![Saskatchewan Libraries — Sharing knowledge in a multitype system](logo)

Saskatchewan Libraries

Working Together

Discussion Paper

By

The Saskatchewan Multitype Library Board

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Regina, Saskatchewan

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Executive Summary

Overview

Saskatchewan's library system is one of Saskatchewan's best kept secrets.

The quality of life of Saskatchewan residents is enriched every day by a network of over 300 public libraries, over 40 post-secondary and special libraries, and hundreds of school libraries.

The purpose of this discussion paper is to:

- Highlight the positive impact of libraries on many sectors of our province.
- Advocate for greater awareness of the value of libraries.
- Demonstrate that a little extra support for libraries brings significantly improved services to residents.
- Discuss several issues crucial to libraries today.

The Multitype Library Board -- a Minister's Advisory Board mandated to build cooperation among libraries in different sectors in Saskatchewan and reporting to the Minister of Learning -- has prepared this discussion paper to open a dialogue and generate ideas.

Discussion Issues and Recommendations

1. **Promoting Our Libraries**
   Getting the word out that Saskatchewan residents have access to a world of information through libraries.

   The Multitype Library Board is developing a province-wide strategy to promote library services to Saskatchewan residents. We recommend that this strategy be supplemented with the following immediate steps: work with the Government of Saskatchewan and Tourism Saskatchewan to place information about libraries on their web sites; work with Saskatchewan Highways and Transportation to develop highway signs promoting libraries; and disseminate this discussion paper to initiate further ideas.

2. **Support for School Libraries**
   Providing the means for school libraries to deliver resource-based learning.

   The Multitype Library Board recognizes that resource-based learning is a key component of the core curriculum. As part of the Province's support for resource-

based learning, the Province is encouraged to support education and training for resource centre staff; support appropriate learning materials, including online learning materials and courses of study; and support resource centre facilities as a component of capital funding programs.

3. Information Management in Government
Partnering with government to develop an information management infrastructure that can support e-government.

We recommend that the Government of Saskatchewan follow through on the strategies outlined in the Information Management Framework; consult with libraries on how to design and present government information online; partner with libraries to deliver government information to the people of Saskatchewan; provide links to library web sites on the government's central web site; and involve the library community in the development of information management policies for government. Funding that recognizes the role that libraries play in delivering government information may be appropriate.

4. Hiring Standards for Information Management Professionals
Partnering with government to model competency standards for information management professionals.

We encourage the Government of Saskatchewan to apply educational and competency guidelines when hiring information management professionals. We specifically recommend that the Public Service Commission advise government departments to use these standards; partner with libraries to provide appropriate training and information about the standards; and employ a professional librarian to provide guidance to departments on the hiring of information management professionals. Through these efforts, the government will set an example that other employers in the province can follow.

5. Recruiting Professional Librarians for Saskatchewan
Facilitating residents to become knowledge-based workers and sustaining professionals in the library sector.

The Multitype Library Board recommends the establishment of a library science bursary program to encourage Saskatchewan residents to obtain a Masters of Library Science upon condition that they take employment in Saskatchewan upon completion of the degree.

The Multitype Library Board has asked the Saskatchewan Library Association to partner in the development of such a bursary and will be working through the details over the coming months.

The Provincial Library committed $10,000 to the bursary program in 2001-02. The Board recommends that Provincial Library and Saskatchewan Learning each provide $10,000 in 2002-03. Yearly contributions to the bursary program will be required to ensure the skills we need.

6. Stabilizing Multitype Database Licensing
Finding a mechanism to administer funds for this valuable program.

We recommend that the Department of Finance and Department of Learning work with the Multitype Library Board to find a mechanism to handle the fund administration of the Multitype Database Licensing Program (MDLP). The Board has a Business Plan Committee working on this issue. The Board recommends that Provincial Library, Saskatchewan Learning, and the education community continue their financial commitment to MDLP.

7. Tax Exemptions for Libraries' Electronic Subscriptions
Treating print and electronic information resources the same for taxation purposes.

We recommend that the Department of Finance exempt library and school subscriptions to electronic indexes, full text electronic resources, e-books, and e-journals from the Provincial Sales Tax.

Mandate and role of the Multitype Library Board

The Multitype Library Board was established by *The Libraries Co-operation Act* in 1996. Its mandate is to coordinate Saskatchewan libraries to work together cooperatively.

Representatives from public, school, post-secondary education, special libraries, and information providers comprise the Board.

The role of board members is to consult with their library sectors, identify situations in which working together would improve services and contain costs, and develop structures and working relationships to facilitate these initiatives.

The Board is also mandated to advise the Minister responsible for libraries on ways to develop the multitype library system in Saskatchewan.

Definition of "multitype library system"

A multitype library system is a network of working relationships, between any combination of autonomous libraries and information providers, established to share services and resources for mutual benefit.

There are more than 320 public libraries, hundreds of school libraries, and more than 40 post-secondary and special libraries in Saskatchewan. Each of these types of libraries is autonomous and mandated to provide a clearly defined client group with a set of library services.

In a multitype library system, the jurisdictional boundaries and separate administrative structures of libraries remain intact, but cooperative initiatives and working relationships enable libraries to collectively acquire information products and develop services that they could not achieve independently.

The constant challenge and role of the Multitype Library Board is to find library needs that overlap and allow these areas of mutual need to be the basis for the development of cooperative policies and programs.

All Saskatchewan libraries benefit from the contained costs and improved services that result from cooperation, and are therefore committed to the multitype library system as the single best option to address the challenges of today's environment.

Vision, mission, goals, and objectives of the multitype library system

VISION
Access to information is a democratic right of all people in Saskatchewan.

MISSION
Libraries in Saskatchewan will work together to maintain and enhance a cooperative interdependent information network which will ensure a consistent and high quality information service through a multitype library system.

GOALS
➢ Develop the multitype system. ➢ Implement the multitype system. ➢ Connect libraries of all types to provide equitable access to and delivery of information. ➢ Promote participation in the multitype library system.

OBJECTIVES
➢ Strong, independent libraries and communities, working in partnership, will ensure the successful development of a multitype library system. ➢ Other information providers will be integral partners in the multitype library system. ➢ Libraries will have effective mechanisms in place for sharing resources including human, physical and technical resources among all libraries throughout the province. ➢ Saskatchewan residents will have access to all libraries in the province. ➢ The information needs of Saskatchewan residents will be met by strong libraries with appropriate staffing, funding, resources, and facilities. ➢ A sustainable multitype library system will be strengthened by ongoing formal evaluation by all of the partners. ➢ The connection of libraries will provide the mechanism to ensure province-wide resource sharing that is affordable, fast, current, and distance neutral. ➢ Promotion will ensure the multitype library system will be used and valued by the people of Saskatchewan.

Outcomes of the multitype library system

Joint initiatives

The establishment of multitype cooperation has fostered the development of several joint library initiatives. These initiatives are powerfully improving the capacity of all libraries to deliver information resources and services to Saskatchewan citizens.

The **Multitype Database Licensing Program** is an ongoing cooperative initiative in which all types of libraries cost-share the purchase of electronic newspaper, journal, and other information databases. Database Licensing has added over 3000 full text periodical titles to the collections of every participating library no matter how small or remote.

The impact has been tremendous. For example:

➢ Tawowikamik Public Library on the Peter Ballantyne reserve in Pelican Narrows subscribed to an average of 48 magazines annually between 1992 - 2000. Now, Tawowikamik Public Library offers over 3000 full text magazines and journals via desktop computer by participating in the Database Licensing Program. Most rural public library branches would have had as few as 10 magazine subscriptions annually; they also now have access to over 3000 periodical titles online.
➢ A public library system participant has stated: "The [online magazine] service we used to provide at three library locations is now provided at 49 locations for less than twice the cost."

The **Multitype Public Relations Project** is a new initiative in which all types of libraries are developing a joint strategy to promote the value of libraries in Saskatchewan and address issues relating to the recruitment and retention of library staff in the province. This initiative will give many libraries a prominent voice and presence that would not have been possible otherwise.

Ongoing activities of the Multitype Library Board focus on building the capacity of all libraries in many incremental ways.

Overall benefits

Working together has created greater efficiencies for libraries and enhanced library service for Saskatchewan residents. Direct benefits of multitype initiatives are:

➢ Improved access to high quality information resources in all types of libraries for all citizens;
➢ Improved public access to electronic information available through library web sites for all citizens;
➢ Increased sharing of expertise among libraries; and
➢ Increased cooperative planning among libraries.

Impact of Libraries on Saskatchewan Quality of Life

Ecology of Libraries in Saskatchewan

Our Library Tradition

Saskatchewan's early visionaries understood that libraries play an essential role in community development.

Our first library was created to inform our most important public institution -- the legislature. In 1876, when Lieutenant Governor David Laird traveled to Northwest Canada to establish the Territorial government, he brought with him a collection of indispensable books consisting of public documents and law texts. This collection later developed into the Saskatchewan Legislative Library, now the third largest research collection in Saskatchewan.

As early as 1906 -- only one year after Saskatchewan became a province -- Saskatchewan's leaders recognized the importance of public libraries to meet the information needs of all residents. The legislature passed *The Public Libraries Act*, which provided for the establishment of free libraries.

Libraries are a Rich Provincial Resource

Saskatchewan now has more than 300 public library locations, hundreds of school libraries, and more than 40 post-secondary and special libraries.

Investment in Saskatchewan libraries over the last century has resulted in highly developed collections of print and electronic materials. In addition, libraries have established participation in a sophisticated worldwide network of libraries that enables them to access library resources around the globe.

Our library collections, expertise, and services are a valuable investment, much of which has been made with public funds. It is a provincial resource to be valued, preserved, enhanced, and used.

Library Interdependence

The story of library development in Saskatchewan is one of hard work, adventure, and collaboration. Early on, libraries depended on one another for development assistance. Later on, libraries engaged in activities that would complement one another; for example, establishing systems for loaning materials to one another when needed.

As a result, while libraries today belong to autonomous institutions and library systems, they regularly participate in joint policy and program development. And, inevitably, changes in one library sector have a significant effect on other library sectors.

Generally, when one sector fails, pressures increase on other sectors to fill the service gap.

Impact on Saskatchewan Life

Libraries permeate the fabric of Saskatchewan life. The role of a library is to meet the information needs of individuals and service communities. People have many information needs. In an average lifetime, an individual uses any number and types of libraries to find information for personal development, recreation and hobbies, formal education, career searching, or business-related research in any field of work. On a community-wide and provincial scale, libraries intersect with many aspects of our social, cultural, educational, and economic development.

Libraries work across sector boundaries to bring information of value to people. For example, students receive homework help from their public library, special libraries sponsor information for local school science fairs, and university libraries help public servants to find historical statistics. This cross sector service is enabled by libraries working together behind-the-scenes.

Libraries also contribute to key institutions and sectors. A system of health libraries informs our health care sector. Academic and specialized libraries focusing on agriculture, science, technology, and industry inform our economic sector. Government libraries inform our public officials and civil servants in their day-to-day decision making.

In sum, libraries increase productivity in every sector by empowering individuals with the information they need to make decisions and move ahead.

Saskatchewan Libraries into the 21st Century

In the 21st century, libraries will be important public centres of information, learning, and development in Saskatchewan. They will use their legacy collections built over the last 100 years, as well as new electronic information sources. They will continue services that build quality of life, and partner in new initiatives to help develop business and industry.

The Multitype Library Board has the unique privilege of viewing the broad impact of all types of libraries in Saskatchewan, and helping these libraries to grow. The purpose of this discussion paper is to boost library strength in the 21st century by raising the profile of libraries, addressing some key issues, and developing partnerships.

The Multitype Library Board wishes to open a conversation with numerous sectors to raise awareness of the opportunities that exist through libraries. To this end, this discussion paper highlights the roles libraries play in multiple sectors of Saskatchewan life and the opportunities they see for continuing this contribution.

The work of multitype is based on the principle that through discussion and cooperation, communities of interest can come together to create a brighter future for Saskatchewan. The Board hopes that opening a discussion about libraries will generate enthusiasm for the power of information to change our world.

Communities

How do public libraries contribute to communities?

Public libraries strengthen communities by ensuring that people of all ages and economic statures in Saskatchewan have equitable access to information.

People need information to make informed personal decisions and to keep up their work and life skills. Libraries link people to information on government services, health, jobs, pensions, housing, business opportunities, and education opportunities. As well, they provide recreational reading and access to cultural resources such as archives, art galleries, film and video, cultural events, and author readings.

Strengthening communities by offering residents:

- Information on any topic
- Access to the Information Highway
- Recreational reading material
- Early childhood development programs
- Reading programs
- Information literacy programs
- Writing programs

- Assistance from trained library staff
- Meeting rooms for community groups
- Delivery of materials for the homebound
- Reading materials and equipment for people with disabilities
- Resources for personal, business, or job research

Keys to success

- ✓ Citizen-centered library services and collections.
- ✓ Awareness of library services by residents.
- ✓ A strong public library system supported by *The Public Libraries Act,* provincial and municipal funding, and province-wide library cooperation.

Quick Facts

Public libraries answer queries on any conceivable topic such as "How can I contact my MLA?" "Where can I obtain career counseling?" "How do I explain cancer to a child?" or "How do I learn to write a business plan?"

50.7% of Lloydminster Public Library survey respondents said their main source of reading material is borrowing from the library. (Dividends: the value of public libraries in Canada, p. 162)

Readers in Canada increased 20% between 1983-1998. (Dividends: the value of public libraries in Canada, p. 162)

Communities

Public libraries strengthening communities, one individual at a time

Case study from southeast Saskatchewan

"One of my patrons was a waitress (minimum wage); her husband was a laborer (again minimum wage). They have two children. She wanted to take a computer course to get a better job and approached social services and unemployment insurance and was told she didn't qualify for funding and to take out a loan if she wanted to take the course. Of course, being so low income, they didn't qualify for a loan either.

> "Needless to say she is thrilled with the Internet, me, and most of the entire library for making it all possible."
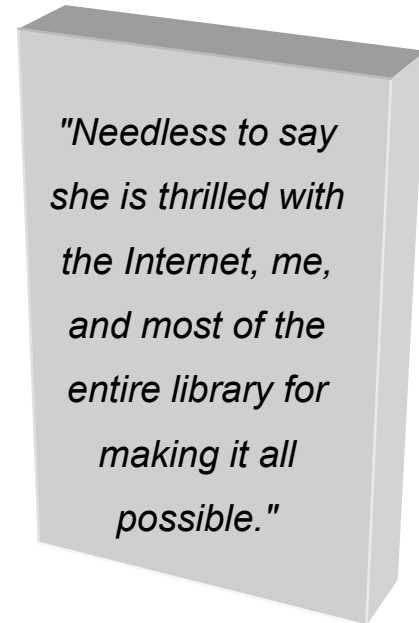
One day while in the library asking about a plant book, I suggested she go on the internet and get information about some specific plants. I showed her how to connect and search and helped her a couple of times and she found what she wanted.

She came back three more times and started going to some government sites. She found information on funding for low-income families to upgrade themselves, printed the information and took it to someone in Weyburn.

She is now taking her computer course (she is about half done), has passed each section so far with honors (over 90%), and after speaking to someone about doing her two weeks practice in an office at Radville, was told that if she was any good she could have a permanent job [sic].

Needless to say she is thrilled with the Internet, me, and most of the entire library for making it all possible [sic]. Her husband is now studying to get his GED (studying a book he got through the library) so the whole family has benefited from *'Every Library Connected'*."

-- Testimonial collected from evaluation of the Every Library Connected Project.
This project put computers for Internet access in every public library in Saskatchewan in 1999-2000. It was a joint project of municipal, provincial and federal governments.

Culture and Youth

How do libraries contribute?

Libraries directly support Saskatchewan's **cultural industries** and **cultural workers**. Libraries purchase, promote and distribute products of the book publishing, film and video, and fine and performing arts industries.

The Summer Reading Program encourages youth to read.

Libraries foster **multiculturalism** by collecting and lending information resources and offering public programs that give expression to Saskatchewan's diverse cultures, including books in many languages.

School and post-secondary education libraries contribute to the education of Saskatchewan **youth**. Public libraries offer a variety of programs for children and youth that foster reading, comprehension, information literacy skills, and help with school assignments.
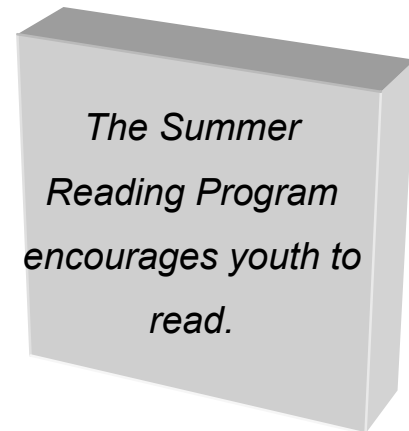
Libraries support **recreation** by offering travel and recreational information to patrons. They also offer recreational activities for youth, children, and adults.

Boosting culture, recreation, and opportunities for youth by:
- Collecting and preserving Saskatchewan's cultural history
- Lending books, music, film, and art
- Offering recreational activities such as book talks, story time, puppet shows
- Connecting youth to the world of information
- Purchasing from Saskatchewan producers
- Distributing travel and recreational information

Keys to success
- ✓ Awareness of library services by residents.
- ✓ Strong public, school, special and post-secondary education libraries.
- ✓ Funding for multicultural library collections.

Quick Facts

Countries with the highest reading and comprehension levels provide their youth with greater access to books at home, school, public libraries, and bookstores. (Dividends: the value of public libraries in Canada, p. 171)

Canadians spend an average 4.4 hours a week reading for pleasure. (Dividends: the value of public libraries in Canada, p. 161)

Cultural library collections in Saskatchewan include:
- Aboriginal collection of the Mistasinihk Resource Collection, PNLS, La Ronge.
- Books in 29 languages at the Provincial Library.
- Agricultural and prairie history collection of the George Shepherd Library, Saskatoon.
- Ukrainian collection of the Mohyla Institute Archives, Saskatoon.

Education

A pillar of education in Saskatchewan is resource-based learning provided through school libraries.

What is Resource-Based Learning?

Resource-based learning is the planning of educational programs that actively involve students in the meaningful use of a wide range of appropriate print, non-print, and human resources. (Learning Resource Centres in Saskatchewan, 1988)

School libraries foster student scores that are 10-20% higher

Powering Achievement, 2001.

Boosting Learning by:

- Formulating questions
- Locating information
- Exploring online resources
- Judging information quality
- Handling conflicting information

- Organizing information
- Reading and thinking
- Synthesizing information
- Building creative presentations
- Evaluating personal success

Keys to Success

- ✓ Professional and support staff in the school library.
- ✓ Information-rich and technology-rich school libraries.
- ✓ Collaborative planning between teacher-librarians and teachers.
- ✓ Strong school and library focus on building information literacy skills.

Quick Facts

Student scores increase by 10-20% in schools that have strong library media centres.

Library support staff are the key difference between strong and weak library media programs because they allow professional teacher-librarians to focus on their work with teachers and students rather than tending to warehousing duties.

Key predictors of academic achievement:

- ✓ Teacher-librarians and support staff in school library media centres
- ✓ Level of expenditures on school library media centres
- ✓ Rich collections -- print, electronic, multimedia
- ✓ Integration of information literacy into curriculum
- ✓ Use of technology to extend the library into school labs and student homes

* Taken from studies of 933 schools in Alaska, Colorado and Pennsylvania as well as a study of Grades 5, 8, and 11 in 435 schools in Pennsylvania (see bibliography).

Post-Secondary Education

How do libraries contribute?

University and college libraries provide information and services that support the information needs of students, faculty, and staff of post-secondary education institutions.

Historical and research collections, built over time, are valuable to historians, researchers, businesses, government, and Saskatchewan residents. Anyone in Saskatchewan can access these resources through cooperative interlibrary lending arrangements with the public library system.
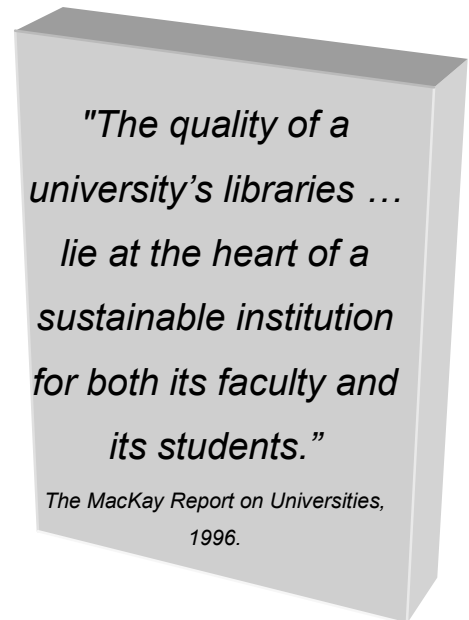
Academic libraries also partner with high-tech industries in cutting edge research and development.

> *"The quality of a university's libraries … lie at the heart of a sustainable institution for both its faculty and its students."*
>
> The MacKay Report on Universities, 1996.

Boosting the academic sector by:
- Developing in-depth collections
- Supporting student learning
- Informing faculty research
- Attracting researchers to the province
- Delivering distance education
- Preserving cultural materials
- Teaching information literacy skills
- Partnering with high-tech industries

Keys to success

- ✓ Maintaining the legacy and research collections built over time.
- ✓ Using technology to expand access to learning resources.
- ✓ Developing electronic information resources to support technology enhanced learning and distance education initiatives.

Quick Facts

U of S library exit gate counters recorded 1,326,822 people between May 1, 2000 and April 30, 2001.

U of S libraries circulated 1,141,960 items in 2000-2001 and loaned 17,387 items to other institutions on interlibrary loan.

64 Canadian academic libraries, including the University of Regina Libraries, University of Saskatchewan Libraries, and Saskatchewan Indian Federated College, recently created the first Canada-wide project to collectively purchase access to electronic research materials. Totaling $50 million and funded by the Canadian Foundation for Innovation, Saskatchewan Post-Secondary Education and Skills Training and the universities, the project will develop a world class information infrastructure for researchers in Canada.

Economic Development

Libraries foster leading-edge innovation

Special and academic libraries directly support research and innovation in industry and business by providing research collections, as well as services.

Saskatchewan Research Council's libraries in Regina and Saskatoon specialize in mining, biotechnology, energy, petroleum, manufacturing, and forestry information.

Prairie Agricultural Machinery Institute (PAMI) Library in Humboldt disseminates research information for PAMI initiatives. Their work contributes to the manufacturing sector and has spurred technological advances in all areas of farming practices.

Libraries specializing in agronomy, dryland farming, irrigation, seeds, land conservation, molecular plant biotechnology, soil science and fertilizers, include:

- Semiarid Prairie Agricultural Research Centre Library, Swift Current
- Prairie Farm Rehabilitation Administration Information Centre, Regina
- Potash Corporation of Saskatchewan Library, Saskatoon
- Indian Head Research Farm, Indian Head
- Agriculture and Agri-Food Canada Saskatoon Research Centre Library, Saskatoon
- National Research Council Information Centre, Saskatoon

Leading-edge scientific and industrial research at our universities would be impossible without library collections in areas such as chemistry, biotechnology, medicine, physics, and engineering.
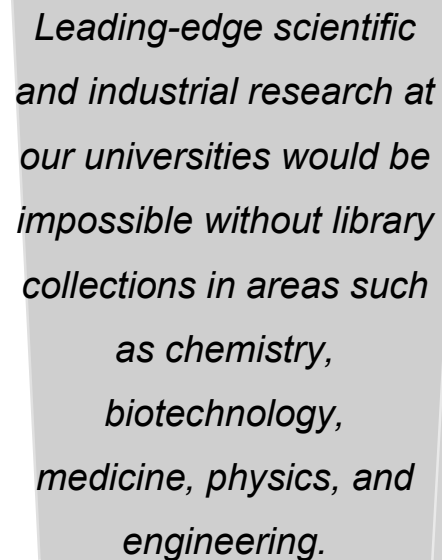
Fostering business success

The Canada-Saskatchewan Business Service Centre Library in Saskatoon helps entrepreneurs to find the facts they need to start businesses including:

- developing a business plan
- financing a business
- trade and export requirements
- marketing strategies
- locating suppliers
- business taxation

The corporate sector also relies on libraries to supply up-to-date business information. Canada Life Corporate Library, Credit Union Central, and Greystone Managed Investments Inc. Information Resource Centre are just some of the corporate libraries in Saskatchewan.

Keys to Success

- ✓ Recognition and support from libraries' parent institutions.
- ✓ Partnering with the broader library system to share resources and services.
- ✓ Continued development of library collections.

Economic Development

How do public libraries contribute?

Libraries **provide jobs** to over 1300 people in Saskatchewan, ranging from entry-level positions to highly skilled knowledge-based professionals.

The **buying power of libraries** injects **vitality into cultural industries**. A poet may sell his/her first book to the local library or present it in an author reading, and popularity takes off from there. Library buying power also **supports numerous business sectors** such as computer hardware/software, local publishers, multimedia producers, office equipment and consulting.

Libraries **improve the market value of communities**. They are an attractive feature for new residents and businesses. Libraries promote their communities to the world. In Estevan, the public library initiated the city's web page.
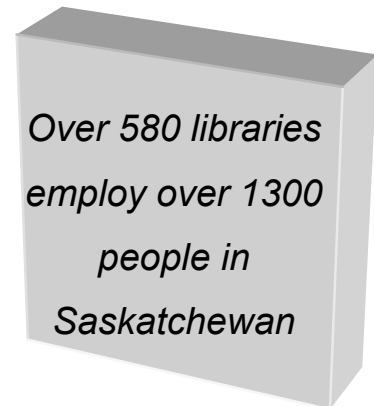
Libraries **equip people for the new economy** and support the aims of the province's Partnership for Prosperity initiative. Digital Divide training through public libraries is teaching all citizens, particularly low income and Aboriginal people, to search the Internet. This helps residents identify educational and e-commerce opportunities and provides citizens with the information they need to help themselves develop.

Over 580 libraries employ over 1300 people in Saskatchewan

Fostering economic prosperity by:
- Equipping people for the new economy
- Supporting cultural industries
- Supporting the business sector
- Helping citizens harness the Internet
- Promoting local communities
- Attracting new businesses & residents
- Fostering economic activity
- Delivering literacy training

Keys to success
- ✓ Awareness of library services by residents and businesses.
- ✓ Strong libraries with buying power.
- ✓ Funding for Internet literacy training programs such as the Digital Divide initiative.

Quick Facts

Over 75% of library patrons polled in B.C. regularly purchased goods and services from retail stores while on a trip to the library. This economic activity ranges from $5.7 million - $20 million annually.

Studies show that libraries increase property values if they are maintained and well administered.

Quality of life -- including good schools and cultural and recreational facilities -- are the number one factor in business site selection.

Businesses recognize the strategic value of information. Many businesses house their own library collections and many other businesses use the services of the public library.

(Dividends: the value of public libraries in Canada, p. 166)

Information Highway

How do libraries contribute?

"… all our citizens need to communicate and compete in this wired world. That's why we want to increase the number of businesses and families connected to the Internet, ensuring that Saskatchewan people have the skills and access to connect…. And Saskatchewan libraries are taking the lead, by developing new computer and Internet training modules and devising ways to ensure the training reaches all people of the province."
-- *Premier Lorne Calvert, Launch of the Digital Training Project, 2001*

Traditional library collections increase the value of e-library services

Our libraries are a tremendous resource in the Information Age. In their 100-year history, libraries have built rich collections, expertise, and a network of working relationships with libraries worldwide. This foundation is enhanced by e-library services -- Internet, e-journals, e-books, digitized local resources, and online services -- resulting in an information rich environment in which citizens, business, and public institutions can acquire information on any published subject.

Libraries equip residents for the new economy by providing free Internet access and one-on-one computer use training on a daily basis to anyone who asks. In 1999-2000, the *Every Library Connected* program established free Internet access in all of our public libraries. In 2001-2002, the *Digital Divide Training* initiative taught citizens, particularly disadvantaged populations, basic computer use and Internet searching. These programs directly support the provincial *Partnership for Prosperity* initiative, as well as federal *Connecting Canadians* and e-commerce initiatives.

Libraries also create jobs for knowledge-based workers, helping the new economy to flourish in Saskatchewan.

Keys to success
✓ Awareness of library services by residents, businesses, and governments.
✓ Continued development of library collections and services.
✓ Strong libraries employing qualified knowledge-based workers.
✓ Funding for Internet literacy training programs such as the Digital Divide initiative.

Quick Facts

In 1999, Canada became the first country to connect all of its public libraries and schools to the Internet. (Licenik, 2000)

Testimonials from the *Canada-Saskatchewan Every Library Connected* program:
➢ "One fellow [used] the Internet to find home based business opportunities."
➢ "Jerry, a local entrepreneur, learned how to market his manufactured goods on the Internet by attending e-commerce classes at the library."

Many Saskatchewan public libraries have led initiatives to develop Community Access Program (CAP) sites, web sites and online information resources in their communities.

Rural Life

How do libraries contribute to rural communities?

Libraries have always played an important role connecting rural areas with information. Many rural residents remember the days when they eagerly awaited boxes of books from the library.

Libraries foster quality of life and economic development in rural Saskatchewan.

Today, with over 300 public library locations throughout our province, rural residents have more immediate access to library collections. Moreover, library web sites, online answer services, and electronic collections, give rural residents quality information at their fingertips, from a home computer. Summer reading programs -- delivered throughout rural areas -- keep rural children inspired and connected with the world of literature and ideas.

All of these library services benefit quality of life in rural communities. An investment in public libraries has a positive impact on almost 300 rural and remote communities across Saskatchewan.

How do libraries contribute to rural life?

Libraries play a few different roles. First and foremost, libraries are information providers -- acting as a bridge linking people with the information that they need to build a better world. They inform our scientists, business leaders and community leaders. They contribute to innovation and development in our agricultural and industrial sectors.

Secondly, libraries are educators -- helping people to learn about new opportunities as well as teaching them information literacy skills. School and academic libraries play a formal education role by ensuring that students have information. Many academic libraries offer distance education services -- a particular benefit for rural areas.

Thirdly, libraries represent a vibrant sector of the information economy, providing jobs and attracting skilled information professionals to our province.

Keys to success

✓ Awareness of library services by residents.
✓ Continued support to all types of libraries.
✓ New partnerships that leverage the services of libraries to develop rural areas.

Quick Facts

The 1999-2000 *Every Library Connected* program provided a computer to every public library in the province for the purposes of Internet access -- a significant investment in over 300 communities.

First Nations and Metis People

How do libraries contribute?

Libraries contribute to the quality of life of First Nations and Metis people in Saskatchewan.

As part of the Digital Divide initiative, public libraries are training Aboriginal people to use the Internet. Training materials have been developed in both Cree and Dene.

The Albert Library in Regina has taken a lead role in developing community based library services designed for First Nations and Metis people. Services include homework help programs and pre-school story time sessions offered to local child care centres, Aboriginal Head Start programs, and local elementary schools. They also teach oral history interviewing and collection techniques to youths and adults.

Albert Library in Regina is an international model for library services to Aboriginal people.

The Pahkisimon Nuye?áh Library System in northern Saskatchewan delivers library services to remote northern communities through band schools.
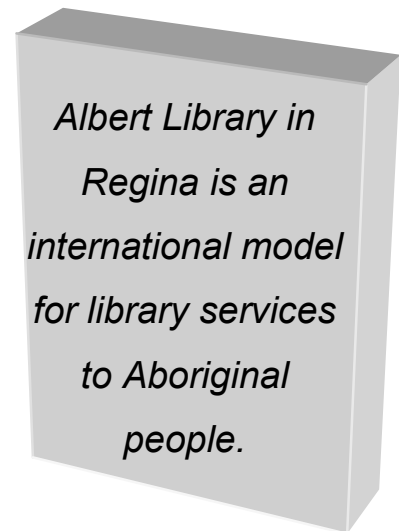
In summer 2001, the Minister's Advisory Committee on Library Services for Aboriginal peoples examined ways to ensure Aboriginal people have access to information in the new millennium.

Enhancing library services to First Nation and Metis people by:
- Developing resources in Cree and Dene
- Providing Internet access and training
- Preserving First Nations information
- Setting up libraries in band schools
- Integrating oral storytelling into collections, programs, and services
- Offering early childhood development programs

Keys to success
- ✓ Partnerships with local communities to design user-centred library services.
- ✓ Integration of First Nations traditions and languages into library services.
- ✓ Funding for Internet literacy training programs such as the Digital Divide initiative.

Quick Facts

Numerous special, academic, and public libraries are noted for their Aboriginal materials and services. Saskatchewan Indian Cultural Centre has developed online resources for Aboriginal peoples:

- Our Elders: Interviews with Saskatchewan Elders
- Virtual Keeping House: A First Nations Gallery
- First Nations Periodical Index
- *Saskatchewan Indian* Full text
- Aboriginal Faces of Saskatchewan: A Gallery

  (http://www.sicc.sk.ca/)

Northern Saskatchewan

Pahkisimon Nuye?áh Library System (PNLS) coordinates all types of library services in northern Saskatchewan, including public, school, special, and college libraries.

These library services contribute to literacy, education, economic development, business, and tourism.
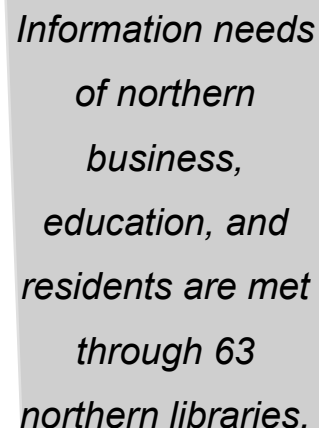
In addition, with 63 library locations, northern libraries are a significant employment sector for residents.

Information needs of northern business, education, and residents are met through 63 northern libraries.

Boosting the North by:
- Providing information materials to colleges and schools.
- Obtaining data for local businesses.
- Promoting literacy programs to all ages.
- Preserving northern historical artifacts and documents.
- Bridging the digital divide by offering computer literacy training in Cree and Dene.
- Translating information sources into Cree and Dene, as well as offering children's story hours in these languages.
- Offering bursaries to library employees for skills training.

Keys to Success
- ✓ Professional librarians, teacher-librarians, and library technicians.
- ✓ Information and technology-rich libraries that have northern and Aboriginal materials.
- ✓ Partnerships.

Quick Facts

In 2000, northern residents accumulated 1,281,329 reading points in the Northern Reading Program. Each point represents 15 minutes of reading.

80% of public libraries and libraries in northern schools and colleges have Internet connections.

La Ronge Public Library helps northern businesses, such as wild rice producers, find the information they need for daily business.

Libraries in the north employ 3 professional librarians, 7 library technicians, 1 teacher-librarian, and 7 library technicians-in-training.

The collection of PNLS and 11 public libraries are searchable on the Internet through the union catalogue maintained by the Provincial Library.

PNLS's member libraries: 20 Prince Albert Grand Council schools; 5 Meadow Lake Tribal Council schools; 25 Northern Lights School Division schools; 2 colleges; 12 public libraries; Creighton School Division; and Ile-a-la-Crosse School Division.

Libraries: A Strategic Investment

What is the impact of funding libraries?

Libraries are one of the most cost-effective investments in the future of Saskatchewan.

In 2000, $1.6 million matching federal-provincial-municipal funds placed one Internet access computer in every public library in the province and developed library automation network services. This expenditure touched 300 communities in both rural and urban areas.

> *Support for libraries is a cost-effective investment in all Saskatchewan people.*

Investment in libraries is a sound investment because services reach local communities throughout the entire province. In addition, the investment generates further economic activity in the province through library buying power.

Libraries have undergone strain due to budget cuts. This context gave birth to multitype, as libraries have sought creative ways to deliver better services within constrained fiscal environments.

Libraries are a strategic investment because they:

- Generate spin off economic activity;
- Deliver tangible services in rural and remote areas;
- Marshal scarce resources and make their dollars stretch; and
- Are consistently rated as valued public services.

Keys to success

✓ Continuing cooperative library purchases and programs through multitype.
✓ Promoting the library initiatives supported by government funding.
✓ Sustained government funding.

Quick Facts

In a 2000 study, Canadians scored the quality of public library services as 77 out of 100. Public libraries ranked second only to fire fighters in municipal service quality. (Citizens First, 2000)

The Multitype Database Licensing Program cost $500,000 for the year 2002/03. These dollars make over 3000 full text periodicals available to over 1200 library locations province-wide and to the homes of any Saskatchewan resident with Internet access.

Cooperative bulk purchasing through multitype is the primary way libraries have enhanced collections and services over the last decade.

Discussion Issues & Recommendations

Promoting Our Libraries

Issue

Our province can boast of having one of Canada's best library systems. We need to promote it. We also need to profile the contributions that libraries make to Saskatchewan's economic, cultural, educational and tourism sectors.

Background

Tracing a 100-year history, Saskatchewan's libraries have built strong collections over time that are valuable resources for Saskatchewan people, representing their collective history as well as offering access to the world of information. Libraries today deliver innovative services, contributing to the community and making Saskatchewan an attractive place to live.

Traditional and well-loved public library services such as story time and summer recreational activities for children continue to thrive. At the same time, online library services are opening new and easy ways to access information. For example, the *Saskatchewan Libraries: Ask Us!* service prompts Saskatchewan residents to "Ask us a question!" and residents are responding by e-mailing questions such as "What schooling do I need to develop a career in aesthetics?" or "Where do I find Saskatchewan legislation?"

Libraries contribute to economic growth, providing jobs, serving the business community, and spurring economic activity. Academic and specialized libraries keep our post-secondary educational institutions and research and development sectors competitive and innovative.

Libraries attract job seekers, homebuyers, businesses, and tourists. They also advertise Saskatchewan to the world. Libraries are partners for growth in the new economy by offering Internet, e-commerce, and digital divide training, particularly for remote and disadvantaged populations.

Recommendation

The Multitype Library Board is developing a province-wide strategy to promote library services to Saskatchewan residents. We recommend that this strategy be supplemented with the following immediate steps: work with the Government of Saskatchewan and Tourism Saskatchewan to place information about libraries on their web sites; work with Saskatchewan Highways and Transportation to develop highway signs promoting libraries; and disseminate this discussion paper to initiate further ideas.

Support for School Libraries

Issue

The Multitype Library Board encourages support for schools to achieve the Department of Learning's standards for resource-based learning.

Background

Resource-based learning is the planning of educational programs that actively involve students in the meaningful use of a wide range of appropriate print, non-print, and human resources.

Resource-based learning teaches students to locate, organize, and synthesize information as part of the learning process. It also teaches them how to handle conflicting information, judge information quality, and formulate meaningful questions. Overall, these skills help our children to become resourceful, adaptable, and creative.

Successful implementation of resource-based learning has long relied on school libraries. School library staff work with teachers to integrate the resources into the curriculum. They also identify, acquire, and organize the resources. Multitype library initiatives, such as the Multitype Database Licensing Program, have significantly enhanced the materials available for resource-based learning in schools.

As emphasized in Saskatchewan Education's document *Learning Resource Centres in Saskatchewan: A Guide for Development*, the school library

> *permeates the entire instructional process. The person in charge of the resource centre is closely involved in teaching and learning. Therefore, the level of professional leadership, competency and instruction which that person provides will have a direct influence on the quality of education in the entire school.* (*Learning Resource Centres in Saskatchewan*, p. 1)

School libraries should be under the direction of professional teacher-librarians. Support staff deal with day to day maintenance of the library, such as processing and shelving, while the teacher-librarian works with teachers to design meaningful learning activities for students.

Recommendations

The Multitype Library Board recognizes that resource-based learning is a key component of the core curriculum. As part of the Province's support for resource-based learning, the Province is encouraged to support education and training for resource centre staff; support appropriate learning materials, including online learning materials and courses of study; and support resource centre facilities as a component of capital funding programs.

Information Management in Government

Issue

The Government of Saskatchewan is developing citizen-focused e-government services. This includes developing a single Internet-based service delivery window that presents government information in a comprehensible manner to the average resident. Achievement of this goal rests on the government's ability to manage its information resources.

Background

Librarians understand the practical accessibility of government information. Libraries regularly acquire and lend print-based government publications, search for government information online, and track down government contacts. People visit libraries every day looking for government information, so librarians observe how citizens seek this information and the challenges finding it.

In the move from the traditional model of government to a new networked model, libraries have observed problems finding government information. While the usability of the government's web site has improved over time, it still does not have a comprehensive subject directory to its information. There is also inconsistency between publications distributed in print and electronic form. Phone assistance has declined with the abandonment of a central telephone inquiry line.

Citizen-focused online services offer user-friendly ways to find information, such as a subject directory, an interactive "Ask a Question" service, consistent practices for distributing publications, and predictable ways of finding publications. These services are built upon good internal information management processes.

The Multitype Library Board commends the government for establishing the Information Technology Office and hiring four librarians to work on information management. The Information Management Framework, developed by the ITO, sets in place a well-constructed information management infrastructure for government.

Recommendation

We recommend that the Government of Saskatchewan follow through on the strategies outlined in the Information Management Framework; consult with libraries on how to design and present government information online; partner with libraries to deliver government information to the people of Saskatchewan; provide links to library web sites on the government's central web site; and involve the library community in the development of information management policies for government. Funding that recognizes the role that libraries play in delivering government information may be appropriate.

Hiring Standards for Information Management Professionals

Issue

Libraries encourage the Government of Saskatchewan, as well as other employers in Saskatchewan, to use educational and competency guidelines when hiring information management professionals.

Background

Educational requirements and competency standards for information management professionals such as librarians, archivists, library technicians, and records managers have been in place for many years. Major libraries and archives in Saskatchewan apply these requirements to their hiring practices.

Employers that are not part of the information sector are frequently unaware of the educational requirements and competency standards required of information professionals. As a result, information management roles are frequently shortchanged because employers do not understand the skill set that is required.

In the past, it was not imperative that agencies other than libraries and archives have a broad understanding of the skill set of information management professionals; however, this is changing in the information-based economy.

Qualified information management professionals are trained to identify, collect, organize and deliver information of value to their organization. They are trained to collate and present large amounts of complex information in user-friendly ways.

Government is one example of a sector where the demand for information professionals is increasing. In Saskatchewan, the Province's e-government strategy is driving a need for better management of government information. The Information Technology Office has already identified the need for qualified information management professionals to support citizen-centred e-government services.

Recommendation

We encourage the Government of Saskatchewan to apply educational and competency guidelines when hiring information management professionals. We specifically recommend that the Public Service Commission advise government departments to use these standards; partner with libraries to provide appropriate training and information about the standards; and employ a professional librarian to provide guidance to departments on the hiring of information management professionals. Through these efforts, the government will set an example that other employers in the province can follow.

Recruiting Professional Librarians for Saskatchewan

Issue

The Board is hearing that there is an urgent need in the library sector for professionals qualified with Masters Degrees in Library Science.

Background

Saskatchewan libraries will experience a significant number of retirements between 2005 - 2011. Professional librarians must be trained and recruited to replace the retiring work force.

The Multitype Library Board is hearing that it is difficult to recruit professional librarians in all library sectors, particularly in rural areas, but even in the university libraries located in Regina and Saskatoon.

There is a demand for librarians all across Canada. It is difficult for Saskatchewan to draw candidates because, among other problems, salaries and benefits are not competitive.

There is no library science degree offered in Saskatchewan. Saskatchewan residents must take the masters program in another province. When people leave the province, they may not return.

A bursary program would encourage Saskatchewan residents to return to the province and could be promoted to many Saskatchewan residents including Aboriginal youth.

Recommendation

The Multitype Library Board recommends the establishment of a library science bursary program to encourage Saskatchewan residents to obtain a Masters of Library Science upon condition that they take employment in Saskatchewan upon completion of the degree.

The Multitype Library Board has asked the Saskatchewan Library Association to partner in the development of such a bursary and will be working through the details over the coming months.

Provincial Library committed $10,000 to the bursary program in 2001-02. The Board recommends that Provincial Library and Saskatchewan Learning each provide $10,000 in 2002-03. Yearly contributions are needed to ensure the skills we need.

Stabilizing Multitype Database Licensing

Issue

The Multitype Database Licensing Program (MDLP) is a vital service offered through Saskatchewan libraries. The government's current financial support to this program is valued. The Multitype Library Board urges continued financial support within a new administrative framework for MDLP.

Background

MDLP is a province-wide program in which libraries pool funds to purchase bulk access to electronic information resources. 31 partners participate -- all public libraries, all schools, the university libraries, SIAST libraries, a few college libraries, and many special libraries. The total value in 2002-2003 is $500,000.

By pooling funds, the overall contribution needed by any one library has dropped. This allows many libraries to participate. Tawowikamik Public Library on the Peter Ballantyne reserve, Pelican Narrows, subscribed to approximately 48 magazines prior to MDLP. Now, the library offers over 3000 magazines, newspapers and journals via desktop computer. Similarly, most rural public libraries had as few as 10 magazine subscriptions prior to MDLP; they now have access to over 3000 periodicals online.

MDLP significantly enhances information access and helps to bridge the digital divide. MDLP resources are free to all Saskatchewan residents, in libraries and at home via the Internet. MDLP popularity is increasing. Between 1999-2001, usage of the databases almost doubled. In 2001-02, residents downloaded over 327,000 articles. Saskatchewan is the only jurisdiction in Canada that has accomplished electronic resource licensing for all provincial residents.

MDLP began as a pilot project, and, during this time, relied on a few libraries to voluntarily administer the licenses on behalf of the partners -- collecting funds from partners, paying invoices and handling taxation. Now, the program is growing. This is desirable, however, libraries are finding it increasingly difficult to administer the licenses because they are not mandated to conduct work on behalf of all libraries. In the movement from a pilot project to a permanent program, a permanent administrative solution is required.

Recommendation

We recommend that the Department of Finance and Saskatchewan Learning work with the Multitype Library Board to find a mechanism to handle fund administration for the Multitype Database Licensing Program (MDLP). The Board has a Business Plan Committee working on this issue. The Board recommends that Provincial Library, Saskatchewan Learning, and the education community continue their financial commitment to MDLP.

Tax Exemptions for Libraries' Electronic Subscriptions

Issue

Libraries are seeking the same tax exemptions for library magazines, journals, newspapers and other information resources they purchase in electronic form as they enjoy on the material they purchase in print form. The Board believes that the application of the Provincial Sales Tax to libraries' electronic subscriptions limits the quality and amount of electronic information available to the residents of Saskatchewan.

Background

Through policy, philosophy and legislative action the Government of Saskatchewan has exempted books and magazines from taxation.

The development of the Internet has allowed publishers and libraries to electronically deliver reference books, indexes, the full text of journals and newspapers, and general reading materials in all subject areas and at all reading levels to libraries and their patrons.

The publishing and library communities see this electronic delivery (in both content and function) to be the equivalent of printed books and magazines.

The library and education communities also see this electronic delivery as a way to offer a greatly expanded collection of books and journals to the patrons of library branches that could not otherwise afford to do so, due to cost or space limitations.

The Department of Finance currently applies the Provincial Sales Tax to these electronic publications because it considers the material to be software, which it is not. The application of this tax to these subscriptions represents a significant cost for libraries and schools throughout the province. The money for these subscriptions comes directly from book and magazine buying budgets within libraries. If libraries and schools were exempted from this application of the Provincial Sales Tax they could increase book and magazine purchases for their patrons.

As an example, the total yearly value of the Provincial Sales Tax on the province wide licenses administered by the Multitype Database Licensing Program, alone, is $20,000.

Recommendation

We recommend that the Department of Finance exempt library and school subscriptions to electronic indexes, full text electronic resources, e-books, and e-journals from the Provincial Sales Tax.

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