOs from the developing world sharing a reliable research environment with leaders and large academic institutions. Imagine the publishing of research in a trusted and peer-reviewed environment, where the author maintains the ownership of his or her work. This year the IGLOO Research Portal will make all of this a reality in a single online environment, and change the way global governance solutions are found.

*Lauren Judge
Library Services*

*The Centre for International
Governance Innovation
www.cigionline.org*

Widening the Net...Library

The CNIB Library was the first in Canada to incorporate OCLC's NetLibrary audiobook service into its digital collection. In the fall of 2005, a public launch saw the addition of nearly 1,000 new audio titles to The CNIB Digital Library. CNIB pioneered making NetLibrary accessible to print-disabled Canadians, with specialized instructions for JAWS users. Users listen to both NetLibrary

and CNIB produced audio titles online via password access. If you know of a patron who has a print disability who can use this service, contact the CNIB Library. www.cnib.ca/library

Shelagh Paterson

CNIB Library

Shelagh.Paterson@cnib.ca

Markham Partners - Portal for Archival Collections

Recognizing that we had similar needs for managing historical records, four stakeholders within the Town of Markham partnered to acquire a common archival collection management system. Markham Public Libraries (MPL), Markham Museum, Varley Art Gallery and Markham Heritage Planning each has a fundamental role to play in the collection and preservation of local heritage documents & artifacts, and each desires to improve access, as well as the effectiveness and efficiency of managing their historical records. This presented an opportunity to leverage these requirements and launch a shared system with complete local historical information.

The objective was to find and implement a graphical/Web-based common portal for accessing archival information in Markham. This would enhance the availability of information and more effectively meet the research requirements of professional and amateur researchers. With each of the stakeholders using different methods and having varying levels of technology to manage their information, the challenge was to find a solution that could successfully convert and consolidate information for the existing formats.

A software application product named MIMSY-XG – Museum Information Management SYstem (eXtended Graphics) – from vendor Willoughby Associates Ltd. in the US was found, purchased and installed on a Town ITS Data Centre server. Initial staff user training has occurred, and the four institutions are in various states of data preparation, conversion & integration. The Library's 6,000-plus data records from its LunauWeb system are converted and are being checked and prepared for proper, full display within the MIMSY system. Besides the staff-only "internal" database, a MOBIUS Web interface will be applied to allow general public "external", view-only access via a Web browser.

*Diane Macklin
Marketing and*

*Programming Administrator
Markham Public Libraries
dmacklin@markham.library.on.ca
905 513 7977 ext. 3912*

Collaboration brings great computer classes to rural residents

Hundreds of families now get regular emails from grandma and grandpa, seniors check health tips on the Internet, and personal budgets get made and checked – all thanks to a wonderful collaboration between St. Louis Adult Learning Centre and the Region of Waterloo Library.

Region of Waterloo Library provides the computers (the wonderful mobile teaching lab it purchased with Industry Canada's Community Access Program funding), the space, the Internet connection, and registers the students. St. Louis

provides a wonderful teacher, especially skilled at helping beginners conquer their fear of the unknown, and a curriculum custom designed for each student.

Since 2003, over 100 people have benefited from classes held at the New Hamburg Library. In October 2005, St. Louis started offering classes at the Elmira Library, with Woolwich Senior Centre handling registration. Sixteen people are currently enrolled.

St. Louis' mandate is computer literacy, and its target students are beginners. But there are lots of people who know a bit about computers – too much to justify them taking up a place in St. Louis' classes, but not enough to do everything they want to do, or run a small business, or get a better-paying job. How to fill this gap?

Enter Wilfrid Laurier University Student Connections. Student Connections currently offers 28 different courses, ranging from Computer Basics to Image Editing & Photoshop, at teaching labs in Waterloo, Brantford and Stratford, as well as free technology seminars all over the Region, e.g. the popular Cyber Savvy series at Elmira Library, Fall 2005. (Visit www.wluconnections.ca for full information.)

RWL and Student Connections are currently developing a five-week "boot camp" to be piloted at two rural library branches in January-February. RWL's "boot camp" will be a combination of five Student Connections courses, offered once a week for five weeks, for just \$100. Potential students should email libhq@region.waterloo.on.ca or call 575-4590 for more information.

Kae Elgie.

Elmira Library adds laptops and a friendly local touch to Ontario government services

As part of its ServiceOntario pilot project, Elmira library has started lending laptops for in-library-use to people searching for online government information. The laptops were originally purchased through Industry Canada's Community Access Program funds,

The Elmira branch of Region of Waterloo Library is one of 34 rural sites picked to help improve access to Ontario government information and services. Although the province has 50 Government Information Centres in Ontario cities, it realized citizens in rural and remote areas had challenges using these. It joined forces with public libraries to bridge the gap.

Elmira library's friendly, expert staff received intensive training on the wealth of information available through ServiceOntario's Web site, www.ServiceOntario.ca. They spent half a day shadowing staff at the Kitchener Government Information Centre (GIC). Now they can point people to easy online solutions most people don't know exist.

The in-library laptops will help people doing lengthy online transactions, such as registering a business name. "After watching people at the GIC, we realized that the 30 minute sessions we offer on our public Internet access computers weren't going to be long enough." Library members in good standing will be able to sign out the laptops for up to two hours for use anywhere on the upper floor of the Elmira library.

Kae Elgie.

Oxford County Library and Region of Waterloo Library now officially "reciprocal"

The value of the Region of Waterloo Library card just went up another 30% in November, as Oxford County Library and Region of Waterloo Library formalized a reciprocal borrowing agreement.

Now Region of Waterloo Library members have free access to the 150,000 books and 13 branches of the Oxford County Library system. RWL members must show their blue and yellow library card, along with photo identification containing their address, to become a member of the Oxford County Library. They can order books, DVDs or audiobooks online, through Oxford's library catalogue at www.ocl.net. But they must pick them up and return them to a branch of the Oxford County Library system. Any charges or fines must be paid to the lending library.

Oxford County Library is the fifth library system to establish formal reciprocal borrowing procedures with Region of Waterloo Library. Waterloo and Cambridge Public Libraries began sharing resources on January 1 2003. Brant County and Region of Waterloo Libraries concluded a reciprocal borrowing agreement in the fall of 2004. As well, RWL has several other handshake agreements with neighbouring library systems which it plans to formalize in 2006.

*Kae Elgie
Manager, Information Services
Region of Waterloo Library.*

Open Source Content Management @ Nipissing / Canadore

The Education Centre Library, which serves Nipissing University and Canadore College in North Bay, Ontario, has implemented an open-source content management system for its Web site. Joomla!, formerly known as Mambo, is being used by the library to manage news articles, links to e-resources, published hours, and policies and procedures. In the new year, the library will add online processing for tracking book suggestions from patrons, by using a third-party forms component.

The address of the library's Web site is <http://www.eclibrary.ca/>
*Geoff Sinclair
Nipissing University/
Canadore College
Education Centre
geoffs@nipissingu.ca*

Mobile reference service launched at Mohawk

Mohawk college library now offers mobile reference service in the student lounge during lunch hours. Armed with a treo PDA, a laptop and lots of signage, library staff help students with their reference questions in the comfort of the student lounge at the Brantford campus library during a specified time each week. The service is called BRAINtogo (named after the Library's Web site, TheBRAIN.)

*Contact: John Dunn,
e-services Technician
john.dunn@mohawkcollege.ca*

Digital Odyssey 2005 It really was Power to the People

by Jennifer Horwath
Mohawk College Library

Usually measure the success of a Digital Odyssey by the number of “a-ha” moments inspired by the sessions of the day-long conference. This year’s Digital Odyssey, “Power to the People: Library Service in the 21st Century: Meeting the Challenge” held last May at the Faculty of Information Studies, University of Toronto, succeeded again at producing a wealth of these awe-inspiring moments. This year’s Digital Odyssey comprised two streams of sessions:

1) Toolkit in which attendees learned about practical and dynamic solutions to enhance service delivery and deepen our understanding of users and

2) Trendwatch which aimed to widen our understanding of the shifting information landscape and the changing demands of users.

Joseph Janes a highlight

The day opened with a bang with Dr. Joseph Janes, Associate Dean for Academics, Information School, University of Washington and founding director of the Internet Public Library. His session, entitled “Extending Services to the (Increasingly) Digital User” focused on how to shape services in the digital world. Janes offered strategies for differentiating library service in order to compete with Google, redefining service in order to meet

Continued on page 6

Ontario Library and Information Technology Association Council 2006

EXECUTIVE

PRESIDENT Paul Takala



Hamilton Public Library
55 York Blvd.
Hamilton, ON L8N 4E4
905-546-3001
FAX 905-546-3202
<ptakala@hpl.ca>

VICE-PRESIDENT Catherine Steeves



McLaughlin Library
University of Guelph
Guelph, ON N1G 2W1
W (519) 824-4120 x58526
FAX (519) 824-6931
<csteeves@uoguelph.ca>

PAST PRESIDENT and TREASURER Jean Foster



Windsor Public Library
850 Ouellette Avenue
Windsor N9A 4M9
W (519) 944-3466
<jfoster@city.windsor.on.ca>

COUNCILLORS

Councillor-at-large 2006-2008

Greg Sennema
Wilfrid Laurier University
75 University Ave. West
Waterloo N2L 3C5
W (519) 884-0710 x2812
FAX (519) 884-3209
<gsennema@wlu.ca>



Councillor-at-large 2006-2008

Jennifer Soutter
The Leddy Library
University of Windsor
401 Sunset Avenue
Windsor N9B 3P4
W (519) 253-3000 x3186
FAX (519) 971-3668
<jsoutter@uwindsor.ca>



Councillor-at-large 2004-2006

Kae Elgie
Regional of Waterloo Library
88 Fountain Street
Waterloo N2L 3N1
W (519) 575-4590
FAX (519) 634-5371
<ekae@region.waterloo.on.ca>



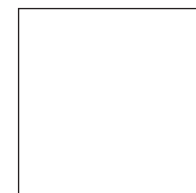
Councillor-at-large 2004-2006

Allison Standen
Convergent Library Technologies
109 Chieftain Crescent
Barrie L4N 6J2
W (705) 792-6933
FAX (705) 792-2718
<astanden@clibtech.com>



Councillor-at-large 2005-2007

Michael Vandenburg
Kingston Frontenac
Public Library
130 Johnson Street
Kingston K7L 1X8
W (613) 549-8888
FAX (613) 549-8476
<mvandenburg@kfpl.ca>



Councillor-at-large 2005-2007

Greg Smith
St. Catharines Public Library
54 Church Street
St. Catharines L2R 7K2W
W (905) 688-6103
FAX (905) 688-6292
gsmith121@cogeco.ca



SUPER CONFERENCE PROGRAM 2007

Jennifer Cyr
Library Services Centre
W (519) 746-4420 x628
FAX (519) 746-4425
<jcyr@lsc.on.ca>



**FAREWELL FROM
2005 OLITA PRESIDENT
JEAN FOSTER**

2005 has been a wonderful year for OLITA council. I wish to thank all the councillors: Paul Takala, VP; Jennifer Horwath, Past President; Alan Darnell, Kae Elgie, Greg Smith, Allison Standen, Catherine Steeves, Michael Vandenburg for their support and initiative. Our tireless Super Conference planners, the two Jennifers, Jennifer Soutter and Jennifer Cyr, have assembled an exciting program of technology sessions with the OLITA traditional favourite, Top Tech Trends, as the OLITA Spotlight.

In 2005, OLITA started the year with a focus group of previous OLITA presidents and councillors, to assess the effectiveness of the OLITA Division. In the summer an electronic survey was distributed to all OLITA members. The result is the OLITA Effectiveness Report, which will be distributed at the OLITA AGM in February. The 2006 OLITA Strategic Plan will adopt the report's recommendations and provide direction for the 2006 Council

OLITA's primary focus on the application of emerging technologies in information management organizations (LIBRARIES) has been reaffirmed. Members want to become more involved, to hear more news about what other libraries are doing, to share lessons learned and best practices. Advances in collaborative software will provide the opportunities to have more virtual meetings and meet the needs of

busy people who have challenges in getting away from work. OLITA will work to support the new OLA content management system.

The annual OLITA Digital Odyssey, which is developed in partnership with the Education Institute, provides a forum to highlight new technologies and how they are used in libraries. The 2005 Digital Odyssey: Power to the People was successful in attracting exciting presenters, such as Joe Janes, and an appreciative audience. The first OLA blog was created to record the Odyssey events, with the assistance of bloggers from FIS.

OLITA also sees its role in supporting other OLA divisions in understanding how to use

Continued from page 5

OLITA's 2005 Digital Odyssey

users where they are (for example, using IM for reference, offering Web hosting), and marketing all of these great, redefined services. He even offered up some interesting marketing slogans, my favourite being "Don't just get information...be informed".

The day continued with fascinating sessions on implementing a federated search solution, the Creative Commons, collaborative Web tools such as wikis and blogs, the OCLC Environmental Scan and Web site usability methods. A fairly heated and provocative session rounded out the day with a discussion of academic library por-

technology to implement their visions. There is now an inter-division Web committee that will work together to act as an advisory committee for the OLA division Web sites.

Enjoy the 2006 Super Conference OLITA Spotlight presentation: Top Tech Trends

Come to the OLITA AGM – Friday, February 3, 2006 at 5:15 to meet the OLITA Technology Award Winners, Cambridge Libraries and Galleries, and meet your 2006 Council.

Thank you, OLITA members, for supporting OLITA.

*Jean Foster
Windsor Public Library
OLITA President 2005*

tals. All of the sessions spoke to the conference theme of "power to the people" and a picture of collaborative, social and patron-driven service clearly emerged.

You can still see it

This year's conference was blogged by students from the Faculty of Information Studies, University of Toronto...want to see what you missed or relive the magic? Check out: <http://digitalodyssey2005.blogspot.com/>

All materials are available at the OLITA Web site: <http://www.accessola.com/olita/site/showPage.cgi?page=digitalodyssey/index.html>

InsideOLITA

Ontario Library and Information Technology Association /

a division of the Ontario Library Association, 100 Lombard St., Suite 303, Toronto M5C 1M3
416-363-3388 or 1-866-873-9867 toll free
FAX 416-941-9581 or FAX 1-800-387-1181 toll free

InsideOLITA describes the decisions and activities of OLITA leadership, explains OLITA program and provides technological news of Ontario's libraries.

OLITA COUNCIL MEETINGS

February 17, 2006 teleconference
April 27, 2006
September 21, 2006
December 8, 2006 teleconference

THE EDUCATION INSTITUTE

The OLITA Digital Odyssey
Creating the Future Together
Novotel North York
May 13, 2005

Tech Tuesdays every second week
See EI descriptions www.accessola.com.

SUPER CONFERENCE

OLITA Education Sessions
OLITA Annual Meeting
OLITA Award Ceremony
OLITA Members' Reception
Metro Toronto Convention Centre
February 1-4, 2006.
January 31 - February 3, 2007.

InsideOLITA

Printed in February
On the OLITA Web site
three times per year

OLITA WEB SITE

www.accessola.com/olita

OLITA LISTSERV

olita-l@accessola.com
For members only to ask for and to share advice

OCCASIONAL PAPERS

From time to time as determined by OLITA Council.

©Copyright, 2006.
Ontario Library Association.
All rights reserved.