

ACCESS the magazine of sola

SUMMER
MEMOROS

Carnegie under
"glass"



Overjoyed at finding more than 500 rare historical photos, Michelle momentarily forgot there were 6,487 images to sift through, that they couldn't leave the building, and that the library closed in 2 hours. How could she get what she needs in time?

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First Nation and Public Libraries Working Together

By Cynthia Mearns and Karen Foster

When Cynthia Mearns, CEO at Pickering Public Library, first heard about Ontario Lieutenant Governor Bartleman's project to send donated books to northern communities, her reaction was, "What a great idea!" Mearns and northern Ontario librarian Karen Foster relive memories of partnering First Nation and non-native public libraries.



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Digital Media: Unlocking Barriers to Library Services

By Elizabeth O'Brien

For people who cannot access print due to a disability, digital library services are a lifeline to books, information and culture. Elizabeth O'Brien tells us more about the CNIB Digital Library and Children's Discovery Portal.



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Carnegie Under Glass

By Greg Hayton

The design for the expansion of the Hespeler branch of Cambridge Libraries wins the Canadian Architects Association Award for best design in 2004. The dramatic but simple approach to this Carnegie Library expansion promises to set a dramatic new standard.



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The Development of CORIL

By Phyllis M. Wright

While on academic leave, Phyllis M. Wright investigated ways to reduce workload and duplication of effort within the Ontario Council of University Libraries (OCUL). The author tracks the development of the Cooperative Online Repository for Information Literacy.



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To Nurture and Celebrate Canadian Authors

By Gianna Mazzolin Dassios

OLA members volunteer by the hundreds to drive OLA's programs forward. Teacher-Librarian Giana Mazzolin Dassios describes what it is like to work on the steering committee of the Blue Spruce Award reading program, one of six OLA programs that together have over 200,000 readers per year.

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On The Cover: Kongats Architects working with Cambridge Libraries CEO Greg Hayton have come up with a startling, unique answer to the expansion of Hespeler's Carnegie Library, and they already have an award for the solution. P. 26-32

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Ontario Snapshot

LIBRARY NEWS, PROGRAMS AND RECOGNITION

Thunder Bay: Definition Quest for Literacy

The second annual Definition Quest for Literacy took place in Thunder Bay on Saturday, November 6, 2004. For the second year in a row, the winner of the Quest was the team from Lakehead University.

The Thunder Bay Public Library, Friends of the Thunder Bay Public Library, and Literacy Northwest are partners in this event, which is committed to raising awareness of literacy issues and promoting the benefits of literacy efforts in our community. Definition Quest also assists in raising funds for literacy in the community. In the past two years, the funds raised through Definition Quest have been invested by the Public Library and local literacy organizations on new literacy materials and programs for children, youth and adults.

Definition Quest is an exciting definition contest which attracted more than 225 participants and supporters in 2004. Last year's event featured 21 teams from organizations, businesses and service groups in Thunder Bay. Teams consist of three members each. There were a total of three rounds of competition with 10 definitions per round. A celebrity "Define-Master" read a definition twice to the teams. A list of four word choices then appeared on computer monitors in front of them. Ten seconds was allowed for collaboration, after which each team displayed a paddle with their choice for the correct word to match the definition. The team with the most correct answers at the end of each round earned a spot in the final quest.

The final quest featured the round winners: NorMaxx Financial Group, Confederation College, and Lakehead University, which emerged as the winner. Best costume prize was awarded to the team from Scholars Education Centre (The Geritol Geniuses). The event also featured a superb dinner, a silent auction and a raffle draw.

The third annual Definition Quest for Literacy is being planned for Saturday, November 5, 2005.



Above: The Geritol Geniuses: The Best Costume Team from Scholars Education Centre. From left to right are Diane Wolframe, Bill Ennew and Margaret Martin



Above: The winning team from Lakehead University, from left to right are Victor Smith, Patricia Vervoort and Mike Richardson.

Ontario Snapshot

Windsor: Window on Local Francophone History

The Windsor Public Library, with financial support from the Department of Canadian Heritage through Canadian Culture Online, recently launched a Web site which provides an amazing window on Windsor Francophone history in the late 19th and early 20th centuries.

Le Progrès - www.windsorpubliclibrary.com/digi/progress - will prove to be an invaluable tool for historians, genealogists, folklorists and anyone interested in researching this period of French-Canadian life in Southwestern Ontario. The Web site presents a picture of daily life in the Border Cities at the end of the 19th century and is primarily concerned with issues affecting French-Canadians and the influence the newspaper had on the local municipal scene. The digitized newspapers provide a view of life in a border town, showing the strong links between Windsor and Detroit. Local commerce and industry is featured in numerous articles and advertisements. People and places feature prominently in *Le Progrès*, with news from the surrounding communities which comprised The Border Cities.

Le Progrès was a local French newspaper published in Windsor starting in 1881 by the brothers Aurèle and Gaspard Pacaud. The website catalogues more than 800 newspapers in a searchable database, dating from 1881 through the early part of the twentieth century.

This project was a collaboration between Windsor Public Library, the University of Windsor, the City of Windsor and especially the Digitization and Preservation Department of Toronto Public Library.



Belleville: Preserving the Past...Exploring the Present... Embracing the Future

In the spring of 2006, the City of Belleville will have a new community landmark and meeting place. The 38,000-square-foot Belleville Public Library and Art Galleries will open at the corner of Campbell and Pinnacle Streets, not far from its current location. Supported by all levels of government, this new Library will be three times the size of the current facility. A municipal parking structure will complete the complex.

City Council has allocated \$7 million from the 2004 Capital Budget and has received approval for SuperBuild funding to a maximum of \$2.8 million. The library is seeking the assistance of the community at large to raise an additional \$1.5 million, including some Gifts in Kind, to ensure it can meet its goal of building a meeting, leisure and learning centre in the heart of the city. The official ground-breaking on May 10, 2005 marks a significant milestone.

Bradford: Volunteer Appreciation Evening

It should come as no surprise that when you fill a room with a group of positive-minded, giving people the outcome would naturally be energizing. And so it was on the eve of Wed. April 20 when Bradford West Gwillimbury Public Library held a Volunteer Appreciation Event that the turnout was impressive and the mood was uplifting. Supplies and instructions were laid out on the tables for everyone to make their own keepsake origami-like photo album. The room instantly became a hive of activity as the volunteers rose to the challenge of advanced cutting, folding, gluing and head scratching. Cries for help were responded to promptly by those compassionate and skilled souls who had mastered the craft. Amidst the groans and laughter, conversations evolved and in the end everyone had more than a keepsake to take home.

Sweet treats and refreshments were served as a just dessert for the good sportsmanship displayed. Speeches were in order and to round the evening off a beautiful potted plant arrangement and \$25 Chapters gift certificates were awarded to two lucky volunteers for the Door Prize Draw.

Vaughan: Battle of the Books

Vaughan Public Libraries was presented with York Region District School Board's Applause! Award, Thursday, April 28th, for assisting with this year's Battle of The Books competition. Students from 21 Catholic and Public Elementary schools, in the City of Vaughan, answered questions prepared by VPL librarians, to test their knowledge of current fiction and non-fiction books in a Jeopardy-like setting!

Ajax: Battle of the Books Goes Regional

Ajax Public Library has run an annual Battle of the Books for several years now. The Battle is a cooperative program between the public library and local schools that has been so popular in Ajax that teacher-librarians in Pickering wanted to be involved too. Pickering Public Library rose to the challenge and joined the Battle for the first time this year. In Ajax, 10 schools participated in the junior semi-finals and 9 in the senior. In Pickering six schools participated in the junior semi-final and there are hopes of joining the senior Battle in 2006.

On Tuesday, May 3rd the first ever Durham regional final for the Battle of the Books took place and the top team from Ajax (St. James Catholic School) triumphed over the top Pickering team (Elizabeth B. Phin Public School).

The TD Bank's generous donation allowed bronze, silver and gold medals to be awarded to each of the finalists and the winning team received a cup for their school trophy case.

The Ajax and Pickering libraries hope the program will prove contagious and they will be able to convince the other Durham libraries to join the Battle in 2006!

www.myplus.ca



Graduate students Siobhan Creem (left) and Dee Psaila (right) with the Kodak Archives.

Ryerson: Photographic Preservation

The Ryerson University Library has recently acquired two significant collections which will greatly enhance its support of Image Arts programs, particularly the Masters Program in Photographic Preservation and Collections Management. Kodak Canada has recently donated its entire historic company archives to Ryerson University. The Library will also soon acquire an extensive collection of materials on the history of photography from the private collection of Nicholas M. & Marilyn A. Graver of Rochester, New York.

The Kodak Archives, which began in 1909, contain historic photos, files,

trade circulars, Kodak magazines, price lists, daily record books, cameras, equipment and other ephemera. The print and photograph collection is currently being processed in the Library with assistance from graduate students in Photographic Preservation and Collections Management. The processing of this collection is expected to be an ongoing project, and will provide a valuable hands-on learning opportunity for students in this program. The Graver collection, built up over many years, consists of over 1,000 books, periodicals, catalogues, and other similar material related to the history of photography.

Niagara Falls: Growing Readers

Recently the Niagara Falls Public Library partnered with local agencies, including the Ontario Early Years Centre, to present the second annual Literacy Day at the Library on April 23, 2005. To celebrate both early reading and Earth Day, the theme was Grow a Reader: Nourish the Earth. The library had displays, book and toy sellers, story times, fun interactive play with the Early Years mobile, crafts from the Discovery Centre, great snacks, and a gift bag for every child that attended which contained, among other things, a seed sprouting kit and a wonderful book.

Franklin the Turtle was also in attendance along with the Mayor who drew the winning raffle ticket for a beautiful tree. Demonstrations by the local Aviary and Niagara Recycling's Robocycle as well as the hilarious antics of Madame Buskerfly ensured a lively, entertaining Literacy event that was attended by more than 400 residents.



Renfrew County: One Book, One Community

The inaugural launch of the One Book, One Community – Renfrew County Reads initiative was held at the Petawawa Public Library on June 16, 2005. The book announced for this year's program was *Another Place at the Table: My Mother's Story* by local author Mary Cook, a poignant story of a 13-year-old girl who runs away from her Ottawa tenement home to New York City and then her life on a desolate farm in Renfrew County during the Depression years.

Inspired by the success of similar initiatives in cities like Seattle, Vancouver, Waterloo and Hamilton, One Book, One Community - Renfrew County

Reads is the first program of its kind in the area.

One Book One Community - Renfrew County Reads is a book club for the entire county, cultivating a culture of reading and discussion in Renfrew County by bringing people together around one great book. The aims of this program are to promote literacy and local authors, to foster a sense of community by creating a common topic of conversation and to create opportunities to engage people in reading and discussion through a variety of exciting events held in participating municipalities from May to November. A

number of different local organizations have partnered together to plan these events including public libraries, books stores, municipal parks and recreation staff, seniors clubs, university women's groups, historical societies, book discussion clubs and literacy groups.

A book club kit consisting of 10 copies of the book and a readers' guide, provided through interlibrary loan by the Petawawa Public Library, has proved to be a popular item with the County's many book discussion clubs.

www.pembroke.library.on.ca/obocframe.html

Ontario Snapshot

Markham: Library for the 21st Century

On April 8, 2005 the Angus Glen Library hosted a special event for library leaders, featuring Cate McNeely, Deputy Chief Librarian of the Richmond Public Library (BC) and visionary developer of Richmond's innovative Library of the Future concept. The audience included the CEOs of

southern Ontario's larger libraries, MPL Board members and MPL staff. Cate's presentation focused on creating excellence in library service through focus on the customer. Markham Public Libraries' library for the 21st century, Angus Glen Library, opened December 2004. It has

since established itself as a destination place, contributing to the quality of life of the community. Angus Glen Library includes features such as a computer lab, a café, study rooms, wireless connectivity and roving customer services to meet the needs and expectations of its customers.

Grand Valley: 100 Years of Free Public Library Service

Grand Valley Friends of the Library was officially launched December 1, 2004 with the adoption of its Constitution. Its mission statement: "To support and enhance the value of the Grand Valley Public Library within the community." 2005 marks the 100th anniversary of the commencement of free public library service in Grand Valley and area. To celebrate this long history, The Friends of the Library will be undertaking several projects during the year. Among these is a "Signature Quilt" with spaces for 100 signatures at \$10 each to raise funds for the library and for anniversary celebration events. www.grandvalley.org



Essa Township and Whitby: Acts of Generosity

Sometimes an act of generosity has consequences that go far beyond the first imaginings. In the case of Essa Centennial Library, the huge generosity of the Whitby Public Library has resulted in a number of beneficial changes for the Essa Branches.

With Whitby's move to its beautiful new central branch, other libraries in Ontario were freely offered shelving and furnishings from the old facility. Through a happy set of circumstances, Essa was able to benefit from this generosity. In the space of a week, with the help of volunteers Brian and Patti Worden and Vaughan Harris and their trucks and two Essa Township staff (Bill Parkinson and Greg Reid) and their trucks, eight loads of shelving and furniture were transported 273 km to the two Essa Branches and into storage awaiting the Angus Branch expansion.

After a further two weeks of putting up, shifting, hauling, reshelving and general tweaking, Angus now has a cosy corner for teens, a clean and inviting children's room, more nonfiction shelving, plus improved shelving for audio books and videos as well as proper PAC stations and comfortable chairs around the study tables. The Thornton Branch has doubled its non-fiction shelving, displays its magazines on real periodical units, now has two study carrels, and a much tidier meeting room.

The story all began with a need for periodical shelving in Thornton and then just grew from there, with the superlative assistance of Michelle Frenette and Pat at Whitby.

From the Board, Staff and library users at Essa Centennial Library comes their grateful thanks and their best wishes to the Whitby Board, CEO Ian Ross, Staff and Whitby residents as you enjoy your lovely new library.



King Township: The Dorothy Duncan Award

The Ontario Historical Society's annual Dorothy Duncan Award was given to King Township Archives in partnership with King Township Historical Society and King Township Public Library. The Dorothy Duncan Award is awarded to a non-profit organization (nominated by a Municipal Council) for outstanding service to its region. The award was presented in Kingston on Saturday, May 7th as part of the 38th Annual Honours & Awards of The Ontario Historical Society.

Pictured from left are Virginia Atkins, King Township Historical Society & Chair of Archives Committee; Sharon Bentley, Deputy Chief, King Township Public Library; Elsa-Ann Pickard, King Township Historical Society; Gordon Craig, Chair of Library Board, King Township Public Library; Murray McCabe, CEO, King Township Public Library.

Photo: S. Creighton, The Ontario Historical Society

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Ontario Snapshot

Brampton: Library Celebrates Diversity

Brampton Library is proud to highlight the City of Brampton's multicultural community with a new addition to its Local History archives: Media History Project: Celebrating Brampton's Diversity.

This extensive collection of DVDs examines the struggles and accomplishments of local individuals who have immigrated to Canada and settled in Brampton. Featuring in-depth interviews with local politicians and other members of our multicultural community, this recently released effort has been funded with the assistance of a

Young Canada Works grant and can be viewed onsite at the Library's Chinguacousy Branch.

This special project was undertaken by the Library in recognition of Brampton's rapidly growing and increasingly culturally diverse population. The multicultural community now accounts for over 40% of Brampton's population, and the Media History Project has effectively created an historic record of these community members for public research and education.



Ottawa: World Wrestling Comes to the Library

World Wrestling Entertainment (WWE) superstar Dawn Marie visited the Jess Hann Branch of the Oshawa Public Library on March 12, delivering WWE's literacy programme, Get Real Read.

Dawn Marie read to a group of 25 children and their families, inviting children to practice their reading skills by reading with her. Dawn Marie talked about the importance of reading and education as measures of success, and as "things no one can ever take away from you." The library distributed copies of *Tales from Wrescal Lane*, a new picture book by Mick Foley, as door prizes.

The Get Real Read programme is targeted toward children ages 6-10 and is delivered through schools and public libraries.

Toronto: Shelter... Red, Blue and Yellow

An interesting art installation at Bloor/Gladstone Branch of Toronto Public Library got a great response from library patrons and staff alike. Consisting of three small rocket-shaped tents in three rooms on the main floor of the branch, Shelter: red, blue and yellow was set up by artist Julie Miller, "with the idea of creating an environment in which emotions could be induced."

Miller says, "I was curious to see how the body was physiologically and psychologically affected when completely surrounded by a specific colour. If emotions could be changed or controlled would one feel sheltered? We are influenced by colour in all aspects of our lives, and this art/science installation explores some of the effects."

The interactive installation invited

library patrons to don headphones, enter each of the tents and then fill out a little questionnaire asking them what they thought about and how they felt physically and emotionally in each of the tents. The response was great, with lots of library patrons trying out the tents and filling out the forms. Generally speaking, the blue tent seems to calm people and the red one sort of freaks them out.



Flashpoint

CURRENT ISSUES AND PROGRAMS AT THE ONTARIO LIBRARY ASSOCIATION

Issue: School Libraries

"The government recognizes the critical role that school libraries play in improving student achievement...Having access to [school libraries] enriches every child's learning experience...are pleased to provide \$17 million [for school library resources]." So said a letter sent to every Education Director in Ontario last month (see The Last Word in this issue). In spite of the fact that this did not address the teacher-librarian issue and in spite of some school boards not giving the money to their school libraries in spite of the conditions set out, this is a remarkable turn of events. The OLA hired former OLA Treasurer and Toronto District School Board school principal Cathi Gibson-Gates to develop a database that schools without teacher-librarian expertise could use to improve their chances of buying good materials with the money being granted. The database was posted on the OLA Web site as part of Association support services for this project. Ministry officials in the Literacy-Numeracy Secretariat were doing everything to see the money was directed to the intended locations and to show principals and directors how to effectively use the materials purchased. OLA hopes to work with principals and directors in the autumn.



Issue: The Ontario Digital Library

The \$700,000 announced for the Ontario Digital Library by the Hon. Madeleine Meilleur, Minister of Culture, is being administered by the Ontario Library Association. A new case study for the ODL that will be used with Ministers, politicians and senior management across the government is under development. An interim executive director is also being identified to steer three program development committees that will start digital collection negotiation of province-wide licenses and that will initiate the ODL's Ask a Library 24/7 reference service. All services are to be available for all libraries in the province to use, whether they are school, academic or public.



*Minister of Culture,
the Hon. Madeleine Meilleur*

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2005 OLA Forest of Reading



Blue Spruce Award
Drumheller Dinosaur Dance



Co-Illustrators
Esperança Melo
and Bill Slavin.
Author Robert
Heidbreder phoned
from Vancouver.

Silver Birch Awards
Raven Quest (Fiction)
Ask Me Anything (Non-Fiction)

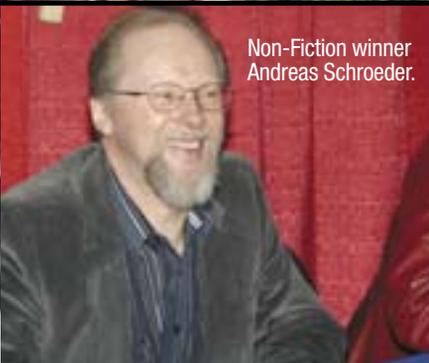


Non-Fiction winner
Marg Meikle and
Fiction winner
Sharon Stewart.

Red Maple Award
Airborn (Fiction)
Scams! (Non-Fiction)



Fiction winner
Kenneth Oppel.



Non-Fiction winner
Andreas Schroeder.

White Pine Award
More Than You Can Chew



Winner Marnelle
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Our Enormous Apologies to Richard Greer...

Richard Greer has not moved to S&B Books as we seem to have indicated in the last issue of *Access*. He remains prominent at the Saunders Book Company, sponsors of the OSLA Award event pictured on p. 42 at which Esther Rosenfeld was given her Award for Special Achievement. We are very embarrassed!

Correction: Durham District School Board's Nancy Dalrymple would like to attribute "Reading Rocks" on p. 8 of the last issue to Liz Merry, the teacher-librarian at Eagle Ridge Public School in Ajax.

Golden Oak Award Completes Spring Ceremonies

The OLA's Forest of Reading 2005 award ceremonies took place in April, May and June. The winning titles and pictures from the four presentations in April and May are on the page opposite. The Golden Oak Award was won in June by Richardo Keens-Douglas, author of *Tales from the Isle of Spice*. As with all ceremonies, there was a strong turnout of the nominated authors. At the five ceremonies were over 40 authors who had come from all over the country to hear the readers declare their ultimate favourites. Keens-Douglas, who was out of the country, is the first Award winner since these programs were instituted in 1993 not to be present to receive the honour personally. While the readers love the reading and the voting, seeing the authors live remains a highlight.

Right: Rita Cox accepted Golden Oak Award for Richardo Keens-Douglas



Left: Readers Hortense McCarthy (left) and Lil Magalnick (right) introduced Tanya Lloyd Kyi (middle), author of "Truth".

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Libraries as part of Ontario's Cultural Industries

Stratford Public Library director Sam Coghlan is a member of the Hon. Madeleine Meilleur's Minister's Advisory Committee on Arts and Culture. As the only library representative, he needs useful information on public library programs and partnerships with community arts and culture organizations. To that end, the OLA engaged Beth Jefferson who is working on a teen project for the Association to devise a survey to develop statistics and stories that he can use. The survey was e-mailed to public libraries in April.

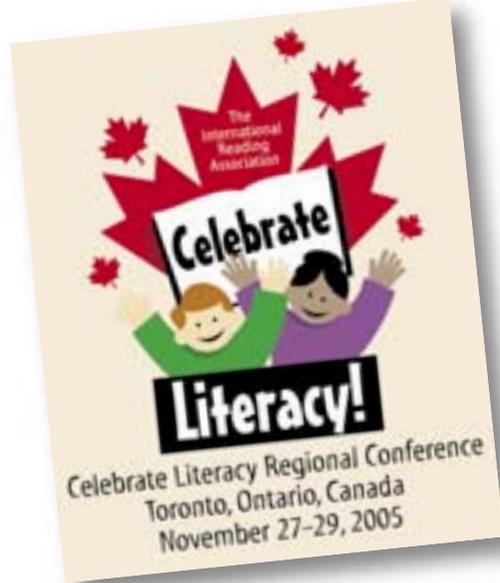
The Partnership's Provincial Collaboration

The Partnership, which only a year ago included four provincial library associations in its network, now has nine provincial and territorial library associations as active members from coast to coast. Nunavut, which has too few librarians to form an association, will be included in the Northwest Territories Library Association umbrella, leaving the Quebec Library Association as the only non-participating association in Canada. QLA's absence is almost an accident and enquiries have been made from the association about its future participation.

The programs and services being developed for the associations in The Partnership by the associations in The Partnership are also growing. The Education Institute remains the mainstay but an electronic research journal is on its way. A national database for job placements, résumés and career information is also under discussion. All services are developed collectively by the eight associations. The services enhance the value of membership in all associations and will lead to more regional participation over the coming years.

Research Projects

The comparative study led by Regina's André Gagnon, Toronto Public Library's Ken Settington and former FIS Dean Adele Fasick as researcher, on perceptions of children's services in public libraries twenty-five years ago and now was workshopped at the Education Institute's Children's Conference this spring. Copies of the finished product are forthcoming. The 8Rs study on the future of library staff needs in Canada, developed under the University of Alberta's Ernie Ingles, has been released. A 30-member CLA-led committee involving experts and representatives of library interests across the country including OLA 2006 President Janet Kaufman, OSLA's Esther Rosenfeld, ODL's Peter Rogers, OLITA's Catherine Steeves and others are preparing a national strategy for implementation. OLA invested financially in both projects.



Advocacy: The International Reading Association Conference

The International Reading Association conference that OLA is co-sponsoring with the Ontario Reading Association in November in Toronto is being developed under the chairmanship of Sue Leppington, former school library consultant at York Region District School Board. While not a conference for librarians per se, this IRA regional conference provides an opportunity to present close to thirty sessions on library programs and services that enhance the teaching of reading and the work of reading teachers. This co-sponsorship is part of OLA's advocacy work, promoting libraries and librarians.

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View from the Top

LIBRARY LEADERS COMMENT ON THE PROFESSION AND THE FUTURE

CRYSTAL BALL GAZING *Can Lead to Headaches!*

This has been a year of crystal ball gazing and reflection as an academic librarian. I have spent the last three months working with my senior management team on the development of a five-year strategic plan for the Seneca Libraries. In April, as part of the College Heads of Libraries and Learning Resources, we will be working with Rebecca Jones, from Dysart and Jones Associates on the development of a strategic plan for the next two years. My strategic visioning questions have been: what needs will the generation Y library users have; what will the technology look like in the library; and how can we best harness our professional experience and training and make a difference in the day of a student?

Several themes have come up.

We need to move from our role as information professionals to learning and teaching professionals.

Our role has become broader where in addition to providing resources and services, we also have the larger mandate of supporting life long learning. Research has proven that many of our graduates will change their job choice or work career five years after graduating. Our graduates will require the skills to retrain themselves and determine the next career opportunity for themselves.

Cheryl Kern-Simirenko, associate dean of libraries for Purdue University, spoke at the OLA 2004 conference about the creation of multiple literacies and how we have to be aware that we are the “content not the containers” for information literacy. Cheryl highlighted that teaching information skills is important in our profession and that we have to teach our students how to continue the development of their knowledge base. Academic libraries play an important role in providing their students with the abilities and skills to learn and to re-learn.

I have often heard from academic librarians that when approaching their role as the bibliographic instructor or information literacy specialist, that their expertise is in teaching about a specific library tool or resource. During an

By Tanis Fink

Pictured from left: Tanis Fink, Chief Librarian and Director of the Commons for Seneca College, with Rebecca Noronha, a second-year nursing student at the Seneca College King Campus and also a student shelver in the library.



View from the Top

OLA session on Information Literacy skills (ILS), academic librarians talked about their specific approach to teaching ILS skills, and how they would demonstrate a specific database or a specific library tool to support a certain course. Academic librarians not only need to demonstrate specific tools, but become teachers of library programs and deliverers of specific learning outcomes. Students need to understand that learning will be important to them all through their life. Information literacy is and will continue to be a critical skill for our students and we must continue our leadership in this area.

We need to get to know our user group to better provide services and resources to them.

Our students, the generation Y are very wired. This generation grew up with computers, technology, the wireless world and do not know a world without it. Their world is without boundaries. It is seamless and this will be a critical issue for academic libraries. In his article *Libraries and Librarians in the 21st century: Fostering a Learning Society*, Robert Martin talked about the importance of seamlessness in our services being crucial and seamlessness in libraries possibly being “the dominant trend for the future of libraries.” We need to provide seamless services, seamless staffing and seamless support mechanisms—the creation of an invisible academic continuum.

One of our new MLIS graduates, Sarah Harrison, wrote an excellent article for the Winter edition of *Access* entitled: *Y@ Our Library: what do Millennials want?* It was on delivering services and resources to our new generation of users and understanding their unique learning styles and learning strengths. Over the last 10 years, academic librarians have been focusing on the needs of our users, instead of our own choices for them. It is important that we step back and put the user in the centre of our planning and think about a student who has an “information-age mindset” (Oblinger).

We need to balance our traditional role with our digital librarianship role.

The next five years ahead will be a balancing act for academic librarianship. We will need to keep ahead of the impact of technology on our services and collections, but not lose our focus on our key role, the building and maintaining of our collections. With technology will come many issues that we will be dealing with as individual librarians but also as a profession, such as: marginalization of our roles; storage and preservation of digital assets; lobbying for changes in copyright laws; impact on our services with the appearance of google, integration of iPods, MP3 players, Blackberries, Palms and many other different devices in the delivery and accessing of our services.

Another aspect of digital librarianship is our willingness to play with other partners in the provision of our role. As Kevin Roebuck, global manager, Libraries/E-Learning, Sun Microsystems remarked in a presentation on digital libraries, “Librarianship in the digital age is just as important as in the world of physical collections. A trend we expect to continue to see is the integration of assets and skilled services from the library with the world of instructional designers, digital repositories and academic computing.” It is important that we advocate that the library is the main centre of academic support and activity in our academic institutions, but also investigate ways to work in collaboration and partnership with both teaching and learning departments and Academic Information Technology.

Crystal-ball gazing can lead to headaches as librarians, but also make you feel very excited about being part of such a dynamic, ever-changing profession.

Tanis Fink is chief librarian and director of the commons for Seneca College in Toronto, Ontario. Tanis is a graduate of the 2003 ACRL/Harvard Academic Library Leadership Program, and has been a speaker at the OLA Annual Conference for five years in row and has spoken on a variety of library issues.

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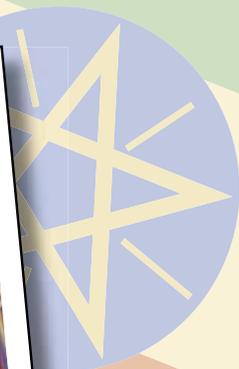
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The World Outside

OBSERVATIONS ON NATIONAL AND INTERNATIONAL LIBRARY EVENTS AND PROGRAMS



*Pictures - from left to right:
The Parliamentary internet café in Addis Ababa.
A view of a village. Inside the Parliamentary Library.*

In this issue we are delighted to have reports from two of our colleagues who have recently visited libraries overseas. Karen Wierucki reports on her visit to the Ethiopian Parliament Library and Wendy Rodgers reports on her travels to libraries in Thailand.

When opportunity knocks...in Ethiopia

By Karen Wierucki

Opportunity knocked for me in 2003 when I was asked to go to Ethiopia's capital city, Addis Ababa, as a consultant to the Ethiopian Parliament Library. My attachment was funded through the Canada-Ethiopia Parliamentary Project of the Canadian Parliamentary Centre (www.parlcent.ca), a non-profit organization based in Ottawa which assists parliaments in Canada and around the world. I was asked to assess the library, assist the head librarian in developing a strategic plan and a collection development policy and draft some funding proposals. I was thrilled to be asked to combine my life's work and my love of travel with the chance to (hopefully) make a difference in a developing democracy.

Ethiopia adopted a new constitution that established the Federal Democratic Republic of Ethiopia (FDRE) in 1995. The parliament is structured similar to a bicameral parliament, except the House of Peoples' Representatives (548 members) and the House of the Federation (108 members) each have different responsibilities. Members of both councils are elected for a five-year term.

More than 80 languages and 200 dialects are spoken in Ethiopia. The parliament provides simultaneous translation in several of the main languages, and the laws are printed in the main administrative language – Amharic – and English.

The World Outside



*Left:
The Parliament building in
Addis Ababa*



*Right:
Mercator market*

The Ethiopian Parliament Library came into existence during the 1970s during the previous Marxist regime, the Dergue. The legacy collection contains literature and archival materials that supported this regime. Since 1991, when the transition to a democracy began, and particularly since 1995, the Library had begun to redefine itself according to the information needs of the developing parliament. By 2003 the Library had begun to grow and develop collections and services targeted to the parliament's research needs, and an assessment of current and future requirements was requested by funders.

During my two visits to Addis I spent time with the staff, interviewed some clients, visited other libraries and met with funding bodies like the British Council. I made recommendations about mandate, staffing, training, and collection development, and wrote funding proposals for high-speed Internet access, a security system and new furnishings. What was most surprising to me, and most demoralizing to library staff, were the entrenched bureaucratic processes inside and outside the Parliament that they were required to follow. Imagine adding these constraints to the day-to-day work of your library:

- The library is broken into several distinct collections housed in separate rooms, with one staff person responsible for each collection. The staff are financially responsible for 'their collection.' When staff resign from the Library an auditor conducts an inventory, determines the losses and prepares a bill that must be paid by the staff person. Staff are, therefore, hesitant to lend materials

for fear that they will have to pay for the lost or stolen items – wouldn't you, on a pay cheque of \$100 US per month?

- The Library staff complement of five has turned over almost twice in the past two years. All left for new opportunities – joining family in other countries, starting families, seeking higher education (to move out of the poorly paid civil service into positions with NGOs or the private sector), slightly better salaries and avoidance of the financial responsibility for the library collection. This has left the Library at a standstill – lots of plans and ideas but no staff to implement them. Basic client services are provided, but training and professional development plans for staff and clients are on hold.
- The publishing industry is mostly under government control and government documents, printed on poor quality stock, are not widely disseminated. Books are relatively expensive and must be ordered from other countries, and the acquisition process can take months.
- Book purchases are tendered to three bidders, with purchasing staff selecting the distributor providing slightly advantageous pricing. Library staff, who know their vendor options and have a feel for where they can most efficiently use their limited funds, are overruled by senior staff in several departments.
- Many parliamentarians take advantage of their time in Addis, close to higher education facilities, to upgrade their education. It is difficult to access textbooks at the university so there is pressure on the parliamentary library to use its finite collection development funds to acquire expensive textbooks, rather than reference tools and other documents more relevant to the needs of Parliament. Which priority would you choose?
- Ethiopian culture considers books as valuable objects in themselves and shelves full of books is an indication of intellect and prosperity – even if the books are sadly out-of-date and not contributing to current information needs. Trying to weed and discard such a collection is not a straightforward exercise under the control of the library staff.
- The Parliament has been in the process of developing a computer network for seven years. Administrative problems, IT companies failing, one Internet provider in the country and unreliable electricity mean that access to current information sources is very difficult, inconsistent and expensive. The library, with the help of donors like the UN Development Programme, has an Internet café and LAN – three computers and a printer – and has become a technology leader within the parliament.
- In spite of exponential increases in the use of the Internet café (even when it takes hours to search or send e-mail), the library's stationery entitlement remains the same as any individual office – two packages of paper every two weeks. The service

stops cold when the paper runs out and impedes the staff's ability to print and add relevant documents to the collection as they are found.

In spite of all these frustrations, the library is open each weekday, the collection is evolving, and the staff does provide services valued by the parliamentarians. It remains to be seen if their medium and long term plans for service enhancement, collection development and outreach to the regions will be implemented in the next few years.

Working in a Different Country – The Same, Only Different!

Although I travel regularly, Africa required some special preparation before and while I was there. Preparations in Canada included applying for a visa, arranging for immunization against hepatitis, meningitis, typhoid, malaria and yellow fever, buying an electrical converter for my laptop, and selecting some good books to enjoy.

Once in Addis the first lesson was to use bottled water for everything except showering!

"Home" was the Hilton hotel, located in a 40-acre walled compound, which houses a wide range of guests – politicians from other African countries, consultants and aid workers from countries all over the world attached to organizations such as the World Bank and CARE. The compound was an artificial world where you could get anything from The Economist to a pizza; book air tickets, buy crafts or get a massage. Outside the high walls of the compound was a neighbourhood that offered quite a different lifestyle. The smell of smoke from cooking and heating fires was strong and pervasive. Corrugated metal was the building material of choice. "Stores" – small kiosks – sold everything from shoes to cooking oil, and many people simply spread out blankets and sold whatever they could to make some money. Young boys with angelic smiles hung around the compound offering shoe shines for one birr – about 11 cents – even if you were wearing runners or sandals! And always the beggars...

The daily drive from the hotel to the parliament was along broad ceremonial boulevards – with the driver always ready to stop quickly for herds of animals being shepherded across the road! I had to leave my passport at the entrance to the parliamentary compound each day and was frisked and had my bag searched by female military personnel.

Even the year, month and time of day were different – Ethiopia uses a 13-month calendar, and their current year is seven years earlier than ours. The day starts at 6 a.m., which is 0 hour, and hours are counted from there. It was prudent to check if a meeting was set up according to Western time or Ethiopian time to avoid embarrassment.

In my free time I was warned not to venture out on my own to places like the Mercato, the largest market in east Africa, for fear of pickpockets – but I took the chance and had some wonderful experiences to add to my travel journals.

Results?

It was a privilege to be a consultant to the Ethiopian Parliament Library, responsible for trying to understand, articulate and communicate the Library's requirements and resources to the senior parliamentary staff and funders. With Library staff I had to dig

deep and go back "pre-automation" to suggest policies and procedures workable in the Library's current situation. During the process I realized that although communication, negotiation and diplomacy skills were critical to bring to Ethiopia, leaving the "we do it this way and it's the best way" attitude in Canada was the best packing advice I was given. I am still working on developing patience, though. So many of the issues and proposals that I worked on while in Addis in 2003 are still not underway, and I have to curb my frustration when I correspond with the dedicated Head Librarian who is trying so hard, in spite of the seemingly insurmountable bureaucratic red tape and lack of resources.

Would I do it again? You bet – I've "got the bug," and would go anywhere to assist – paid or volunteer. Examining another country's information environment and political and cultural situation is mind-expanding, providing a wonderful opportunity to reassess a current work situation – and appreciation it anew. We are so very lucky to be library workers in information and technology-rich Canada...

Karen Wierucki is the coordinator for Digital Resources at the Ontario Legislative Library in Toronto. She can be reached at <wierucki@ontla.ola.org>.

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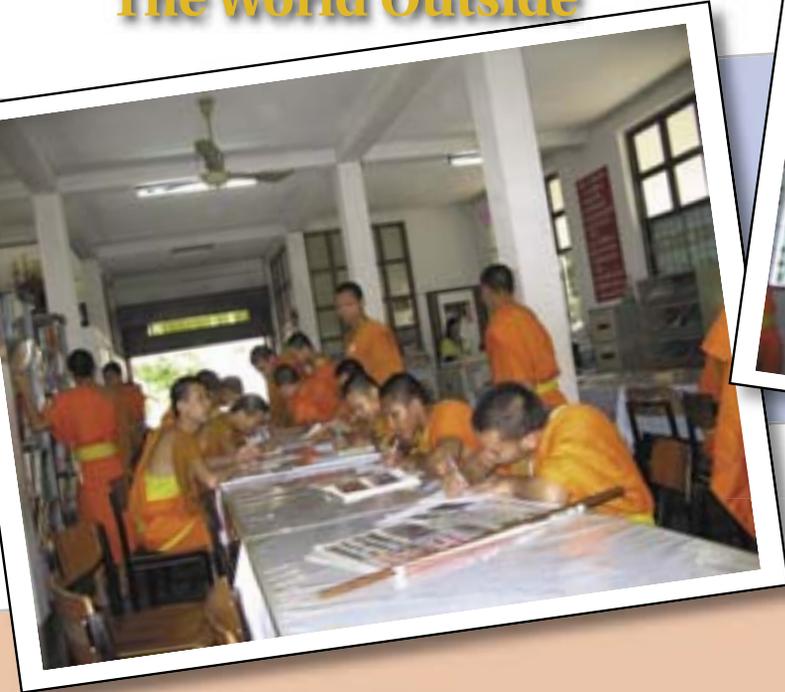
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The World Outside



Left:
Buddhist novices in the library

Right:
The ornately carved dark wooden cabinets stand out against the rows of metal stacks and tattered books.

It's a Thai! A Tale of Two Libraries

by Wendy Rodgers

In December 2004, I visited two libraries in Thailand. The first visit was planned and led by a librarian intent on welcoming Canadians. The second was impromptu and led by a Buddhist novice intent on improving his English.

Thanks to Brock University's affiliation with Srinakharinwirot University (SWU) in Bangkok, Chief Librarian Margaret Grove introduced me by e-mail to Piamsuk Thungkawee, Reference Librarian and Library Webmaster at SWU's Central Library. Piamsuk had visited Brock and some nearby academic libraries in September 2004.

The SWU Central Library building is distinguished by a zigzag pattern reminiscent of white sand raked in a zen garden. The eight-storey building was erected in 1989 and named after Princess Maha Chakri Sirindhorn, a member of the Thai royal family and one of SWU's most prominent graduates. Her Royal Highness completed a doctorate in development education there in 1986.

Piamsuk delivered a brief presentation and video about the library. After a light lunch, we toured the library building. The staff areas seemed similar to what one might see in Canada, although the size of some departments suggested a different organizational emphasis. The SWU cataloguing department is probably larger than any you might find in Canada, especially for a library with a collection of 390,000 titles. The staff lounge was remarkable for its amenities: a full-sized ping-pong

table, a set of three-foot tall drums, and a multi-purpose gym machine.

In the public areas, students clad in white tops and black bottoms (the uniform is not mandatory, but encouraged), gathered at dark wooden tables to study. Among the stacks, we caught the occasional flash of orange as a monk pursued his research.

The SALI (Self-Access Learning and Information Centre) computer lab on the main floor held about 30 computers. In addition, each floor offered three or four stand-up terminals, and the building featured one wireless hotspot. SWU has been automated since 1996 with a Horizon system, and is part of the Thai Library Integrated System (ThaiLIS), a nationwide network that is building a virtual union catalogue and starting to digitize theses and special collections. A cooperative site licensing project is underway, providing all 24 public academic libraries in Thailand with access to databases from ProQuest, Wilson, LexisNexis, ScienceDirect, IEEE and ISI. Such resources are essential as SWU prepares to become an exclusively graduate university, offering only Masters and Doctoral degrees.

Our tour continued with stops at the reference desk, periodicals, and lost and found. If the last location sounds trivial, consider that the Central Library's lost and found is a museum-style case placed just inside the front entrance, publicly displaying everything from hats and sunglasses to wallets and grade reports. Examining some of the grades on display, it is easy to see why the owners have not come to claim them!

My second Thai library experience began when I slipped off my shoes and entered Wat Chiang Mun temple in Chiang Mai.

As I looked around, a young saffron-robed Buddhist approached me.

"My brother would like to speak with you."

The boy led me to a young man sitting on the floor near a window. Jiam and I talked briefly about Canada, the monastery, his family in another province (he missed them terribly), and why I was visiting Thailand. When he learned of my profession, he insisted on taking me to the monastery's library.

The small room reminded me of the library from my 1980s high school. Rows of metal stacks held up tattered books. The collection might have looked shabby but for a couple of ornately carved dark wooden cabinets with glass doors, housing plain red binders labeled in Thai. Several notices with colourful lettering were painted on the walls. A tiny circulation desk with a

computer sat in one corner. The room was buzzing with novices chatting and reading newspapers and magazines.

We took seats at the end of a row of tables, and Jiam got right to his purpose.

"Can you see the future?" he asked earnestly.

I blinked. "What?"

He tried again. "Who is the person who sees the future?"

"A soothsayer?" I asked tentatively.

He pulled a scribbler from the fabric bag that hung over his robe and looked at me expectantly, pen poised. I realized that I was giving an English lesson, so I carefully spelled the word.

I pronounced and spelled a few synonyms for Jiam until my group was

ready to depart. I asked Jiam whether I could take some photos of the library. In the time it took me to snap two photos, he disappeared, leaving me to navigate the throng of novices, each bound by a vow not to touch a woman.

If I could see the future, I surely would have told Jiam about the giant tidal wave that would devastate his part of the world a mere 10 days later. Piamsuk's family and friends survived the tsunami, although the event left her shocked and deeply saddened; she will never think of the sea in the same way again.

If a trip to Bangkok is in your future, Piamsuk says that she would welcome other Canadian librarians to SWU. If you go, you will find much to hold your professional interest. Although I exchanged e-mail addresses with a monk in Chiang Mai, I saw little evidence that he had computer access in his temple's library (though Internet cafés are ubiquitous in Thai cities). Technologically, SWU seems to have skipped a generation, moving from their first computerized catalogue to web databases in fewer than 10 years. In Thailand, you can traverse the timeline of library development even as you move between floors of the same building.

Wendy Rodgers is Librarian and Web Content Coordinator at the University of Guelph Library. She may be reached at <wrogers@uoguelph.ca> (note the D).



*Above: SALI Centre
Below: Piamsuk in her office*



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First Nation and Public Libraries Working Together:

A Simple, Award-Winning and Gratifying Approach

By Cynthia Mearns and Karen Foster

What do you get when you put three librarians together on a conference call? Why, a great idea of course!

What started as a few ideas shared between friends and colleagues has quickly turned into a success story we hope others, throughout Ontario, will emulate. The success story? There are actually two. The Minister of Culture honoured our "Libraries Helping Libraries" project with a 2004 Minister's Award for Innovation. (This Public Library Service Award recognizes public library service ideas that have positive impacts in and continued value to communities.) As well, our libraries and our communities are the richer for learning about and from each other.

The Concept

The concept behind our project is simple. When I first heard about Ontario Lieutenant Governor Bartleman's project to send donated books to northern communities, my reaction was, "What a great idea! But, how can we make this even more meaningful and sustainable? As librarians, we should be leading the way for this sort of project." We, in Pickering are very fortunate to have a community that loves to read and donate its books to our libraries. Many of these donations are duplicates not required by the public library. We usually put them in our book sales where they generate additional funds to purchase new materials. Since our public responded very well to the call for books for the North, I felt the community would also support the ongoing diversion of materials to a First Nation community.

The Implementation Process

My next step was to contact a long-time colleague, Patty Lawlor, a First Nations consultant with Southern Ontario Library Service (SOLS), to see if she had any thoughts about partnering public libraries and First Nation Libraries. Of course, Patty had not only thought about this but had even floated the idea several times with southern Ontario's First Nation Librarians who had been burned one time too often with weeded material not even its publisher could still love. She told me she knew a First Nation Librarian, specifically Karen Foster with the Chippewas of Georgina Island First Nation Public Library, who likely would be a good match with me. After a few three-way phone calls, we all felt comfortable enough to proceed on a pilot project basis.

Patty prepared a set of resources, including a pilot project agreement based on our discussions, to support our partnership. The agreement outlined the expectations of both parties and committed SOLS to supporting the project with ongoing liaison between the libraries and the transportation of materials via its courier service. Since the Chippewas of Georgina Island Library is not on the courier service, Patty also set up an arrangement for the Georgina Public Library to receive the material shipments and house them briefly until Karen could organize transportation across Lake Simcoe. (Many First Nation Libraries are remote or semi-remote and must contend with circumstances and arrangements that do not even occur to many non-native librarians.) The rest is history.

The Benefits

Because most First Nation Libraries receive only very limited funding, it is difficult to build collections that are up-to-date and reflect the needs and interests of our communities. Prior to this project, too often, the random donations our First Nation Library received were too old, too worn or just not useful. With this partnership, founded on the commitment of the receiving library to provide and the contributing library to respect a collection profile, I welcomed the Pickering shipments enthusiastically and can comfortably say, "Thanks but no thanks" to the lesser gems from other sources. Thanks to our partnership, the Chippewas of Georgina Island Library now provides our community members with new material formats such as Books on Tape, Large Print, VHS tapes, and CDs. These are items our library cannot afford, on its own, at present.

Due to the isolation of and, in most instances, poor or little access to public transportation in many of our First Nation communities, it is difficult for members to travel to libraries in better-funded communities. To be able to offer larger collections and more current materials "at home" is a very positive step forward for our communities and one which we hope can build more band and federal support for public library service.

The exchange of information and ideas our partnership nurtures is as valuable as Pickering's collection development support. The partnership provides a much-needed opportunity for First Nation and non-native libraries to increase their insight into and understanding about the similarities and differences in their situations.

This partnership has worked well for our First Nation and it is, to me, not just a partnership but also a new friendship. If I need help cataloguing or just want to discuss our passion for mysteries, Cynthia is always just a phone call or e-mail away.

"I strongly agree that there are personal, as well as professional, benefits. I have connected with librarians and libraries I would not usually have any contact with. I am so glad to have met Karen and discover we have so much more than expertise to share.

Our partnership has a great deal in common with that overworked commercial that outlines the costs associated with a scenario and then declares the results "priceless." There are some costs involved in selecting and transporting materials, but the results are truly priceless"
Cynthia Mearns

The Learning

Our story would not be complete without sharing what we have learned. We agree it's critical to work with a project coordinator who knows something about both cultures, both libraries and their communities, and, ideally, the personalities involved. We feel our project would not have the long term potential and depth we believe it does, if Patty had not brokered our partnership so knowledgeably.

The Caution

A word of warning! This project is not an easy means of offloading a library's excess materials. The beauty of this negotiated collection partnership is that the receiving library prepares a profile setting out its needs and interests, in terms of content, format, gender and age appeal. The contributing library must then rigorously adhere to the "wish" list, carefully pre-selecting the material before packing and shipping it. Only a small fraction of Pickering's deleted and donated material is ever sent to the Chippewas of Georgina Island library.

What's Next

What started as a simple plan to share some print resources has developed into a much deeper and more meaningful program as we explore the rich resources we both have to share with each other. We are now exchanging expertise and setting up a modern Pen Pals program for children from Pickering's after-school program and the Georgina Island elementary school. Pickering plans to launch a full program for National Aboriginal Day 2005 with guidance and support from the Chippewas of Georgina Island. We hope our project model can contribute to raising general awareness of Ontario's First Nation peoples, communities, and libraries while shedding some light, for First Nation peoples, on their non-native colleagues and neighbours.

The Recommendation

Partnering First Nation and non-native public libraries is a natural. We share the same commitment to serve our communities and often share collection and other needs. We encourage anyone interested in finding out more about this First Nation Public Libraries Development Program to contact Patty Lawlor at SOLS at 1-800-387-5765, Ext. 5107 or plawlor@sols.org. We know she will be happy to help you develop your own partnership. We also know benefits awaiting you are "priceless."

*Cynthia Mearns is CEO at Pickering Public Library.
Karen Foster is Librarian of the Chippewas of Georgina Island First Nation Public Library.*



Digital Media:

Unlocking Barriers to Library Services

By Elizabeth O'Brien

CNIB Digital Library and Children's Discovery Portal

Technology has the potential to act as the grand leveller. While the library community continually investigates ways in which technology can provide alternative access points for their patrons, there are some patrons that rely on technology as the only way of accessing information. For people who cannot access print due to a disability, digital library services are a lifeline to books, information, and culture.

The CNIB Library launched the CNIB Digital Library and Children's Discovery Portal November 2003. Since then, thousands of registered library users who are blind, visually impaired, or otherwise print-disabled have had unprecedented desktop access to library services. Developed in cooperation with Microsoft Canada, The CNIB Digital Library provides both an on-line catalogue of the library's holdings as well as instant access to over 10,000 electronic resources. Library patrons select book and magazine formats that suit their preference: e-texts, electronic Braille, accessible Web sites and on-line digital audio (ODA). The latter is human-narrated content streamed over the Internet. This means a best-seller can be listened to instantly rather than waiting in a queue for the talking book to arrive in the mail. Currently there are 2,000 ODA books available in multiple genres, in English and French, and including children's books.

In addition to on-line reading, library patrons can browse or search and independently select physical copies of the book from the catalogue. Based on the "shopping cart" metaphor, the patron places books in their 'book bag' and then proceeds to the 'check-out.' Next available copies of Braille, DAISY CD, printbraille books and Descriptive Videos are sent out through Canada Post.

Databases – Text Only

The CNIB Digital Library also provides access to more than 50 full-text English and French daily newspapers from across Canada. Supplied in electronic text, the newspapers can be accessed through screen reading software, screen magnification programs or through Braille display devices. The digital feed for on-line access can also be used for touch-tone telephone access by patrons who do not have a computer – a great example of the one-source file concept. A library patron who is blind had this to say on discovering she now had access to the Edmonton Journal: “I can’t tell you how often people start to ask me if I noticed this or that thing in the paper. Then they break off, embarrassed in mid-sentence. From now on, it will be the right question to ask.”

The same secure user name and password access that



*A young CNIB Library patron visiting
The Children's Discovery Portal*

enables eligible patrons to read books on-line permits pass-through access to databases such as the Encyclopedia Britannica On-line and the English Oxford Dictionary. As more vendors, such as EBSCOhost, provide accessible search interfaces, such as text-only options, the number of databases available through The CNIB Digital Library will increase.

On-line Training

Training material on The CNIB Digital Library is available including an on-line manual and e-learning tutorial highlighting the basics of the site. Although help is available, users frequently comment that they can navigate through the site easily without referring to the help section because of the simple, straightforward design. User-centered design principles were used to guide the creation of the site. The project team even went into the homes of library patrons to observe their use of access technology and the Internet. A test group comprised of library patrons with varying access technology requirements tested and provided feedback through the design process. A guiding principle that emerged was that there was not a one-size-fits-all solution. Very specific accessibility preferences are needed depending on the type of vision loss or perceptual disability a person may have. Patrons can set and save preferences for screen colours, the placement of navigation menus and specify the format (Braille, e-text, etc) they want to retrieve in searches.

Electronic Publishing – DAISY CD

Lying beneath the service is a considerable digital handling system (DHS). The CNIB is not only a library service, it is a producer of books in alternative format. Books are received digitally or are scanned and digitized. The book file is analysed for structure and prepared for output in a variety of formats (Braille, e-text, audio). When a recording studio narrator records a portion of a book, the digital audio file is automatically uploaded to a 98 terabyte SAN (Storage Area Network) that is capable of holding thousands of audio books or books in process. The DHS must capture each step of the process from the moment a portion of the book is checked in to the point when it is uploaded to The CNIB Digital Library, burned onto DAISY CD, or embossed into Braille. This includes managing the ingestion of varying sizes of files, version controls, permissions, and archiving.

New digital library patrons are registered daily. It is actually the 50-plus age group who are the most avid users of the service including patrons in their nineties. If you have a library patron who is blind or visually impaired and has access to a computer, encourage them to register with the CNIB for this service. Patrons who cannot access print due to a physical or learning disability can access The CNIB Digital Library and Children's Discovery Portal from a public, school or academic library that is a member of the CNIB Visunet Canada Partners Program.

Visit www.cnib.ca/library/ for more details.

At the CNIB Library, Elizabeth O'Brien is the Manager of E-Delivery and Distribution Services, a position that focuses on the distribution of books in both digital and physical formats. She was highly involved in the design, development and implementation of the library's two web portals; The CNIB Digital Library and the Children's Discovery Portal. Work on these projects has enhanced her interest in electronic information design especially in web usability and accessible design. Her academic background includes a Master's Degree in Information Studies from the University of Toronto. Elizabeth welcomes comments at <elizabeth.obrien@cnib.ca>

CARNEGIE Under Glass

This project started out as a modest addition to our smallest branch library located in the former town of Hespeler, now a part of the amalgamated city of Cambridge. Over the five years following its first inclusion in the city's capital budget, it became clear that long-term growth in this part of the city demanded a full-service library comparable to our other two branches. As a result, the program was expanded to add 7,000 sq. ft. to the existing 7,000-sq. ft. building, which in itself was comprised of a 3,500-sq. ft. Carnegie library and a 3,500-sq. ft. addition completed in 1991.

In addition to the growing library needs, during this time period redevelopment of the Hespeler core had become a significant part of the municipality's planning agenda and the library location provides a link between the municipality's efforts to redevelop the river front and Hespeler's main street and other local civic amenities such as the main Hespeler urban park across the street from the library and the municipal recreation centre and pool located on the far side of the park.

The need to include exterior linking walkways and a public/private parking lot in the redevelopment along with the increasingly sophisticated design solution for the building pushed the budget from the initial \$1,000,000 to \$2,600,000 and finally \$4,250,000 all with strong support from Cambridge's Mayor and City Council. In design through 2004 and 2005, the building has gone to tender and is scheduled for construction in 2005/2006.

The editorial reproduced opposite, written after our most recent trip to Council for the final \$250,000 top-up, attests to both Cambridge Council's unwavering support for the project and the recognition that quality architecture as well as healthy libraries are both desirable community investments.

CEO Greg Hayton at "Design at Riverside", Cambridge Libraries and Galleries' new facility devoted to architecture and design.



Carnegie's Legacy

Steel magnate Andrew Carnegie funded the building of more than 2,500 libraries around the world. Many have become historic sites in their countries and a majority of them still exist today.

- 125 Carnegie libraries in Canada
- 1,681 Carnegie libraries in the United States
- 660 Carnegie libraries in Great Britain
- 17 Carnegie libraries in New Zealand
- 12 Carnegie libraries in South Africa
- 5 Carnegie libraries in the West Indies
- 4 Carnegie libraries in Australia and Tasmania
- 1 Carnegie library in Fiji
- 1 Carnegie library in Mauritius
- 1 Carnegie library in the Seychelles islands.

Carnegie was also responsible for the building of a series of halls, museums, and other public buildings. Andrew Carnegie died in 1919 at the age of 83.

By Greg Hayton, CEO of the Cambridge Libraries and Galleries

Carnegie Expansion: The Problem

At some point in time, virtually every Carnegie library is considered a candidate for expansion. Turning these well-loved icons into larger modern libraries is a persistent problem of considerable complexity.

The buildings are inevitably on two levels with the entry on the upper level involving many steps and related handicapped access problems. The entry design is invariably monumental and it is difficult to design an alternative entry with enough architectural significance to draw attention away from the original entry and give a clear signal to the new entrance.

Carnegie libraries tend to be monolithic structures with solid masonry walls, high windows and limited opportunities for large openings to penetrate the existing shell. This makes it difficult to integrate these buildings into a modern open concept library with a rational traffic flow and good sight lines for staff. Carnegies tended to be built with a certain balance to the design making it difficult to add on to one side or another without disrupting the formal symmetry of the building.

Carnegie libraries were built at a time when tradesmen were highly skilled and labour costs were low, making it prohibitively expensive to replicate exterior and interior details in new additions.

Finally, in many cases, including the building in Hespeler, the size of the addition often far exceeds the size of the original Carnegie, making it difficult to add on all that extra space while continuing to respect the very distinctive original building.

The Award

Canadian Architect is the premier architectural magazine for the architectural community. Each year, the magazine holds a juried competition for the top ten building projects currently in the design stage. So this is a design award for buildings not yet built.

The jury usually includes top design architects from Canada as well as an international representative. The jurors for the 2004 Awards of Excellence are:

Tom Monteyne is co-founder of Winnipeg firm, Syverson Monteyne Architecture and professor at the University of Manitoba Faculty of Architecture.

“Of all the entries [we considered], it is this project that best exemplifies the potential of architecture to create exceptional experiences within the reality of day-to-day life. The *parti* of this project is simplicity itself, and yet complexity and exceptional beauty result from the subtle variations in the plan and manipulation of tectonic elements such as cladding.”

John Shnier, Principal of Kohn Shnier Architects, and professor at the Faculty of Architecture, Landscape and Design at the University of Toronto. First recipient of the first Canadian Prix de Rome in Architecture, his firm has been nominated for both the International Chrysler Design Award and the New York Architectural League Emerging Practices Award.

“The proverbial “ship-in-a-bottle,” this proposal is straightforward and unapologetic in the way in which it subsumes the historic structure. This practical and bold proposition is unencumbered by extraneous architectural mumbo-jumbo. For this project to be possible, it would have to have a client that is as fluent in the potential of the gesture as the architect is.”

Adam Yarinsky, co-founder of New York’s Architecture Research Office. ARO’s work has been widely published and has received awards from the American Institute of Architects, the Architectural League of New York, the New York City Arts Commission, the Municipal Art Society, the Chicago Athenaeum Museum of Architecture and Design and the I.D. Annual Design Review.

“The Hespeler library is a deceptively simple intervention that re-presents the existing building as a jewel-like element within a finely detailed wrapper. By proposing a completely different form of vertical surface, this project changes the perception of old and new.”

“This is a clear, elegant solution to the problem of expanding an existing historic building.”

Editorial

Hespeler’s Showpiece

The Record, April 28, 2005 Reprinted with permission by The Record of Waterloo Region

Despite its rising price tag, the Hespeler Library expansion is a good deal. For \$4.25 million in civic money, the community will preserve a historic building, improve an essential public facility, enhance a downtown and serve a rapidly growing community.

From any perspective, that’s a solid investment.

Sure, Cambridge council agreed to spend \$250,000 more on the project this week, just two months after agreeing to sink another \$1.2 million into the unusual and highly original plan to enclose Hespeler’s old Carnegie library in a new glass structure. Yes, that means the final cost will be considerably higher than the original estimate. But if you pay for a dinghy, you won’t get a yacht. And Cambridge has high expectations for this expanded library.

Hespeler’s library is the busiest of the city’s three branches, yet it is currently just half the size of the other two. Hespeler has need of a bigger facility. And expanding the library that has served this community for decades — instead of building an

entirely new facility — makes sense for many reasons.

A library in Hespeler’s core has a central location that makes it well situated to serve the entire community, including the growing subdivisions. The Carnegie library is a proud piece of Hespeler’s heritage. Keeping and enlarging it preserves that heritage while building on it.

The city has also deliberately opted for a project with a high esthetic appeal. The innovative design for the expansion was named one of the top 10 architectural plans of 2004 by Canadian Architect Magazine and frankly, the results should be stunning — a dignified old building encased in shimmering glass. This means the expanded library can play a leading role in bringing a new look and new life to Hespeler’s core.

All this comes with a price. In the eyes of some, this price will seem high because it has escalated on two occasions. But considering all the good things this library should bring to Hespeler, the city made the right call in going ahead with the project.

HESPELER *Under Glass*

Project Information

name of project: Hespeler Library

location: Cambridge, Ontario

area: 14,000 square feet

budget: \$3,200,000

Credits

client: Cambridge Libraries and Galleries Greg Hayton, CEO and Chief Librarian

architect(s): Kongats Architects

architect team members: Alar Kongats, Sofia Di Sabatino, Philip Toms, Danielle Lam-Kulczak, Samer Hoot, Tim Lee

structural: Egberts Engineering Ltd.

mechanical: Lam & Associates Ltd.

electrical: Lam & Associates Ltd.

Kongats Architects' work consists primarily of cultural and educational projects driven by a phenomenological approach to site and programme. Alar Kongats has received two OAA design excellence awards and a Governor General's Medal. Current projects include a theatre and museum for the City of Toronto and a student centre and library for Nipissing University and Canadore College.

The Hespeler Library is an existing community public library located in the Village of Hespeler in Cambridge, Ontario. Hespeler has a history rooted in manufacturing and textile milling, industries particularly active during the first half of the last century. The Library was established in 1871 as a Mechanics Institute. In 1923 the Library moved to its present building site constructing a new structure through a Carnegie Foundation grant. The original Carnegie building remains and was added on to in 1992.

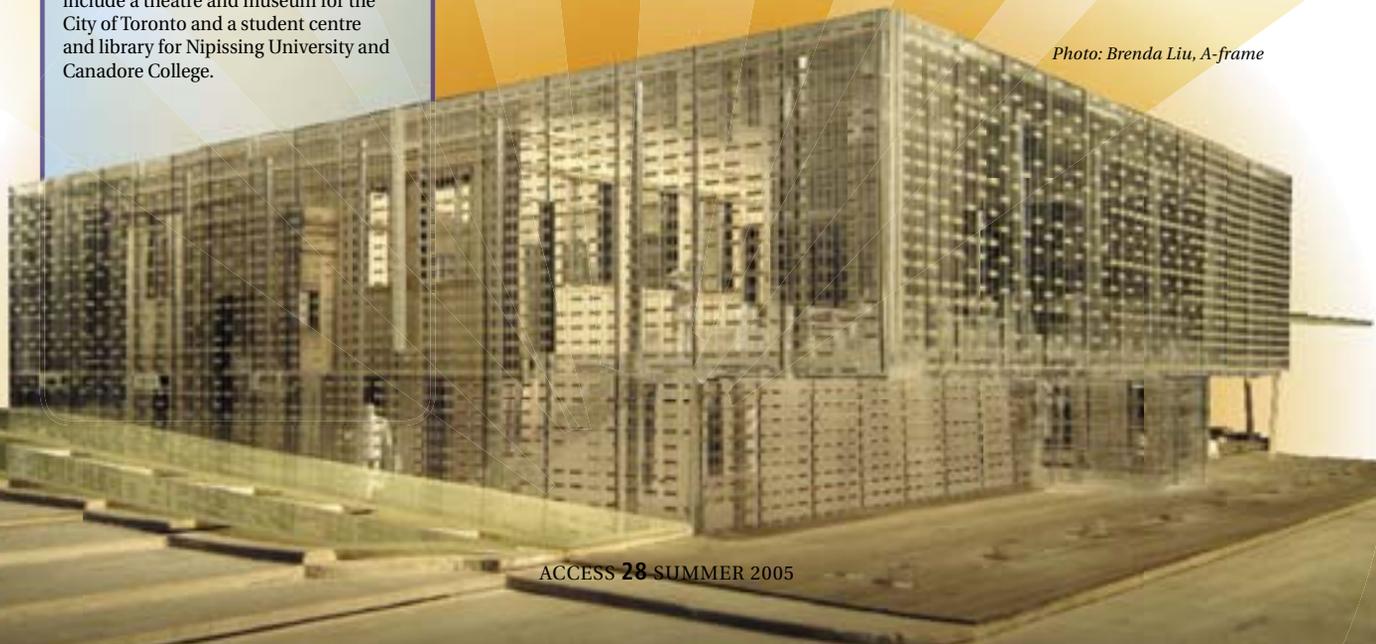
The project aims to redevelop the existing Library to address three key issues: shortages in space; site context; and the unification of several past renovations and additions made to the original Carnegie building. The opportunity to redevelop the Library comes at the same time as other planning initiatives for Hespeler, such as the Hespeler Village River Activation Master Plan.

The Library is located in Hespeler's historic core and its redevelopment is a large step in the City of Cambridge's planning aim to reinvigorate the area's potential for recreational, tourist and cultural uses. The intention of the project to redevelop the existing Library rather than build a new facility reinforces the notion of preserving local history while providing the capital cost savings of building on a green fields site.

Site and Context

The proposed redevelopment is located to the east of the existing Carnegie building. The architectural image of the redeveloped Library conveys a unified, light and accessible contemporary image with the existing Carnegie building encased by a new transparent structure. The materiality of the envelope pays homage to Hespeler's history as a textile town by layering woven wire cloth and a ceramic fretted pattern within panes of glass. The resulting effect is gradually intensified and lessened depending on the density of the layering of materials within the panes of glass around the building, allowing varying degrees of natural light penetration deep into the space while reducing glare. The density of layering almost disappears completely at the front facade of the Carnegie building, thus displaying the showcase object.

Photo: Brenda Liu, A-frame



Program

The Library redevelopment program responds primarily to space shortages in the existing program areas. The area of the facility will increase from the existing 7,000 square feet to 14,000 square feet. The design for the redevelopment originates with the existing Carnegie building and has evolved into a series of visually and physically linked spaces defined by differing architectural qualities of size, materials, light and views. The design opposes the modern standard of a library as a neutral warehouse space with unlimited flexibility and an undefined physical presence. In order to ensure the relevancy of the Library redevelopment design for the future, anticipated growth areas within the Library have been accommodated without sacrifice to the architecturally defined spaces in the current design so that each of the individual rooms, such as the reading room, children's room and stacks room, will maintain their intended uses and will be able to absorb volume increases.

The redeveloped Library is organized on two levels connected by stairs and a double height space located around the perimeter of the Carnegie building. The continuity between levels eases the transition between the children's area, young adult collection and adult collection.

The lower level contains the entry to the Library and will have the circulation desk and associated staff work room, a programme room directly adjacent to the entrance, and the children's room within the lower floor of the Carnegie building. Video, CD and DVD circulation will also be located at the lower level in proximity to the entrance and circulation desk for the benefit of Friday night patron traffic. A central circulation stair provides formal access to the second floor on axis with the original Carnegie Library entrance.

The upper level will house the reference collection, study and reading rooms, magazine area and the stacks room will be in the upper floor of the Carnegie building. A fireplace and lounge in the magazine area provides a living room environment for patrons with views down onto Queen Street and Forbes Park. Internet and catalogue stations are centrally located. Staff facilities are located along the north wall, around the central stair and elevator to facilitate movement of both staff and materials between levels.

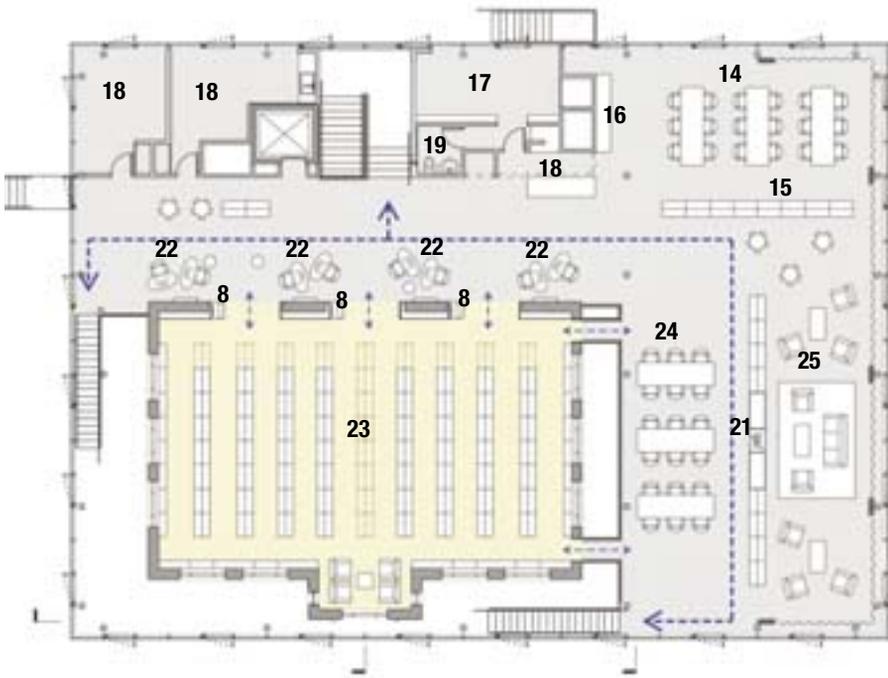


*Above Photo:
D.W.&W. Recruitment
Photograph, F.C. Hutchings/
Waterloo Historical Society*

Below Photo: Kongats Architects



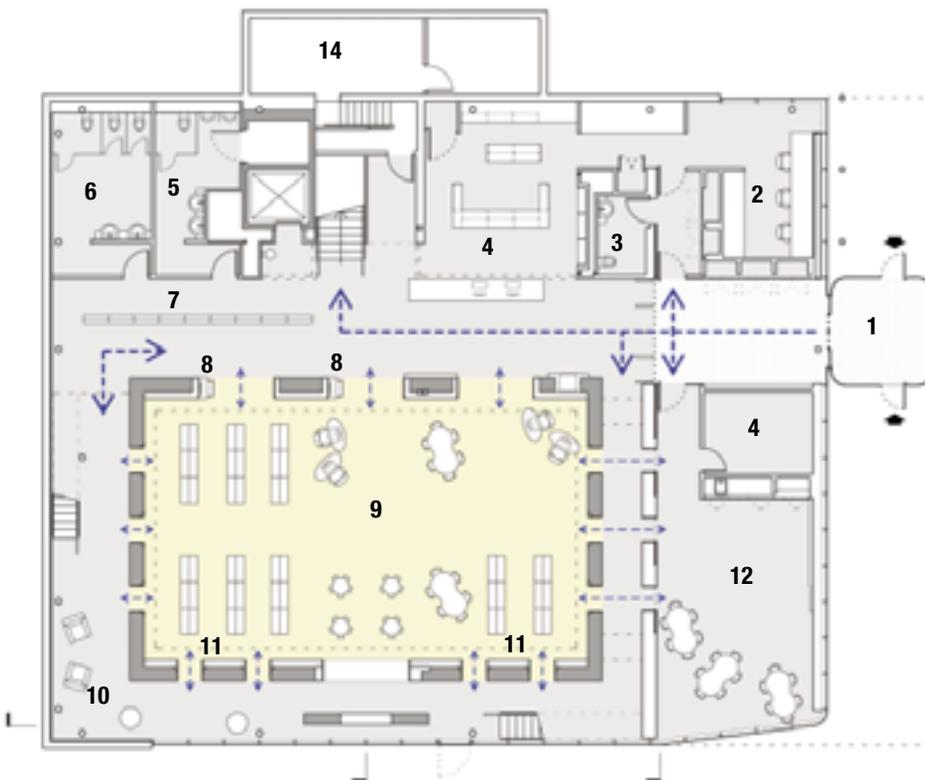
UPPER LEVEL PLAN



LEGEND

1. entrance vestibule
2. children's workroom
3. staff washroom
4. circulation desk
5. men's washroom
6. women's washroom
7. video/cd/video collection
8. catalog
9. children's room
10. garden
11. magazines
12. program room
13. storage
14. reading room
15. reference collection
16. newspapers
17. staff workroom
18. information desk
19. staff room
20. librarian's office
21. young adult collection
22. internet stations
23. stack room
24. study room
25. fireplace lounge
26. building services

LOWER LEVEL PLAN

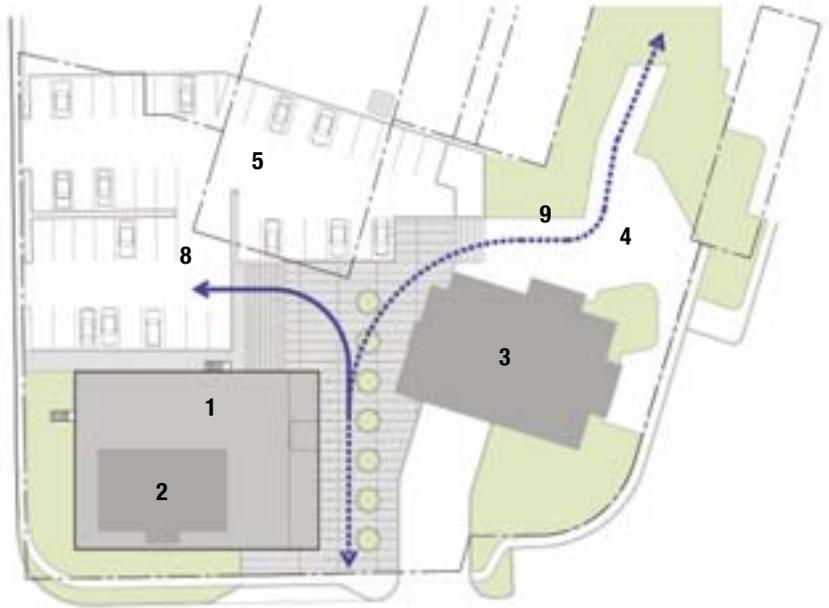


Sustainability

Re-use is a fundamental cornerstone for environmental sustainability. The Library calls for the retention and restoration of the Carnegie building and the structural components of the 1992 addition. This strategy of re-use, in addition to recognizing environmental benefits, also enables the Library to realize capital cost benefits and deliver a richer facility at a lower cost than would be possible on a green fields site.

The shape of the Library has an impact on both capital and operating costs. As part of the design process several studies were conducted with different options in shape and size to determine the most efficient ratio of floor area to exterior wall; the findings resulted in the compact regular form of the design.

The Library's building envelop also employs a number of sustainable elements including, insulated ceramic fritted glazing which maximizing natural light and passively reduces glare and solar heat gain during summer months. During winter months with the lower angle of the sun penetrating the ceramic patterned exterior glazing the solar heat gain circulates back into the Library's mechanical system to temper the outside air requirements of the HVAC system. Interior air quality and operational costs will benefit from natural ventilation through operable glazing units on the upper and lower levels. The entire building will naturally ventilate itself by a chimney effect of drawing in cooler air from lower level operable windows and allowing the warmer air to escape through the upper level units.



LEGEND

- | | |
|------------------------------|---------------------|
| 1. Hespeler Library | 5. Parking |
| 2. Carnegie Library | 6. Entrance |
| 3. Fire Hall – Old City Hall | 7. Drop-off Area |
| 4. Town Square | 8. Link to Parking |
| | 9. Pedestrian Route |

Photo: Brenda Liu, A-frame



The Development of **CORIL**

Cooperative Online Repository for Information Literacy

Academic leaves can generate unexpected and unusual results. My leave began on October 1, 2002 and ended March 31, 2003. I wanted to investigate how WebCT might be used to integrate information literacy into the curriculum. Armed with a grant from Brock University's President's Research Fund, I was able to travel to selected universities in Ontario to interview instruction librarians and learn how they were working to integrate information literacy into courses at their universities.

I discovered that many of them were attempting to create tutorials and keep them up-to-date; they were also working to design Web-based instruction, preparing electronic and paper guides and help sheets. As well, they were trying to develop formal plans to integrate information literacy into the curriculum.

As I listened, it struck me that a great deal of work was being duplicated within the Ontario Council of University Libraries (OCUL) consortium and that workload was an ever increasing problem. I wondered if perhaps there were opportunities here to reduce workload through collaboration and sharing to avoid so much duplication of effort. Out of these library visits then emerged the idea for a Cooperative Online Repository for Information Literacy (CORIL), an OCUL supported initiative.

By Phyllis M. Wright

Sharing is well established within OCUL. The consortium, for example, jointly purchases electronic resources and has developed a system-wide interlibrary loan project called RACER based on VDX software produced at Fretwell Downing Informatics Ltd. It has also created the Scholars Portal for archiving and sharing the consortium's electronic journal content and a digitized repository of Ontario government documents is under development. The Scholars Portal project allows members to search a growing number of publishers' journal suites and soon a selection of A & I databases, using a single interface. It also allows for federated searching and downloading articles to an e-mail account or printing them in PDF or HTML formats. Thus, it was felt that another shared project would fit nicely within the philosophical framework of the consortium.

The OCUL library directors have semi-annual meetings at which they consider a wide range of issues so a proposal was submitted to the Chair of OCUL in May of 2003 in time for the directors' spring meeting. The directors were asked to approve my request for a feasibility study for a cooperative information literacy project.

The aim of the study was fivefold: to conduct a needs assessment of OCUL libraries, consider suitable hardware and software, examine management and sustainability issues, investigate how to acquire and develop content, and explore costs.

The directors approved the request at the end of May 2003 and asked me to select members and chair a small committee to move forward with the study. The members included Cory Laverty, Queen's University, Ann Hemingway (previously Romeril), University of Ottawa, Lisa Sloniowski, York University (previously University of Windsor), Marian Press, OISE/ University of Toronto, and myself as chair.

During the summer and early fall, the committee met four times and communicated extensively via e-mail. The needs assessment survey was completed in October of 2003, and the committee was able to submit formal recommendations for a cooperative online repository for information literacy to the OCUL directors in late October for discussion at their fall meeting. The recommendations were enthusiastically approved in early November.

Several assumptions were made in advance of the project. These included the fact that there are unrealized opportunities for the cooperative development and sharing of information literacy resources within OCUL; that information literacy is a high priority among instruction librarians; and that information literacy is at various stages within the consortium. The recommendations focused on "a cost effective framework for the creation and sharing of information literacy teaching and learning resources/objects which would comprise a Web-based information literacy toolkit, including generic and discipline-based tutorials and assessment instruments, that could be used 'as is' or adapted for local implementation and integration with course content at local institutions."

It was also necessary to determine whether such a cooperative project would be an attainable goal in the absence of any confirmed external funding.

The Survey

Thirty-five questionnaires were sent out to the coordinators of instruction and/or information literacy librarians or heads of reference at OCUL libraries. Universities with more than one library received more than one questionnaire. Of the 88.6% of the surveys returned, 61.2% of the respondents clearly indicated that such a project would benefit them by avoiding duplication of work and by providing them with high quality, relevant resources which they could use for teaching purposes. All respondents indicated that they would be willing to contribute to the repository, with only two indicating that their participation would depend on staff availability and time. The results confirmed the assumption that there were unrealized opportunities for cooperative development and sharing of information literacy resources within OCUL and that information literacy was a high priority among many instruction librarians.

The Committee's Work

Numerous issues needed discussion and investigation including the overall management of the project, the hardware and software required and, of course, funding and promotion. After consultation with technical experts at the University of Toronto, we decided on a DSpace model (www.dspace.org). DSpace was developed by the Massachusetts Institute of Technology and the Hewlett-Packard Company in 2003 as an open access environment to publish scholarly research.

Designed also as an open access repository for information literacy teaching and learning resources, CORIL received an expanded mandate from the OCUL directors in the spring of 2004 to include not only Ontario universities, but also Canadian universities and colleges. Since then the committee has been working to encourage Canadian instruction librarians to share their teaching resources and to benefit from the work of their colleagues across the country.

Management and Sustainability

CORIL is managed by the Committee/Editorial Board whose responsibility is to generate interest in the project, direct the day-to-day business and make recommendations to the OCUL directors, as necessary. Technical help for CORIL is provided by staff at the University of Toronto. And happily, the OCUL directors have included CORIL in their planning as part of the future of Scholars Portal and therefore sustainability is now ensured.

CORIL resides in a flexible, dependable environment that allows content to be classified by subject and searched by keyword, title, author, and date. A section called About CORIL on the site (<https://ospace.scholarsportal.info>) provides access to the Mission Statement, the Call for Submissions document, Submission Guidelines for Authors, Web Accessibility Guidelines, and a promotional brochure in English and French. By clicking the CORIL link, one can enter the Teaching and Learning Community and there find a selection of submissions.

Peer Review Process

A number of instruction librarians have volunteered to act as peer reviewers to assist in the review process and to ensure that the content is of high quality. Once a submission is made, the peer reviewers meet to discuss it, and the following steps take place:

- The submitter receives an acknowledgement via e-mail
- Peer reviewers meet to discuss the submission
- Upon acceptance, the submitter receives a formal letter of congratulations from the Chair of CORIL
- In the event that the submission is not accepted, recommendations for improvement in design or content are sent to the submitter asking that the document be edited and re-submitted to the repository
- Once a submission is accepted, it is added to the CORIL archive

This process, however, is now under review and additional classification areas for content are being considered. For example, a general location for subject and database guides or tip sheets for those librarians who want to quickly download, modify and use these for local classes, have the potential to save time and effort. Also at this time, a short and long term promotional plan and updated brochures are under development.

CORIL Listserv

A listserv dedicated to discussions about this project has been created to encourage communication among academic instruction librarians across the country. It will also serve as a vehicle to share ideas and talk about innovative teaching techniques, and find colleagues who may want to collaborate in the design and development of tutorials, web sites or guides in specific disciplines. A Call for Submissions was sent out on this listserv in mid-April of 2004 and again in the fall. For information on joining the listserv, see About CORIL at <https://ospace.scholarsportal.info>.

Sharing and archiving information literacy teaching resources on CORIL is a unique initiative officially launched in April of 2004. CORIL offers a central location for archiving information literacy teaching and learning resources. Instruction librarians may download, edit, and modify these teaching/learning resources and re-submit the modified versions to the archive at a later date. CORIL represents a beginning for academic instruction librarians to cooperate and share teaching and learning tools in an open environment.

Inquiries about CORIL have been received from as far away as Australia and from universities and colleges across Canada. The continued development of content in CORIL, including tutorials, courses, web pages and assessment tools as well as guides and help sheets, depends entirely on the spirit of sharing and the enticing idea of reducing workload and saving time in preparing original teaching tools. Indeed, participation in such an archive certainly has the potential of avoiding the duplication of work. This, along with contributing to CORIL and saving time, were three key points mentioned by instruction librarians in the needs assessment conducted in 2003. The Committee is excited about the possibilities for the repository and is looking forward to creating a strong cooperative effort among instruction librarians to build an archive of teaching and learning resources to assist us in our work.

As for using WebCT to integrate information literacy into the curriculum, a pilot project with selected faculty in the English Department at Brock University took place in 2003 and 2004 and has proven to be very successful.

Phyllis M. Wright is now retired, but until very recently was the Chair of the CORIL Committee and Head of the Collection Management Department at Brock University Library in St. Catharines, Ontario where she also provided information literacy instruction in the humanities.

Contacts

Because of the pending retirement of the current chair and founder of CORIL at the end of March 2005, two new members have been added to the committee to broaden the membership. And in an effort to share the work, two of the current members will act as Co-Chairs. To learn more about CORIL, instruction librarians are strongly encouraged to contact the following committee members:

Cory Laverty
<lavertyc@post.queensu.ca>, Queen's University (Co-Chair)

Lisa Sloniowski
<lisasl@yorku.ca>, York University (Co-Chair)

Tom Adam,
<tadam@uwo.ca>, University of Western Ontario (new member)

Candice Dahl,
<cdahl@brocku.ca>, Brock University (new member)

Ann Hemingway
<Ann.Hemingway@uottawa.ca>, University of Ottawa

Don Kinder,
<dkinder@ryerson.ca>, Ryerson University

Marian Press
<mpress@oise.utoronto.ca>, OISE/University of Toronto

Phyllis Wright,
<Phyllis.Wright@brocku.ca>, Brock University (Past Chair)

To Nurture and Celebrate Canadian Authors

When a teacher-librarian, staff and students plan for an author visit, it entails a variety of preparatory activities:

- Read his books, check;
- dust off the rocking chair, check;
- buy juice and cookies, check, check;
- set up a Web site, check;
- change the sheets in the guest room,
- put out the clean linens in the bathroom,
- buy breakfast cereals and wine for dinner...

Hang on! Is this guy moving in?

That is exactly the honour my family experienced earlier this year when author-illustrator Blue Spruce Award nominee Bruno St-Aubin agreed to come visit his Toronto fans from his home town Val-David, in the beautiful Laurentians, north of Montréal. Billeting an author-illustrator had gone from an option to a reality. But I am getting ahead of myself.

Let's turn the calendar back to the fall of 2004. I had applied to be a member of the Steering Committee for the Blue Spruce Award reading program, and much to my delight, I was contacted September 27th, via e-mail by chairperson Isabelle Hobbs. I joined nine other librarians had who had been selected to coordinate the running of the Blue Spruce Program for 2005.

At this point, the 17 OLA members on the Blue Spruce Selection Committee had already selected the 10 choices that would be the centre of the reading program. They had completed the task of choosing from 50 picture books that had been collected from National Book Service, the huge cash and in-kind supporter of the reading programs.

Copies of the 10 books were brought to the OLA offices where Larry Moore, Trevor Balla and the staff of OLA were tremendous in supporting us to coordinate the communication of the program and the creation of the Web site for access across the province.

By Gianna Mazzolin Dassios



Our first "meeting" took "place" at 4 pm on October 6. I had often heard about the concept of a teleconference, but this was also a first for me. At the given time, from my home, I dialled into the OLA headquarters, keyed in my password and to my surprise, opened the line to a host of excited voices chatting from across Ontario. It was quite a challenge trying to get to know ten people by their speech patterns. For a teacher who prides herself on putting a name to a face, not having a face to put to them, required *Perfect Woman* attention. We had several meetings over the course of the program. For our November 4 meeting, we all finally met at OLA offices in downtown Toronto.

One difficult decision we debated at length was setting the dates for the voting and announcement of the finalist. In previous years, librarians had found the date set too late in the year for closing celebrations. This year, we decided upon an early spring date, which we were to discover caused problems with some schools on five- or six-day cycles. But where there's a will, there's a way. I checked frequently on our School Board e-mail system for messages that teacher-librarians were sharing in the Blue Spruce conference. The very resourceful Janice Pearl, teacher-librarian of Armour Heights Public School in Toronto District, posted this idea of how they coordinated a Literacy Play Day:

The buddy reading classes paired up and shared the reading of the ten books over the course of a two-day event. She described the scene, "It was wonderful to see everyone participating in literacy with smiles on their faces. The grade 6 students were thrilled to be able to participate in the event that they have come to know as a 'Primary Thing.'"

At our OLA office meeting, we also finalized our liaison tasks. We were to contact each of the authors and illustrators for the 10 books nominated for the award. At one point, I remember thinking that one of the books had a French author-illustrator team. I mentioned they might need my French skills to contact and communicate with them, we agreed that I would work on "Too Many Books" ("Des livres pour Nicolas") with author

Gilles Tibo and illustrator Bruno St-Aubin. Each member of the committee had the same responsibilities for the author assigned to him or her:

- reviewing the Blue Spruce Web site and updating the information for 2005
- contacting the author and illustrator
- informing them of their nomination for the Blue Spruce Award
- collecting information for the Web site, including:
 - contact information
 - a biography
 - a bibliography
- their rates and availability for library/school visits
- their availability for Super Conference

From there, I was off to the library to familiarize myself with my new charges. Little did I know how prolific they had been. Over the years, they had published over 300 children's books between the two of them! Thankfully, my author study skills were well honed. My library card got quite a workout last fall.

The first generic "official" letter (translated) notifying them of their nomination went out mid-October. I received the first email from Bruno in which he declared, "Je suis heureux... pour participer à votre prestigieux concours. Je confirme ma participation et je vous envoie les documents que vous voulez." He would also be speaking on behalf of Gilles. From then on, a flurry of emails and phone calls ensued in the following weeks as I put together the information for the OLA Blue Spruce Web site. Bruno wrote back that he would like to visit Toronto and attend the OLA Super Conference but that it would be difficult given the costs for travel and lodgings in the Toronto area. It was at that point that I contacted Denise Anderson, trade marketing and publicity manager, and confirmed with his publisher Scholastic, in Markham, that they would cover his travel expenses. I then enlisted the help of my husband, son and daughter to billet Bruno and his son for a visit to Toronto. With these expenses covered, he agreed, he would be able to make a three-day visit to our city.

As Bruno's newly appointed Guardian-Librarian, I contacted several people to help make his visit and promotion worthwhile. He was keen to meet his audience in the schools of the Toronto area. There were several French Immersion schools where I knew staff and parents who would be interested.

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BUY BRAND NAMES DIRECT AND SAVE






Bill Slavin accepts award

With the fees set, the date and time agreed upon, two schools in my Scarborough area and two schools in the downtown Toronto area would each benefit from a half day presentation. It was with much enthusiasm that Bruno was received by the students of St. Agatha Catholic School, W.G. Miller Public School, John Fisher Public School and Allenby Public School. They all enjoyed the stories, the book prizes and particularly, his personalized drawings he created and gave away to students during his visits.

In discussions about the visit with my colleague and friend, Christine Rutland, the idea of media coverage emerged. Her knowledge of the French community was invaluable, as she contacted Gabriel Dubé, the CBC producer of the daily radio talk show, "Les arts et les autres." We arranged for Bruno to have a noon hour interview with Line Boily on her broadcast at CJBC studios.

A highlight of the Blue Spruce Program is the opportunity for authors and illustrators to attend the OLA Super Conference. Librarians attend a variety of workshops to catch up on the latest developments in technology and practices. The Trade Show is one of the main attractions for perusing and purchasing new books. Canadian publishers, book distributors and related industries use this vehicle to promote new resources, books and their authors. Another responsibility of our committee was to help run the Blue Spruce Booth at the Trade Show. I attended for my hour of duty, and truly enjoyed the banter with colleagues over the books and the program. In my free time, I had the pleasure of meeting and talking to several of our Blue Spruce nominees who were in town for the event. All the way from British Columbia, Troy Wilson, author of Perfect Man, was at the NBS booth for his performance! In a

clever marketing strategy, he came dressed for the affair, as a superhero. I'm sure that as I did, the children and staff at the schools he visited found him endearing! I was then on a race from booth to booth to ensure I got the autographs of all my and my students' favourites.

Through this reading program, the authors and illustrators of the ten picture books nominated for the Blue Spruce Award have won critical acclaim across Canada for their excellence in creating high quality stories and images for readers. Their work has been profiled in book stores, magazines, schools and libraries across Ontario. The opportunity to meet with teachers, librarians and other artists has been heightened through access to the OLA Super Conference in February. Their profiles have been raised through Must-Read Lists, the OLA Web site, book store promotions, and expanded requests for school and library visits.

The students of Ontario voted in the winning book, Drumheller Dinosaur Dance, written by author Robert Heidbreder and illustrated by Bill Slavin and Esperança Melo. Paul Axford, librarian at Clarington Public Library coordinated the celebration on April 27th. Several classes of the local school and many committee members attended the long awaited announcement, held in the Clarington City Hall chambers.

Along with them, we have many winners to be announced:

- All nominated authors - 10 winners
- All nominated illustrators - 11 winners.
- Primary students who took part - 92,069 winners.
- Librarians and teachers - 721 winners.
- Canadian children's picture book publishing industry

In an e-mail Bruno sent after his return to Val-David he said, "Je suis retourné chez moi enrichi d'une nouvelle amie" which means "connecting in new found friendships" and isn't that what ideas, books, literature and communication is all about?

If you are interested in joining a selection committee or steering committee for any of the six OLA Reading Programs 2006, visit our Web site: <www.accessola.com> Reading Programs

Gianna Mazzolin Dassios is teacher-librarian with the Heron Park Public School in the Toronto District School Board.

Editor's note: Drumheller Dinosaur Dance by Robert Heidbreder, illustrated by Bill Slavin and Esperança Melo, published by KidsCan Press won the 2005 Blue Spruce Award. See page 12.



Riding the Wave

PROFILES OF AN EMERGING LIBRARY LEADERSHIP



Changing Gears, Facing Fears:

Leadership in Transition

By Karen Bonasso

There's no doubt about it - being restless is not fun. That's how I felt after four years as a professional librarian in an academic library. Don't get me wrong, I loved my job! However, I knew there was more out there for me to accomplish. I often found myself outreaching - could I help the high school students? What could I do to work with the university as a whole? The library had walls I wanted to break down. I just couldn't sit still.

I loved starting new projects, getting people involved, and accomplishing great initiatives. I loved using my negotiating skills, counselling students, talking to administrators and getting staff to see whatever we were working on differently. However there came a time where my spirit needed more fuel... more fire! (read: more responsibility!)

Or was I starting to feel that leadership was finally at the forefront of my career?

The Chance to Change Gears

In August 2003 a clever co-op student (whom I later hired) brought me a posting for an administrative position. Management! I gave it a try. Sent the resume, got letters of reference and went for the interview. Just one issue affected

my confidence: it was in a public library. What did I know about public libraries? I mean really know about them? I kept saying, "if this was in an academic library, I would know exactly what to do, how to handle the staff and the administrative duties" (yeah right!) I learned very quickly in the following months that, although location is important, it's how you deal with the people in place that can really make it or break it. That goes for any library: public, academic, special, government; indeed, for any managerial position, anywhere.

Getting the Job

I got the job offer on my birthday. I accepted. My next thought was...Oh my gosh! I'm going to be leading people! (I was good at projects....but people?) Then there was the "age thing" - here I was, barely 30 and my staff were...well... older! How were they going to accept a young manager? Better still, what could I tell them that they didn't already know? That's where coming from a different place with a different set of values and rules became my main asset. I figured, I'll tell them about my world and they will tell me about theirs. Talk about worlds colliding!

Facing my Fears

I freaked out for a while! I tried to think about how my leaders led me in the past. What did I find helpful? What was not so great? How about my staff? During my initiation, my employees, whom I was supposed to lead, actually lead me. They taught me my most important lessons; and the more I consulted them, the more they taught me. Actually, my staff teach me things every day. I think that was lesson No.1: A good leader never knows everything. It's actually the people around the leader who can be motivated to create a teaching and learning environment. (Hey, I come from academia; you know that teaching and learning are the bases of everything I relate to!). Talk about life-long learning.

I learned about the classification system (Dewey), the value system, collection development, computer use, the real meaning of "it's political," and serving a community with varied interests, quite different from serving a student population. The more I learned, the more I wanted my staff to share the duties of management. So, we set up committees of various interests and functions – I pulled in all types of different library staff and started discussing and writing... and then... slowly...changing, improving, and (my ultimate objective) empowering! It's not easy, and if you talk with many of my staff they will tell you some days are frustrating! It seems we don't accomplish anything. Still, we are getting RESULTS! Lesson No. 2: a good leader stays the course and keeps his/her sight on the objective.

Manager versus Fire Fighter

I'm lucky. I have great employees; they are dedicated and we work as a team. However, being a manager means that you are at the forefront. Earlier, naïve visions of myself, sitting in an office, dreaming up projects and timelines with no one bothering me make me laugh! I learned to keep my ears to the ground and my eyes open. So I have an open door policy. For real. On the first floor of the main library. Right next to the circulation desk. What drove me nuts for days is that the door wouldn't stay open! So I asked one of the maintenance personnel to find me a solution to keep it open. I named the solution after him.

How do I get anything done I wonder? But that depends on how you define "getting things done". As far as I'm concerned, I am there to accomplish the Public Library's mission towards the community through my staff. If a member of the community or my staff needs to talk about an issue, he/she can walk in; I will drop everything and try my best to solve the issue. Does it mean that I feel like I'm fighting fires? Sure it does! However when people walk out of my office smiling – I think about lesson No.3: a good leader knows how to listen, when to shut up and when to negotiate. People skills really do make a difference when it comes to motivation, and that's what leadership is all about: MOTIVATION. I often think:

I am so lucky. Where I work, it's Christmas everyday. I get to unwrap the gifts that others possess and put them to use!

Just like a fire fighter learns how and where to aim the hose to get the flames out, managers need to learn where and how to aim their words and actions to make a difference. This is a tough lesson to learn!

Leader? Manager?

In the end, I like to think that I manage projects by leading people. Managing is leading. Leading is managing. For me, it always boils down to the people I work with – working together to achieve a common objective. Isn't that the *raison d'être* of any organization? Academic or public?

To be honest, I do think back to easier times, when there were no human resource issues (know the collective agreement!), scheduling fiascos to approve (vacations, changes in hours, "I need to leave now my daughter is sick!"), and management obligations (decisions I make truly impact others). What do I miss most? The students, seeing them learn and grow because of our talents as Librarians. (Really, my staff know that I would take any shift on any desk in a heartbeat! That's part of leading too – getting out there and sharing what the staff go through daily).

But then, I wouldn't have learned what I know today, I wouldn't be what I am now.

Many people ask me "So, are you glad you made the switch?" My answer is: "Yes! Managing/leading people is awesome!"

Karen Bonasso is the Manager of Central and Sandwich Libraries and Information Literacy at the Windsor Public Library. She and her husband Joe recently welcomed their first child. In the picture opposite from left to right are librarian's Dave Milani, Karen Bonasso, Mark Bradley and Diana Pernal.

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Eye on *the Web*

LINKS TO THE RESOURCES ON THE INTERNET

PORTALS FOR PERSONS WITH DISABILITIES

Statistics Canada's Profile of Disability in Canada estimates 3.6 million Canadians (12.4%) are living with a disability. Many of these individuals face barriers and obstacles in their daily lives, both physical and social. Some institutions (e.g., public libraries and libraries attached to colleges, universities and corporations) are obligated to provide accessible services to persons with special needs as outlined in the Ontarian's with Disabilities Act, 2001. And of course, the provision of equitable access to library services and resources for all library users is a tenet of librarianship. This column will introduce readers to Web portals designed for persons with disabilities and those who work with them. Appropriately, we have tried to include Web sites whose creators have made an effort to enhance accessibility through the use of alternate text-only access and sensitivity to screen readability.

Persons With Disabilities Online (Government of Canada) www.pwd-online.ca

Founded by the collaborative effort of five federal government departments, this Web portal provides extensive links to information about disability-related programs and services. The portal's main entry points include the following options: Travel and Transportation, Housing, Rights and Legislation, Employment, Assistive Technology. While most of the entries are federal initiatives, two important sections of this portal allow users to navigate information at the provincial and municipal level. These include the Benefits Finder and the Accessible Travel and Tourism links, both of which are found on the left side of the homepage under the heading, Helpful Tools.

The Benefits Finder provides the user with a list of programs and services relevant to their individual situation; this list is generated after the user enters her/his data into an anonymous online form. The Accessible Travel and Tourism section allows users to extract information by city or province.

Other notable links include the Mapping for the Visual Impaired and Disability Web Links initiatives, both of which can be found under the heading, Partners. The latter is summarized on the next page.

**by Norda Majekodunmi
and Amanda Wakaruk**

Disability Weblinks (Social Development Canada) www.disabilityweblinks.ca

This joint federal/provincial/territorial initiative brings together information about more than 1,500 governmental programs, services and contacts for persons with disabilities. Resources are categorized by topic, including headings for Accessibility, Education, Employment, Rights and Transportation, as well as by jurisdiction. Users have two main options for locating information: View Programs by Jurisdiction and Topic or Search Disability WebLinks. View Programs by Jurisdiction and Topic allows users to find resources by selecting from a drop-down menu by jurisdiction (e.g. Ontario) and topic (e.g. education).

The Search Disability WebLinks option allows users to search the entire database by keyword. Search capabilities include truncation by using an asterisk (*) and phrase searching by using quotation marks (""). The Boolean "AND" operator is also available. Each entry provides a brief description of the resource and contact information including e-mail addresses and both direct and text telephone numbers.

For some jurisdictions, including Ontario, key resources for persons with disabilities are listed on the top of the search results page. Relevant non-governmental resources are linked from the bottom of the main page under the QuickLinks heading and include employment resources Workink and CAMO as well as EnableLink, profiled below.

EnableLink www.enablelink.org

Developed by the Canadian Abilities Foundation, this portal is jointly sponsored by the majority of provincial and territorial Workers' Compensation Boards in Canada.

The aim of EnableLink is to empower persons with disabilities by linking them to "a world of resources." Much of the homepage is dedicated to Top Stories of interest to persons with disabilities, including current reports and studies. The site itself is divided into more than 20 sections with headings as varied as Animals, Education, Family Life, and Youth. Subtopics include links to articles, organizations, and communication tools (e.g., chat and message boards).

Don't miss two important but low profile links in the body of the homepage: Directory of Organizations and Library. The directory allows users to search through over 5,000 disability organizations by keyword, province, and subject. It also links to an international directory with comparable search features. The Library link provides access to a searchable full text archive of articles from more than 10 years of Abilities Magazine, "Canada's foremost cross-disability lifestyle magazine." It also provides access to an online bookstore and, most impressive, a searchable bibliography of disability-related publications with a decidedly Canadian focus.

Use the link labeled Resource Library and Reading Room to access the keyword search interface and subject pull-down menu. While some subject headings do not actually link to any records, most of the monograph records we did find include ISBNs and sometimes even prices, along with the information that, "Any bookstore or library will be able to order the book for you with the ISBN number."

Living With Disabilities Accessible via the Canadian Health Network (CHN) www.canadian-health-network.ca/

The CHN is a national, non-profit health information service that brings together information produced by the Public Health Agency of Canada, Health Canada, non-profit organizations, universities, hospitals, libraries and community organizations. While the scope of this site is broad, i.e., "to help Canadians find the information they're looking for on how to stay healthy and prevent disease", a relatively small but important section of the site is dedicated to persons with disabilities.

Use the Living With Disabilities link found under the Topics section on the left side of the homepage to access a concise list of FAQs and a sophisticated search interface. Users have the option of selecting from over 650 disability related resources via a hyperlinked index or guided search arranged by publisher (organization), date, and alphabetically by title.

A keyword search function is also available, as is an insightful selection of 10 Quick Searches: accessibility, advocacy, assistive devices, children, education, employment, independent living, seniors, violence, women.

Disability Resources Monthly (DRM) Guide to Disability Resources on the Internet: www.disabilityresources.org/

Disability Resources, Inc. is a non-profit organization dedicated to the dissemination of information that will help persons with disabilities to "live, learn, love, work and play independently."

Although based in the United States, this organization has collected an impressive list of Web resources that should prove useful to librarians and users north of the border. Don't let the busy homepage turn you off – the editor of DRM is a librarian and behind the glitz is an intelligently organized Web site. Use the navigation bar near the top of the page to access the DRM WebWatcher via the Subjects link.

Users will find a comprehensive list of subject headings that are also searchable through the site search engine found on the main page. The linked Web sites have been selected by librarians and their colleagues, with more substantial sites indicated by a red star.

Another important component of this Web site is linked on the navigation bar as Librarians. Here, librarians will find links to sites that intersect with librarianship and disability services, including Web links for listservs and e-zines, assistive technologies, and disability access policies drafted by libraries around the globe.

Like many non-profits, this site depends on the contributions of volunteers and, while many pages seem to be updated regularly, we have no doubt that you will stumble upon at least a few dead links.

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HealthWatch

KEEPING WATCH OVER LIBRARIANS' HEALTH ISSUES

Grant Writing Hints for Medical Librarians

Your Hospital Foundation as a Possible Funding Resource

Are you singing the Medical Librarian "Budget Blues?" Is your hospital library in need of some major expense that you know is not about to happen? Hang on, for there may be hospital foundation funds out there to assist you and it is only in the asking that you will receive.

Medical library budgets have not kept up with the costs for obtaining new resources and so as librarians we must find creative and alternative sources of funding in order to maintain our library collections. While there are various funding/granting resources available for accessing library funding, I have chosen to focus on my experience obtaining funding from my hospital workplace Foundation. The benefit of choosing to do this is that your institution knows you and your need and has a direct interest in supporting your work and the hospital's mission at the same time. If your hospital does not have foundation support, your next best resource is the Steele and Elder book, *Becoming a Fund-Raiser: The principles and practice of library development* from the ALA.

From my personal experience as a medical librarian in a large rehabilitation hospital, I have been fortunate to have received wonderful grant support from our hospital Foundation. It all stemmed from a need that arose due to a technological change when our most popular circulating resource (VHS movies) in the Patient Libraries was no longer available from the vendor who now stocked only DVDs. Our patients had no DVD players, so even if the library purchased DVDs, they could not use them without a player. It became apparent that I would need to begin collecting new movies in DVD format and somehow also to get DVD players for our patient floors. Thus the idea to obtain DVD players for the patient floors became a mission. With no money in the library budget for such a large output, it seemed that approaching the Foundation for funding might



be a possibility. Since patient care is a top hospital priority, such a request at least had some viability and a chance at obtaining funding.

Two other hospital clinical staff members partnered with me in working on a grant proposal to submit to our hospital Foundation Board. I took time to meet with the Foundation staff for advice and then wrote the actual proposal based on several of their recommendations. I do feel this was a key step in learning the process of the type of project that would most likely be funded and how best to word the proposal so that our request would be taken seriously. Our concern was that with so many other hospital staff requesting funding how would our seemingly non-essential library resource stack up against some other request for clinical equipment. The waiting seemed endless, however several months later we learned we had been awarded the complete amount of funding we had requested which allowed a dream to become a reality for our patients.

I would like to share with you some of the preparation that was important and outline some steps we used in our successful grant-writing. It worked for us and I hope these suggestions may be of help to you.

Successful grant-writing involves advance planning and preparation:

- 1) Have a unique project idea in mind and prove that you have a need. Propose a solution to your need in a creative manner. State your needs in clear and concise language. Whom might you partner with to make your application more plausible? Do provide answers to these questions: Who you are. Why you qualify. What problem you will address and how. Who will benefit and how.

Continued on page 47

by Karen Cory



Readers' Advisory

PROMOTING ENJOYMENT AND PASSION FOR THE WORLD OF BOOKS

ONTARIO READS!



Coming together around the shared enjoyment of a single book was the catalyst for the emergence of the book club. Readers wanting to read a book and then talk about their impressions, long a popular activity, have really grown in the past number of years.

The concept of taking this activity beyond the small group level originated with Nancy Pearl's idea of the community reading campaign, where an entire community is encouraged to read and celebrate the same book. The CBC took this concept and moved it to a national scale with their program Canada Reads. This program format is a "battle of the books" style of discussion around a number of works, as a panel of interested readers champion their reading selection and hope that their favourite will rise above the rest of the list, to ultimately be selected as a title for all of Canada to read. Library staff know how successful this program has been—the holds lists on the successful selection are always long.

Earlier this year, OLA launched their adult reading campaign, when they added a new "tree" in their forest of reading. The Evergreen program invites readers across the province to read from a library generated list of great reads and then vote for their favourite. The list, which was launched at the 2005 Super Conference, was compiled from nominations submitted by librarians from across the province. Library staff know that readers are always looking for reading suggestions, and that readers will ask or choose a title because someone else has recommended it. The titles on the Evergreen list are exactly that: selections from our colleagues who read it and enjoyed it and wanted to share it. The Steering Committee reviewed the nominees and generated what they hope is an interesting and eclectic list of Canadian fiction and non-fiction titles, the hope is that they are books with a broad-based appeal.

The timeline for the program was designed to allow for an extended reading period, recognizing that many adults may only read over their vacation periods. So while the list was launched early in the year, libraries have been free to structure the program in any way that will work for them. The intent of the program is to encourage librarians across the province to suggest to their readers titles from the list. However, it isn't necessary for a reader to read all of the books on the list. Maybe they will only select one or two and then place a vote for which they enjoyed. Perhaps they have read and enjoyed one of the selections in the past, well, they can vote for that one. The idea is really to make the program simple, and reader based. So in the end the winning selection is a book selected by a cross selection of readers from around the province.

The voting period is open until the end of Ontario Public Library week (October 23, 2005), with the votes then being tabulated and the winner being announced in November. The author will then be invited to speak at the 2006 Super Conference. It is not too late for libraries to participate. Make this part of your Ontario Public Library Week events, encouraging your readers to cast votes based on what they may already have read.

If your library didn't participate this year, consider doing so next year; we encourage you to use the list as a tool, and make it available to your readers. The titles are highly accessible, as well as being wonderful reads. After all, why should the kids have all the fun!

Sharron Smith is a librarian at the Kitchener Public Library and editor of our Readers' Advisory column.
<ssmith@kpl.org>

by Sharron Smith



Marketing THE LIBRARY BRAND @ your library®



ALONE *But NOT Lonely*

One of the joys of traveling is the people you meet. On my most recent cruise vacation in the South Pacific and New Zealand I met a most intriguing man.

When Ross Weber came on board he was a hirsute, grizzled, bushy browed, denim clad man who seemed rather diffident and cautious in his approach to people. Soon there were a number of rumours flying about him. He was a multi-millionaire who had just sold his island; a hermit who was coming out for the first time in 50 years; he has never worked; he got \$32 million for his New Zealand island and on and on. As is often the case, where there is smoke there is fire and some of the rumours turned out to be true. I was fortunate to be among those who got the truth from Ross himself.

I did not pay much attention to Ross except for the usual pleasantries in passing. Then one night he asked a friend about my origins and she invited him to join our group. He still does not know much about me because we started in on him firing the questions fast and furious to get his interesting story. He was affable and generous in responding to our curiosity. The next day he told us he had two short tapes/documentaries that were produced and shown on New Zealand television and offered to let us see them. I arranged for the showing on the ship's equipment and just by telling a few people garnered a crowd.

So what is true and why am I so taken with Ross? The truth: Ross had a dream to own a farm. At 27 years old he was able to buy his farm, and a boat, because his farm was the very picturesque Puangiangi Island off the coast of New Zealand's South Island in the beautiful Marlborough Sounds. Most small islands resemble a cup turned down in a saucer. Puangiangi seem to undulate in the incredibly blue waters of the Sounds. He shared his island with a flock of 60 sheep and the local birds. The sheep provided meat, which he dried, as there was no refrigeration and he grew vegetables. He grew his own tea and grapes from which he made wine. He was a modern day Robinson Crusoe. After 47 years he has sold his island for millions—he does not say how many—and is cruising around the world for a year. Ross is a spry, healthy 74-year-old man who loves the sea, the outdoors and is a caring environmentalist.

by Paula de Ronde

While viewing the tapes my interest peaked when I noticed the number of books in Ross' rustic home. The walls were lined with books. There were books in boxes and reading material everywhere. Ross said he spent more than \$1,000 per year on books. In fact Ross carries a watch that he got with a magazine subscription. It has no wristband so he carries it in his pocket. He finds no need to get another because: "It still works." Ross is perhaps the most self-contained and most self-sufficient human I have met. He says he was never lonely. That loneliness is for those who have nothing to do. I believe that is true because the least correct rumour is the one about not working. There is no harder work than being totally responsible for every facet of living on your own, to be the only human on an island.

Do not call Ross a hermit. That he is not. He had yachtsmen and boaters visiting him to walk the trails he made on his island. He had friends. He had books. His conversation is current with a broad view of the world and opinions on politics, social norms and behaviour. He did have a television in later years and one room with electricity powered mostly by solar power, but the books were what kept him informed. They were his constant companions.

He is often asked about having a girlfriend or a wife. His response is that he met some very nice women but they had careers or other interests or did not want to live on his island. He often said: "I just didn't find the right one." However, he could always find the right book.

There were those on board who wondered how soon someone unscrupulous would try to separate Ross from his millions. Those were they who did not sit with him and see those wise blue eyes look steadily into yours and see beyond the surface. Ross is very aware. Ross reads. He is totally self-reliant. When asked what would have happened to him in an emergency with deadpan look tinged by his wry humour he said: "You just take care or you die." That was literally true as for the first 10 years he had no telephone.

Ross is living proof that you can live your dream. He exemplifies the adage, truth is stranger than fiction and for those of us in the know, the best non-human companion is a book. How fortunate we are that books abound @ your library®.

Paula de Ronde can be reached at <deronde@netrover.com>



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The Next Generation

STUDENTS LOOK AT THE LIBRARY AND INFORMATION COMMUNITY WITH FRESH EYES

REDAN REDUX

A strange thing happened last spring at the Faculty of Information Studies at the University of Toronto. When students returned from reading week, they discovered a suite of rockers and tan-coloured leather chairs had been surreptitiously deposited in the foyer of the Bissell Building, accompanied by a veritable nursery of potted plants.

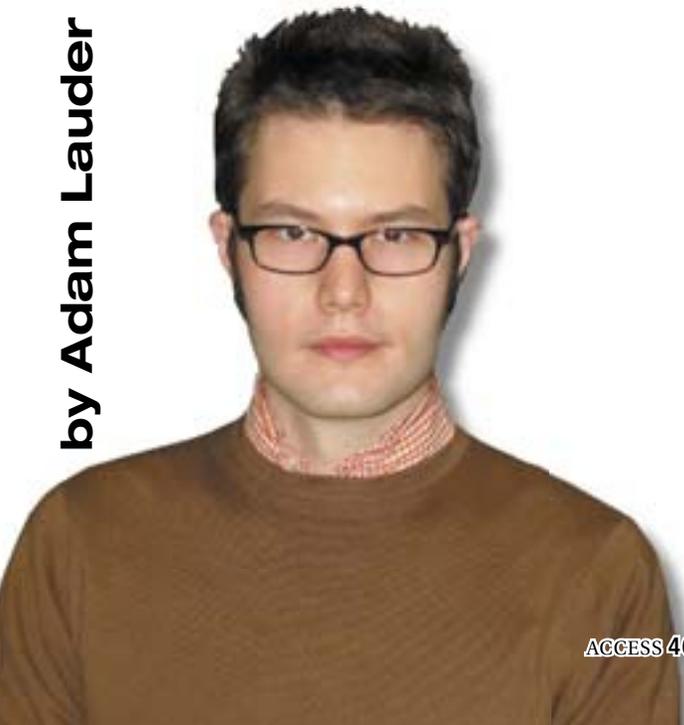
The intrusion of foreign elements has had an almost viral effect upon the metabolism of the student body at FIS. Universally shocked by the appearance of these ergonomic artefacts, students were quickly divided on the merits of the new ensemble. While some saw the change as a welcome corrective to the inimical symmetry of the lobby, others felt that the flesh-hued fittings clashed with the character of the existing space.

It is not my intention to enter into this debate here—no doubt the refurbishment effort was well intentioned. What strikes me about this modest renovation is what it says about the changing status of libraries in general. In my opinion, this incident exposes the ongoing process whereby libraries (and library studies) are being transformed from archives of knowledge into informational hubs.

Many people intuitively grasp the correspondence between the stark concrete façade of Robarts Library and the austere principles that legislate the organization of the library's collection. Built between 1966 and 1978 by Warner Burns Toan & Lunde, Robarts is contemporary with the first two editions of the Anglo-American Cataloguing Rules (issued in 1967 and 1978 respectively). It is not surprising then that the morphology deployed by the architects of Robarts echoes the structural logic underlying the protocols of AACR. To the perceptive visitor, Robarts discloses an austere beauty commensurate with the Euclidian pleasures communicated by the pithy language of AACR2. The precise syntax of the triangular light fixtures at Robarts expresses the same spirit of intellectual mastery as the sequence of discreet areas prescribed by the bibliographic record. These affinities are illustrative of the common origin of both the library and the catalogue in the historical formation of modernism. As this epoch recedes on the historical horizon, traditional libraries and cataloguing practices are rapidly acquiring an archival status that conditions our experience of both. Today, it is hard not to see an analogy between the density of Robarts' concrete partitions and the opacity of the printed page.

A comparison of the obdurate surfaces of Robarts with the transparent materials employed in the recently renovated E.J. Pratt Library reveals an important distinction between traditional manifestations of knowledge and newer modes of virtual transmission. The predominance of polished glass in the latter library reflects the labile properties of today's virtual communication systems. The glass partitions that

by Adam Lauder



articulate the space of Pratt Library declare the fundamental invisibility and inscrutability of virtual information.

The exterior of Robarts, on the other hand, is modelled after the rigid contours of mediaeval fortifications – its barbed foundations form a formidable series of redans.

Roland Barthes proposed the following interpretation of the redan: “Obsessional neurosis has been defined as a ‘defensive decomposition comparable in its principles to that illustrative of the redan or the obstacle.’”

If the knowledge-based, modernist economy embodied by Robarts is essentially neurotic in organization, then the post-modernist configuration articulated by the labile system of internal partitions at Pratt is basically schizophrenic. The design of Pratt Library parallels the radical discontents of the Library of France proposed by Rem Koolhaas. Koolhaas has described his scheme thus: “In this block, the major public spaces are defined as absences of building, voids carved out from the information solid. Floating in memory, they are like multiple embryos, each with their own technological placenta.”

As I see it, the introduction of ergonomic furnishings into the modernist interior of the Bissell Building parallels the ongoing process of editorial revision that is progressively tailoring the careful organization of AACR2 to the requirements of a virtual economy. Correlatively, the recent intervention at FIS parallels the gradual and ongoing transition of the faculty from a professional school, cast in the same modernist mould as the Cataloguing Rules, to a virtual centre for the dissemination of strategic techniques for data manipulation. The buff hue of the new chairs is symptomatic of the historical process that has resulted in the elision of the term ‘library’ from the official moniker of the faculty. I predict that the continued progress of this phenomenon will result in the swift importation of other elements associated with the contemporary office space to the Bissell Building: the coming sign will be the application of pastel hues to the remaining areas of exposed concrete.

Adam Lauder is a first-year student in the Library and Information Studies stream at the Faculty of Information Studies at the University of Toronto. He currently holds the position of library assistant at Laidlaw Library.

HealthWatch *cont'd* from page 42

2) Find out what your hospital/ institution's funding policy is and what kinds of projects/requests they fund by contacting the grants officer and arranging a meeting in person. Understand their guidelines. Is a special application form required? What are the deadlines? Present your proposal in the format required and include any attachments. Get to know your grantor personnel and ask for advice about the proposed project. The more they know about your proposal, the better your chance of support.

3) Who must co-sign (Vice Pres./senior leader/ your supervisor?)

4) Edit the final copy for correct spelling/ grammar and ask team members to proofread. Make copies and send it in.

5) Do a follow-up with the grants officer to check on status and feedback.

6) Be sure to write a thank-you letter to the grant awarding Board expressing your appreciation for the funding. It will be remembered if you need to ask for future funding.

Reviewers of grant proposals were asked what they looked for in deciding whether

or not to fund a grant proposal. There was a range of responses:

- “Ideas need to be clear and to the point.”
- “Ideas need to stand out.”
- “Begin with clarity and leave out the fluff.”
- “If your need and idea has not been stated by the third paragraph, we may lose interest and choose not to fund it.” The Foundation Center's Guide to Proposal Writing

Writing a grant is a multidimensional task that is worthwhile in every way. You not only improve the profile of your library but you are also helping to better serve your patrons. It is a win-win situation. Ultimately, the funding process comes down to good communication. Think positive and go ahead and ask and you may receive. Good luck with your grant writing endeavours!

Karen Cory is a medical librarian at St. Joseph's Health Care, London-Parkwood Hospital in London, Ontario where she manages the Parkwood Staff Library and its two Patient/Resident Libraries.

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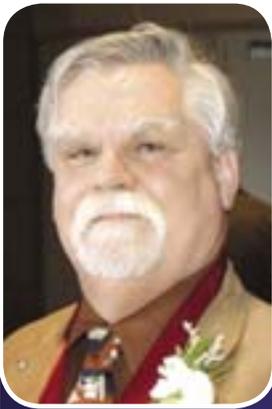
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Emerging Technologies

NEW AND DEVELOPING PRODUCTS OF INTEREST TO LIBRARIES

MEANINGFUL SATISFACTION Measurement for Public Libraries



*Throw away the traditional
library customer satisfaction
management model*

Access to qualitative and quantitative operating statistics has always been part of the effective management of a Public Library. As the chief executive of the Ajax Public Library in an ISO 9001/2000 certified municipality, access to this information on a continuous basis is a requirement, not a luxury.

One of the reasons for our community obtaining its ISO certification was to deliver a message to our current and potential corporate citizens that they can expect a high service standard in their dealings with the municipality. As a result of this commitment, made more than 11 years ago, a customer service centered culture has emerged. It has been an exciting journey and we are a better library system because of it.

One of the primary elements of ISO certification is the effective measurement of customer satisfaction. We have depended on the traditionally used basket of customer survey tools: comment cards, suggestion boxes, periodic paper-based customer surveys, telephone surveys, focus group meetings, public forums, etc. All of these tools, although effective in their own right, fell short in our need to dynamically obtain our customers' current, ongoing opinions about our service and their suggestions about how it could be improved. Put bluntly, it took too long to react to our customers' opinions and concerns using these traditional static customer opinion tools.

By Geoffrey P. Nie



We considered this problem and looked for a solution that would provide us with both ongoing customer feedback and, a system for tracking the effects of our efforts to respond to our customers' concerns. The solution had to be consistent across a multi-location operation, free of bias, and statistically reliable. We considered a number of options; the manual "Do-It-Yourself" model of recording and tracking customer comments was too time consuming, expensive, and proved to be too cumbersome to manage effectively. We didn't have the in-house expertise to develop our own on-line or paper based surveys or the capacity to effectively interpret, in a timely fashion, the data that we did gather.

The development of a homegrown solution simply wasn't practical. It proved to be costly and would divert our limited resources away from our business of providing effective library service, to that of the design and development of surveys and software. Something that, we freely admit, we are not good at.

The problems with the available software options were similar. They were both costly and, due to their generic design, required considerable customization to the library environment. In addition, they did not provide the survey features that we required.

Then an opportunity became available that held the promise of fulfilling all of our needs. We were approached by Counting Opinions (SQUIRE) Ltd. and asked if we would be willing to participate as a beta site to test a new, automated Customer Satisfaction management system designed specifically for libraries.

This outsourced remote access web-based customer satisfaction management system could provide us with everything we needed and possibly more, for as a beta test site, we would have input into the ongoing development of its features through our comments and product evaluation.

There were several features of this product that attracted my attention. It would be available to both customers and staff on a 24-hour, seven-day basis. It could be up and running within thirty (30) days. It required no staff resources to initiate and only minimal staff training. Counting Opinions would store and manage all of the data gathered, and prepare all reports and analysis on an on-demand basis. I could access the library's data and retrieve up-to-the-minute reports including a tabulation of responses, comments, system-wide and branch location comparison reports, trend reports, and more. Library staff could study the results and develop strategies that would address the concerns of our customers. We would even be able to benchmark our performance with other library systems in the database.

A feature that was added to the product during the test period is the ability to mark a particular event and measure its impact on the library's overall performance. This enables the library to initiate a practice and, by defining a period of time before and after the event, measure its effectiveness.

Without a doubt, one of the most important benefits of the product is, and will continue to be, its impact on how we manage our relationship with our customers. The product delivers the ability to immediately react to customers' concerns and to measure the effectiveness of the library response(s). Now, we can capture a wealth of customer satisfaction data, including comments. A Comment Cataloging function allows us to catalogue, summarize, sort and retrieve customers' comments by multiple parameters. Now we understand and can track the big picture as well as each issue in context. This, in conjunction with an integrated option for customers to request direct contact with library staff regarding specific concerns or issues, equips us, in advance, with the knowledge and insights that enhance our ability to achieve a workable and acceptable resolution to our customer's concerns. Since maintaining and increasing the number of 'very satisfied' customers is one of our primary objectives, we are now equipped with the means to achieve our goals.

The process also allows for the secure access of branch-specific data by branch staff. Branch staff has daily access to the data so that they can manage their identified needs without the need of administration constantly having to direct their efforts. Now they can report on their actions and I, in partnership with them, can both monitor the results of their initiatives as well as monitor and benchmark the efforts of the entire system.

Standard and customized real-time reports allow us to analyze our opportunities for service improvement and then, to track the successes and failures of our efforts to impact those areas of customer concern. In other words, library staff spends their time doing what they are good at, analyzing and improving library service. This product gives my staff the tool needed to do their work effectively.

I must confess that I am not typically an early adopter of new technology. But when I can open my browser; input my access code to reach our secure data; specify an update to an existing report; easily set the parameters for a new report; click request, and in less than 20 seconds have a report that is current to the last second; a report where the data is statistically sound and meaningful — I am impressed.

*Geoffrey P. Nie is chief librarian and executive officer of the Ajax Public Library.
www.townofajax.com/english/library.html*

***Put bluntly, it took too long
to react to our customers'
opinions and concerns
using these traditional
static customer
opinion tools.***



Not the Last Word



MEMORANDUM TO: Directors of Education, District School Boards
Secretaries of School Authorities

FROM: Avis E. Glaze
Chief Student Achievement Officer
The Literacy and Numeracy Secretariat

Kit Rankin
Acting Assistant Deputy Minister
Secondary and Elementary Strategic Planning Division

DATE: March 31, 2005

SUBJECT: Investment in School Libraries, K-12

The government recognizes the critical role that school libraries play in improving student achievement. For many students, their only regular exposure to books, multi-media and research materials is through their school library. Having access to them enriches every child's learning experience.

Libraries have a powerful influence on stimulating interest in reading and strengthening research and critical thinking skills. Many teachers, parents, and especially students, have told us that too many books on our school shelves are out of date. It is critical that we make our school libraries places that students find inviting, with current and relevant materials. Well-stocked school libraries provide all students with opportunities to expand their reading and research skills.

In recognition of your investment in school libraries to support provincial literacy and numeracy initiatives, we are pleased to provide \$17 million. This investment for K-12 materials recognizes the importance of libraries and resources.

District School Boards and School Authorities will receive funds based on number of schools. This investment ensures that school libraries, regardless of size and geographic location, can serve their students effectively. Students in Ontario can therefore benefit from additional library materials.

There is ample evidence that students who are able to read and write and have access to library resources that interest and excite them, will develop a deeper love of reading and learning. The government's investment in library resources supports schools' acquisition of new and up-to-date materials that are accessible to all Ontario students.

Thank you

Avis E. Glaze
Chief Student Achievement Officer

Kit Rankin
Acting Assistant Deputy Minister

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