

Nova Scotia Library at NSLA
Old Orchard Inn, October 3, 2008

The Nova Scotia Library Steering Committee planned and delivered a pre-conference session at NSLA 2008. Thirty seven people attended the session. The purpose of the session was to inform the library community about the emerging Nova Scotia Library initiatives and to involve participants in shaping projects and plans for the future. Members of the Nova Scotia Library include all academic, public and college libraries who have come together to create a province-wide, multi-type library consortium based upon principles of barrier free access to library services.

The session began with stimulating presentations from Wayne Doggett, Senior Executive Director of Higher Education with the Department of Education and Dr. Bill Barker, President of University of Kings College. Co-chairs of the Nova Scotia Library initiative, Marie DeYoung, University Librarian from Saint Mary's University and Jennifer Evans, Director of the Nova Scotia Provincial Library, then presented an overview of the Nova Scotia Library. [Click here for a copy of this presentation.](#)

Denise Parrott, acting Coordinator of Collections Access and Systems at Nova Scotia Provincial library then engaged all participants in a "rotating thought builder" exercise, seeded with questions for participants about potential collaborative projects: one card, collaborative virtual reference/readers' advisory, digitisation, one place to look and research. Table facilitators were Bruce Gorman, Donna Bourne Tyson, Michael Colborne, Catherine Kelly, Faye MacDougall and Marie DeYoung. Participants were enthusiastic and provided invaluable ideas that will be integrated into project planning. The results of the group work are included in this report.

The final component of the afternoon was a vote on proposed names for the Nova Scotia Library. The NS Library steering committee decided that the name of the initiative needed to be changed to establish an identity that was not too close in name to the Nova Scotia Provincial Library or in acronym to the Nova Scotia Liquour Commission. Several names were proposed, both by members of the Steering Committee and members of the Library Public Awareness group, a working group of public library people with a focus on library promotions. The results are attached and the clear choice of a new name is Libraries Nova Scotia. The Steering Committee ratified this name at their October 29th meeting, and this is the name that will be used henceforth.

Nova Scotia Library Initiative
NSLA/LBANS Conference, Pre-Conference Session
October 3, 2008

Rotating Thought-Builder Exercise

Results of the Group Work

Question 1: Collaborative Virtual Reference/Readers' Advisory

1.1. How should a collaborative virtual reference and readers' advisory be delivered in Nova Scotia libraries?

- ▶ One web presence - click to choose your library
- ▶ Integrated front end - must be user-friendly
- ▶ Need to define service-type delivery model (e.g. live help, email, chat, telephone)
- ▶ Need a coordinating entity, responsible for
 - ▶ expansion, technical support, training, scheduling
 - ▶ refer, by using expertise efficiently: resources of universities and public libraries
 - ▶ develop the "system"
- ▶ Need to know the minimal level of service/ skill sets required / resources available
- ▶ Layered approach to delivery: combination of real time and delayed response
- ▶ Prompt service
- ▶ Access to resources
- ▶ Interactive in how the search is being done: offer of co-browsing
- ▶ Piggybacking and building upon existing services

1.2. What benefits would a collaborative virtual reference and readers' advisory service be to library users in Nova Scotia?

- ▶ Marvelous public service
- ▶ Will bring libraries "closer" to rural locations
- ▶ Promote life-long learning
- ▶ Pooling of resources provides strength and broader access
- ▶ Component of speed in delivery
- ▶ Convenience to users: service available for longer/extended hours
- ▶ Appeal to younger generations with immediacy of service
- ▶ More expertise in the form of skills and services, being brought to the table
- ▶ Perspective (strong referral system)
- ▶ Levels the playing field (especially for rural users)
- ▶ Economical: good use of tax dollars
- ▶ Greater resources available to smaller libraries
- ▶ Knowledge base increases, promotion of literacy

Question 2: Digitisation

2.1. What are the roles of libraries in digitisation?

- ▶ Identification of unique collections
- ▶ Partnership with other bodies (e.g. archives, community groups)
- ▶ Preservational role:
 - the physical condition of materials
 - promote 'green' practice (reduction of photocopying when items are available digitally).
- ▶ Providing access to digital collections
- ▶ Introducing technology and tools to library users
- ▶ The research, coordination, identification and prioritization of existing and future digitization projects
- ▶ Bringing "local" projects to the fore. Those may be projects that are/were not suited to national agencies' digitization mandates (Library and Archives Canada, etc.)
- ▶ Provide links to other digital collections: via a portal/ network
- ▶ Offer new/unique perspectives on issues/events (e.g. Halifax Explosion from a medical point of view with materials from Kellogg Library/Dal Archives)
- ▶ Promote understanding/regulation of copyright and privacy legislation:
 - accessibility of personal information
 - limitations of scanning material
- ▶ Should libraries even play a role in digitisation?
- ▶ Reflect the local community

2.2. What digital content do you think library users want?

- ▶ Newspapers
- ▶ Ephemera, otherwise difficult to physically access, or not promoted
- ▶ Genealogical information: at a local level
 - church records
 - family histories
 - local histories
 - oral history
- ▶ Books (both eBooks and digitised copies of older books)
- ▶ 3D objects (uniforms, etc.)
- ▶ Sound recordings available in analog (and deteriorating) formats

Question 3: One place to look

3.1. What do you see as the future of integrated library systems in Nova Scotia libraries?

- ▶ Uniform user authentication
- ▶ Customizable front and back ends:
 - one system or a union of systems
- ▶ Open Source

3.2. How would a collaborative integrated library system benefit library users in Nova Scotia?

- ▶ Ease of use with one front end
- ▶ Enhanced service
- ▶ Economies of scale (databases and access)
- ▶ Increase in access to local information
- ▶ Increase in depth of resources for users
- ▶ Users in different locations with equitable service
- ▶ Increased awareness of resources
- ▶ Possibility of access barriers (including financial)

Question 4: Research

4.1. What opportunities are there for collaborative research related to Nova Scotia libraries?

- ▶ Opportunities are linked to training and professional development
- ▶ Collaborative research by all library staff
- ▶ Increase in perceived value of Nova Scotia research, and the importance of research as a professional activity
- ▶ Research and projects to facilitate and combine our efforts
- ▶ Public libraries could tap into sources of funding for research in collaboration with other libraries
- ▶ We have more shared concerns as we integrate
- ▶ Online learners are changing demands on Public Libraries
- ▶ Nova Scotia Library outcomes
- ▶ A mentorship program to alleviate anxiety, provide process training (with Dal SIM and NSCC Tech students)
- ▶ New perspectives
- ▶ Sharing values
- ▶ Research is more inclusive due to WWW
- ▶ Tracking use patterns: geography, demographics, economy

(Question 4, cont'd)

4.2. How would collaborative research benefit library users in Nova Scotia?

- ▶ Solid base of research to leverage funds and use for advocacy
- ▶ www.partnershipjournal.ca
- ▶ Knowledge transfer, raise awareness: not reinventing the wheel
- ▶ Seamless barrier-free access
- ▶ Better hand-off of patrons from one to another = student success
- ▶ Building on best practices
- ▶ Life-long learning and life-long library use
- ▶ Better services and better informed staff
- ▶ Build a knowledge base of expertise

Question 5: One Card

5.1.a. What do you need to do to make One Card successful?

- ▶ Clear communication
- ▶ Ease of use for staff and users
- ▶ Definitions of what services/resources (ILL/databases?) are covered
- ▶ Solid buy-in by partner libraries
- ▶ Public awareness
- ▶ Funding
- ▶ Easy shipping
- ▶ Staff training
- ▶ 1 barcode
- ▶ Advertising and promotion of benefits
- ▶ Attractive and easy-to-use front end
- ▶ Good first impressions
- ▶ Community partnership
- ▶ Clear guidelines: What are standards? What exceptions can be made?

(Question 5, cont'd)

5.1.b. What factors need to be considered in the implementation of One Card?

- ▶ Compensation for lost items
- ▶ Centralized database of users
- ▶ Include front-line staff in planning
- ▶ How to reconcile variety of policies
- ▶ Implications to Library Book Rate
- ▶ Loss of branding
- ▶ Some university cards are used for much more than just library privileges (keeping information private)
- ▶ Other privacy complications (sharing info amongst regions/libraries)
- ▶ Different ILS systems
- ▶ Question of "turf" for libraries
- ▶ Implications for ILL
- ▶ Who does the card belong to?
- ▶ Implications for database use ("traffic") and licensing

5.2. How will a One-Card system benefit library users?

- ▶ Fewer cards to carry
- ▶ Access to more material
- ▶ Cost effective
- ▶ Time savings
- ▶ Engages the community
- ▶ Serves mobile users
- ▶ Convenience
- ▶ Decrease in confusion
- ▶ Good PR for libraries

Table 6: Collaborative Staff Training and Continuing Education

6.1. What opportunities exist for collaborative training?

- ▶ System cross-training within the institution or across similar institutions will optimize training efforts.
- ▶ Training on all systems and services for small institutions, where some staff are required to "do it all".
- ▶ Participate or develop programs similar to the Education Institute or for the Education Institute.
- ▶ Encourage institutions to come together to offer joint training, thus providing staff with the opportunity to develop and share expertise.

(Question 6, cont'd)

- ▶ Require standardized procedures, with a common look and feel, thus saving time and maximizing effort.
- ▶ Collaborative staff training will help library staff understand the different types or levels of service that different users require.
- ▶ Consider utilizing current professional associations for training forums, including the potential role of Dal SIM and NSCC LIT programs for training sessions.
- ▶ Utilize current technology to create new or more accessible training.
- ▶ Collaborative training breaks down barriers – real or perceived within libraries, individually or as a library community.
- ▶ Optimizes staff training or professional development budgets.
- ▶ Provides more opportunity for mentoring and professional development.
- ▶ Develops transferable skills so staff can be more mobile, either within the library or across libraries.
- ▶ Develops worker understanding of different library environments.
- ▶ Enhances job classification process.

6.2. How would collaborative training benefit library users in Nova Scotia?

- ▶ Opportunity to provide the same level of service across libraries.
- ▶ Library staff would have an understanding and recognize the broad range of information available from other libraries.
- ▶ Strengthen staff relationships across libraries.
- ▶ Standardized procedures, with a common look and feel would minimize user confusion about available services.
- ▶ Use technology to provide/enhance services to users.
- ▶ Users from provinces with a collaborative library service would experience a similar high level of service in NS.

Addendum from feedback after the conference:

- ▶ Recommended questions related to collaborative database subscriptions:
 1. What role should the NSL play in providing provincial access to databases and other vendor/subscription based resources?
 2. What factors need to be considered in the implementation of provincial access to vendor/subscription resources?
- ▶ Vendor based resources would be a great addition to NSL but it is not a simple task to negotiate, coordinate, troubleshoot and provide access to a resource on a province wide basis.

NSLA/LBANS pre-conference session
voting process for proposed names of the Nova Scotia Library Initiative:

Name	# of votes
One Library	0
PALS - Provincial Alliance for Library Service	0
Nova Scotia Cooperative Library	2
Libraries Nova Scotia	23
Nova Scotia Open Library	2
Nova Scotia Free Library	1

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