



Archives, Libraries and Museums Conference 2015

**Reimagining Libraries Nova Scotia for the Future
Pre-conference Workshop, September 24.**

Sponsored by the NS Provincial Library and Novanet
Session Notes

Preconference Session: Reimagining Libraries Nova Scotia for the Future: Increasing Collaboration, Increasing Community Value

Session Number: P1

Date and Time: Thursday, September 24, 2015 - 9:00am to 12:00pm

Location: Nova Scotia Archives

Sponsored by: ***Nova Scotia Provincial Library and Novanet.***

In the spring and summer of 2007, members of the Council of Regional Librarians (CoRL), the Novanet Consortium of Libraries, and the Nova Scotia Provincial Library (NSPL) came together to lay the groundwork for the Nova Scotia Library concept, later to become Libraries Nova Scotia (LNS). A vision statement was developed, a steering committee established and numerous initiatives ensued in subsequent years, including the popular Borrow Anywhere Return Anywhere (BARA) partnership program involving academic and public libraries across the province as well as the community reading initiative One Book Nova Scotia, now entering its fourth year.

Fast forward to 2011 and the creation of the Archives, Museums and Libraries unit within the Nova Scotia Department of Communities, Culture and Heritage. Although the LNS steering committee continues to lead the collaboration with a majority of members representing public and postsecondary libraries, there is now representation from the archival and museum communities. Over the last few years, it has become increasingly apparent that the three areas share similar challenges. The idea of further extending the partnership, and reimagining the original vision for LNS, offers exciting possibilities and opportunities.

The purpose of this pre-conference session is to bring together these critical communities of interest to navigate the future of LNS - What has been accomplished? What has changed since 2007? What are the shared challenges and opportunities for the future? What would a closer partnership look like? What should the governance model be?

Join us for this facilitated session to answer these questions and more as we explore the future of Nova Scotia's Libraries, Museums and Archives working together.

Planning Team

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Exercise One

Relevance

Exercise One:

Why do you think it is important that we revisit Libraries Nova Scotia (LNS)?

- Important to rename LNS / no longer just libraries and it excludes members outside of NS
- Discussions around BARA / concern that it has lost momentum as founders move on
- Possibility of a more formal organization / may encourage more follow up discussions
- Could provide a unified portal for collections access – a catalogue with the possibility of modeling on other provinces and combining of independent databases
- Could be a training initiative for front line staff
- Will provide more familiarity with other organizational resources
- Possibility of collaborative digital tutorials (you tube?)
- May help address the limitations of funding / how best to allocate
- To continue key initiatives
- To digitize rare and scarce rows of periodicals
- Identify where digitization has occurred
- Link collections and locations (AML)
- Realize profile of collections and initiatives that support genealogical research
- Important for committee to revisit mandate after a few years/ determine what is important now
- Revisit One Card Nova Scotia include Museums and Archives
- BARA once faced barriers and now at 35000 items per year
- Communities that we are serving have changed (demographics) and new comers
- No storage of unwanted items could mean digitization
- We are better at digitization and have better technology (3D scanners)
- Communication and education for politicians / communities is important (e.g., books for newborns program)
- It is a model that worked and should be continued
- LNS work well at a high level but needs to be brought down to the front line staff
- Assess some of the original goals of LNS ensure that they fit the current landscape
- Ensure relevance to the other sectors that are involved in LNS - seems very library centric
- Communications plan is needed
- Evaluate what has been done and how to be more focused
- Creating standards across sectors / controlled vocabulary
- Partnering with school libraries / building a library culture
- Digitizing as a way of broadening access
- Facilitating resources sharing
- Increasing internet access in remote communities
- Reevaluating BARA web tool
- Could use funding: library in a box, moving collection into the community to address space (BARA book mark)

Exercise One

Why do you think it is important that we revisit Libraries Nova Scotia (LNS)?

- Community outreach
- Provincial border between NS and NB is a big divide between systems = opportunity
- Mount Allison wants into Novanet
- One card for libraries on a public sphere
- Revisiting the branding of LNS
- 2016 Access for all “Culture Pass” for all museums
- Live help service for all provincial cultural institutions
- One Book NS
- Funding change
- Cost of BARA for smaller communities is a barrier to sharing electronic databases in licensing fee, once alumni leave a group can they still access it?
- Leverage through collaborations
- Need to plan for the next years to sustain momentum and explore opportunities due to societal changes. Demographics are changing we need to adjust.
- This could be the body to represent all / one spokesperson is more powerful
- Need to change the terms of reference and celebrate accomplishments
- Should look at success and duplicate
- Caution as homogeneity can threaten local identities
- Role definition needs to be reexamined
- Tension between Halifax Public Libraries and everyone else / need to resolve
- Important things to think about include: customer service, being representative, succession planning
- Any work needs to build in room for failure or see itself as a creative lab and get support
- Marketing and communication is a critical component to clarify who is representing us and why
- Customers need to know who we are in order to effectively get involved and be relevant
- Collaboration is essential and regional awareness will build more harmony and synchronized actions
- Regional / people need to know how to engage with LNS
- Communities that don't traditionally participate need to have an open door with no imposed structures but an open space



Program idea – people bring treasured items for a public digitization day

Exercise One:

How have the accomplishments of LNS directly impacted or made a difference?

a) your work?

- Concerns re BARA / continued management as the scope increases
- Increased collaboration
- New funding strategies
- New access to other organizations expertise
- Access to museum E-publications and digitized collections
- Raise profile of libraries as more than just book collections
- BARA has increased to workload for staff but it is worthwhile
- Universities were glad to have new interest from the public due to BARA (not a big money maker but worth it)
- Success of drop box at seaport market opens other potential nontraditional avenues
- Library fines have dramatically reduced since PARA
- Significant impact on ILL since BARA - but workload and cost have drastically increased
- Clients expect different regions to have the same policies
- Harmonized policies would be amazing to look into
- Provides management through collaboration
- Collection selected for more of province
- Research and BORA allows for better discoveries
- Novanet helps us find faster and more
- Digitization = access
- Proof of sustainability
- Open discussion to what else we can do

b) your clients/patrons?

- Virtual museum
- Unified interface – borrowing system (desired)
- Mobilize our supporters
- Increase communications and publicity
- Use client driven information and participation
- BARA - people are thrilled
- Welcoming to the clients that may not have borrowed because of the off campus fee
- It has created a lot of good will
- Students having access to digitized newspapers has been great for them

Exercise One: (continued)

How have the accomplishments of LNS directly impacted or made a difference to your clients/patrons?

- It has raised client expectations of more on line resources than a library is capable of
- BARA drastically improved access
- Public library accessible to students
- Client managed materials better
- More access and ease of access / aging researchers need to know new technologies
- More items / magazine subscriptions
- When people are exposed to libraries they are often surprised by the level

c) your communities/all Nova Scotians?

- Greater opportunities and connectedness
- Equalizing opportunities for more rural communities
- Advocacy for read libraries archives and museums
- Secure support for funding
- Get letter writing by community to indicate vision
- Politicians are impressed by BARA
- Excited about new access to university libraries
- Accessibility to resources from home useful for senior citizens (sometimes more work for libraries but helps stats in other ways)
- One Book NS
- More people are reading!
- Improved access through lowered barriers
- Good resource sharing and cross community collaboration
- Increased awareness of other libraries
- Increased borrowing
- Resources sharing
- Libraries are there for all the libraries in the province
- Access to academic libraries
- Products: One Book NS and BARA very helpful and appreciated
- Increased awareness about libraries

Exercise Two

Priority Setting

Table Consensus on Short and Long Term Priorities

Short Term (immediate)

- Communication, clarity, practices/ take stock of the progress, assets and true costs of providing these initiatives / Share information about this meeting with various stakeholders to rebuild and reignite the enthusiasm from 2007
- Reorient and rebrand LNS / Evaluate community desires / Evaluate communication/cooperative routes between organizations
- Name change, communication, clear mission/mandate
- Reevaluation/promotional tools, more PR
- Expand the people around the table. Libraries, archives, museums, library board and school libraries
- Communications
- Rethink the mandate, strategic marketing plan and rebrand to be inclusive of archives and museums / Secure funding to fulfill long term priority
- Name change that is more representative, improve communication and inclusion of all communities development of a clear mission statement
- Live health services, bring in Halifax Public Libraries to Novanet, share business metrics, better brand the group

Long Term (2-5 years)

- Financial sustainability of initiatives, the structure/membership composition / Partnership with allied organizations and associations
- One Card
- One card/one policy set / Sustainability, digitization
- Ongoing communications plan for all Nova Scotians, including those who are normally not included
- Digitization, one card, one place to look/cross
- One place to look-union catalogue for libraries, archives, museums (books, records, artifacts) discovery tool while preserving individual additional metadata standards. Borrowing policies unified
- Find a better way to connect and be more inclusive (mission/name/brand) to better engage all our staff to benefit all our communities
- Plan for advocacy to support sustainability
- On ILS (business software)
- Governance and marketing plan
- On common overlay software
- Governance work
- Physical storage model
- Asset mapping

Exercise Two:

What do you need to fully participate and contribute to Libraries NS?

- I personally need to educate myself more on the history and projects of Libraries NS so that I could better understand how I could contribute. Once that happens, great contacts and communication would help
- LBANS needs to be a member of Libraries NS. Possibly a person to sit on the board
- A better understanding of how our library, being a tiny special library focusing on women's issues, could participate more fully
- A full understanding of how all 3 communities are moving forward
- Time (I'm quite active with LNS)
- Infiltrate LNS, learn what LNS has done to be successful to date
- Time allocated from employer to sit on committees, communication options, email, Skype etc.
- Share, participate in, and keep in touch with activity of Libraries NS
- Communicate to partners around information management aspects ongoing for project, Seek collaboration and assistance as challenges arise
- Strategic plan that clearly articulates deliverables. Financial incentive from the province, expand [?] boards, school libraries
- Increase the information sharing at the Novanet table to reignite the enthusiasm
- Share information about activities, resources, and libraries to enhance collaboration and grow opportunities and relationships, build on our strengths, address gaps together
- Understand what libraries NS currently does and what it can do in order to see the potential/possibilities for participants and contributors
- Get cloned
- Projects/committees/strategic action plans/information sharing (LNS updates)/etc. that I can get involved in
- Lobby provincial govt to connect the financial provincial shortfall including allowing library staff to join provinces pension plan
- I'd like to see more advertising done for LNS programs, a province wide ad re: BARA or OneBNS
- Join the conversations around digitization and public promotion of online resources
- Participate in subq (?), receive updates and be informed by LNS
- As a public library board trustee I need to hear at the board meeting what the group is doing. LBANS needs to have a representative on LNS
- As a public library board trustee I need to hear at the board meeting what the group is doing. LBANS needs to have a representative on LNS attending sessions
- Better understand the mandate/vision of the group
- New ideas- have an idea/propose to libraries NS why it's needed, why it fits with lns, why there's no reason not to do it. Existing projects- in my experience LNS is naturally inclusive. Bring something to the table
- Make this a work priority and designate time to it
- Involvement more information to everyone i.e. staff
- I need to know more about the initiatives. Very high up. I need to see how this benefits everyone

Exercise Two: (continued)

What do you need to fully participate and contribute to Libraries NS?

- Learn more about the organization, see how my particular areas of work (diversity and accessibility) could align with any specific LNS initiatives, and if so, get involved!
- Access, financial support for the cost of implementing, maintaining, and promoting the initiative
- Understand what's available and how accessible it is to communities (in terms of archives.) make sure the [?] is aware of services, etc.
- Continue to raise the profile of libraries, archives, and museums
- Info on benefits/opportunities LNS can offer to member organizations, promotional materials, funding of initiatives (sustainability) communication strategy to promote collaboration, who can join LNS? Only govt institutions or associations too?
- "Sustainability of programs." Have to be aware of the players/institutions involved, the community become more informed of breadth and scope of LNS, what are the possibilities; I need to buy in to collaborative approaches, I need to be flexible in how LNS projects develop, are executed, are planned, there are many different ways that projects can be successfully implemented, shared approaches, be creative
- Understand the role of LNS and connect it to my institutional role (in order to do this the role has to be clear)
- Explore the services myself and promote to all / advocate for further partnerships and help find funding
- Identify and commit time and human resources to attending meetings
- Bring ideas de, be open to others ideas / look to larger perspectives
- Run with identified opportunities / projects and goals that are compatible
- Think of my work in a broader sense beyond public libraries and possibility of applicability and sharability in the broader LNS community
- Be more accessible, identify and commit, bring ideas to be able to support larger goals , gain input from communities
- Think provincial more often and support collaboration
- Reach out to underserved communities
- Write about the future of libraries
- Plan communicate and get a clear statement of roles
- Learn more and how to communicate with LNS
- Be active (I need to come up with solutions not just problems)
- Get rid of password protection on LNS Website
- Remove password protection on the website
- I need more exposure to the opportunities facing the different library / archives and museum associations and how I could best apply my skills and experiences
- Coordinate BARA for 13 campus libraries
- Password protect the site
- Develop a framework for engagement - how do people get involved?
- Institutional engagement
- Understand and relate to its purpose

Exercise Two: (continued)

What do you need to fully participate and contribute to Libraries NS?

- Develop a framework for engaging , clearly communicated
- Commitment from my work to dedicate my time to LNS

What is the number one short term and number one long term priority activity that Libraries NS needs to undertake to maximize collaborative opportunities and benefit the initiative?

Exercise Two: Short Term Priorities, immediate/this year

- Clear mandate, revised ToR (Why should I be aligned with LNS?) get the community involved in creating this
- Governance review, TOR review. Rebranding- promotion/marketing campaign, communication plan
- Work out ways to integrate museums and archives as information providers
- Better integrate museums and archives to LNS, evaluate what LNS does (potential models for audit from museums), find out what communities want
- Meeting with representatives from the different NS communities to see what their needs are and brainstorm ideas of how to accomplish all/some/most of the goals
- One: BARA cards, Two: LBNS books, Three: Cost of materials/out of print, fundraising is done to purchase books and do the author?
- Ensure everyone is at the table who needs to be. Look at public communication plan to raise general community awareness beyond specific initiatives such as BARA. Identify priority projects for the next 2-5 years
- We need to share more of what we do with each other. Maybe website, maybe small working groups. Meetings?
- Re-evaluation of partnership, more promotion of BARA, PR
- Take a day and work on a new mandate/mission to create an umbrella group for all 3 sectors
- Utilize the ideas that come from the session to identify a plan for going forward
- Bring all new stakeholders to the table (museums, schools, LBANS). Combine our strengths, Listen to each other, don't be territorial, imagine new possibilities, focus on clients
- Hear/have conversation with communities, those who have traditionally not been clients
- Include LBANS and school library reps. Explore a change in mandate to incorporate and ideas lab concept. Renewed advertising of benefits of BARA
- Digitizing: promote services (BARA)
- Continued support for newspaper digitization
- Funding for current initiatives, i.e. One Book NS / BARA
- Provincial financial shortfalls

Exercise Two: Short Term Priorities (continued)

- Develop a 5-year strategic action plan, identify ideas, develop 1 or 1 projects that we can work one, bring NS library community together
- Rethink organization structure (branding? Membership?)
- Increased and more /better communication for Libraries NS and its existing projects and services so people know collaboration exists and that there are continued collaborative opportunities.
- Share the results of this session and any further discussions and initiatives within libraries NS with colleagues in the NS Museum and NS archives
- Explore ways that the various communities (museums, archives, and libraries) can work together to be prepared to try new things, perhaps fail and learn from the experience.
- Rebranding, development of a consortium throughout NS. Increase cooperation. Harmonize policies across NS
- Share results on the development of a controlled vocabularies for Mi'kmaq content with partners.
- Greater mass promotion of initiatives (coordinated/funded effort). Rebrand to be more inclusive of all stakeholders (renew mandate in this)
- Collect initiatives of all participating groups and evaluate which would/could be expanded in the province
- Rename Libraries NS, strike a committee and present name and mandate
- At this meeting, look for opportunities for connections between libraries, archives and museums
- Cross-training front line staff. Better integration/understanding. Research WG, regional groups? Communication channels
- Social media partnerships for the events
- Need to make people more aware of their existence/mandate
- More focused advertisements regarding books for babies
- I like the idea of museum passes which could be borrowed through the public library
- Take feedback from today and share with each stakeholder (NSLA / ANSM / CNSA / Novanet) promote to wider audience
- Review structure mandate NAME membership and governance
- Improve communicates with the broader community to confirm and become more visible and relevant
- Name change – more representative of all entities participating
- Name change that is more representative, look at structure / mandate/ membership, improve communications from greater visibility, need clearer mission statement, communicate with all levels of government, develop a leadership team
- Convergence – name change bring museums more on board
- Leadership succession - to build a team committed to collaboration bridging the silos
- Rework structure based on new members / develop a clear mission statement – communicate to government at all levels
- Increase communication to LNS organizations (if LNS has meetings that anyone in the field can attend I am not aware of it. More promotion with all staff of involved organizations

Exercise Two: Short Term Priorities (continued)

- Promotion – things like Bara are still not widely known
- Leverage “IPL??” resources
- Communications and awareness - communication plan and strategy.
- Engage and build broader membership
- Rebrand to reflect new membership
- Promote BARA (gets stats for all participating groups for use in promotions)
- Revisit the branding in order to better incorporate the culture represented by ALM both in the minds of the members but especially in the minds of shareholders, users, tax payers and the public
- Rebranding for new membership
- Province live help reference this year bring in HPL as a pilot project and then roll it out to other LNS members / HPL would share in staffing
- Refine terms of reference (purpose / goals and objectives – who makes decisions and how?? communications etc.)

Exercise Two: Long Term Priorities, 2-5 years

- More youth-focused initiatives (maybe partnering on Summer Reading Club? Read to Me promos? –One card Nova Scotia idea (revisit?))
- One card for all NS, incorporate all possible groups under 1 organization, new name? (CORL, LBANS, NSLA, archives, museums, CSNA, universities, NSCC, NSNC SW) etc.
- One card? More to all Atlantic collaboration?
- Shared interface/common infrastructure/one card? Storage, digitization
- Possibly start to break down the gap between archives, libraries and museums using new approaches (open data?)
- Orion catalogue, user web. Interface to search different catalogues. Lib/arch/museums “linked data”
- Revisit the One Card NS initiative originally discussed by Libraries NS when it began
- Consortial pairing of e-resources that have relevance across our systems, one place to look/one card, digitization centre, cloud storage solution, potential to expand live help beyond Novanet
- Maintain awareness that convergence can equal homogenization of data/information. Seek information management solutions that preserve the unique nature and meaning of Mi’kmaq knowledge and information
- Add all other libraries to the “common user experience.” Consortial purchasing, controlled vocabulary
- Continue to define what the vision is for LNS and start re-naming the new collaborative entity
- Collaborate and identity projects and priorities that would impact and unify the culture sector to enable us to share resources, expertise and community impact, a joint planning initiative and strategy would help us move forward together. Look at expanding equity committees to include museums and archives. Take the steering committee models and have it trickle down to operating staff

Exercise Two: Long Term Priorities (continued)

- Consortium of libraries/institutions, shared policies
- Identify a large project (storage/digitization centre or shared portal) and lobby for support.
- Promotion (towards awareness and developing a reading/library culture. Advocacy on key issues that affect libraries (high-speed internet access across NS, importance of school libraries, values of libraries, etc.)
- Province's financial shortfall (work to address)
- Shared digital resources. Databases, ebooks, integrate other provinces. One card? One ILS?
- Shared content management system for digitized newspapers. Standards, OCR, public presentation. LC newspaper model
- Continue and sustain momentum continued collaboration, re-visioning.
- Active dynamic ideas, lab to explore and try new initiatives that benefit patrons and the institutions of ALM
- Develop initiatives that may engage more Nova Scotians (i.e. those who aren't presently engaged)
- One place to look/shared interface for all collection
- Harmonized policies across the province
- Focus on bringing all content together and making it accessible through one portal.
- Increased partnerships and collaborations i.e., schools, Mi'Kmaq, share digitization projects/resources with those schools
- Work on sharing policies, work towards one card for all
- Work on One Card NS initiative, identify sustainable funding for initiatives, look beyond NS "Libraries Atlantic?"
- One place to look, digitization project/community outreach/establish sustainability of programs
- A comprehensive communication strategy that targets all the different communities that make up NS
- Make digitization of unique resources (journals, newspapers, images) a funding priority (and don't just create a philosophical objective. Find it and do it.)
- One place to look- full implementation?
- Process to navigate your "good idea" through LNS, ways to communicate the ideas that are in the "incubator" and their status
- Rebranding naming with new mission and goals / have another session to plan strategically the partnerships that have already formed
- Develop a small strategic plan *action / initiatives using info gathered from this session
- Promotion of libraries: themes (digitized collections / BARA / Accessibility / access to collection resources e.g., consumer health / early literacy / research collections)
- Promote services, create a small structured plan, create a common catalogue for electronic access - receive funding as one unit, city museum in Halifax, one place to look hubs developed.
- Sustainable funding
- Digitization of collection
- Co-locations
- Build a city museum

Exercise Two: Long Term Priorities (continued)

- Develop a back end catalogue with a common search interface
- Increase on line presence through digitization and other initiatives and communicate strategically with the public to raise awareness and gather public input on the services they would like
- Make BARA as robust and seamless as we can
- Asset mapping to determine what resources are where and support communities who would benefit from access
- Determine next steps for BARA
- “Wheeler” bags for the province??
- Determine delivery mechanism for resources sharing
- Rethink the governance model
- Identify 3 projects of inclusion and global values (e.g., digitization / storage and cataloguing (do one /year)
- Physical storage facility for all with digitization capabilities
- Identify group needs and vote on resources to add where a collaborative effort would afford much more leverage especially in terms of licensing for digital media where there won't be as much added infrastructure or facilitation costs
- Develop one ILS common overlay software for the three sectors
- Rethink the governance model
- Physical storage
- Digitization
- Asset mapping and marketing plan
- Marketing plan – we already have great products and the initiatives will continue regardless who directs but letting the people know has never been done -Imagine how remarkable we could be!