ATTACHMENT 1

CALUPL

Sustaining Canada's Digital Capacity

An Urban Library Strategy to Sustain Socially Inclusive ICT Networks

A proposal from the

Council of Administrators of Large Urban Public Libraries of Canada

to

Industry Canada,
The Treasury Board of Canada, and
Hon. John F. Godfrey,
Parliamentary Secretary to the Prime Minister
with special emphasis on Cities
February 2004

Sustaining Canada's Digital Capacity:
An Urban Library Strategy To Sustain Socially Inclusive ICT Networks

February 2004

Table of Contents

Executive Summary/Sommaire

Introduction

I. The Legacy of *Connecting Canadians*

II. From Infrastructure to Social Inclusion

III. Public Library Value and the CALUPL Agenda

IV. Public Libraries as Sustaining Anchors: A Partnership Framework

V. Sustaining an Urban Public Library Internet Access Strategy

VI. Recommendations for Sustaining Digital Capacity in Urban Public Libraries

Appendices

1. **Social Inclusion in a Digital World**
2. **Council of Administrators of Large Urban Public Libraries (CALUPL) Executive 2004**
3. **Council of Administrators of Large Urban Public Libraries (CALUPL) List of Member Libraries**
4. **Covering Letter/Lettre d'introduction**

Resources List

EXECUTIVE SUMMARY

The Council of Administrators of Large Urban Public Libraries of Canada (CALUPL) is an organization representing 36 urban public library systems, with more than 550 branches, serving 13.6 million urban dwelling Canadians. Each system serves a city of more than 100,000 people. CALUPL's combined populations represent 42% of the Canadian citizenry. CALUPL libraries also serve the bulk of the immigrant and multicultural populations and are charged with the responsibility of responding to the information access problems of the urban poor. Each year Canadians make more than 90 million in person visits to these libraries and more than 125 million items were borrowed and returned to these libraries during 2002.

The Government of Canada's *Connecting Canadians* agenda has had a tremendous impact on the information and communications technology (ICT) infrastructure between 1998 and 2003. During this period, CALUPL urban libraries enabled more than 71 million electronic visits to the Internet and the Web. Fifty thousand computer workstations are now freely available for Canadians to access the Web via public Internet facilities in urban libraries.

Building on this success, CALUPL members put forward a partnership model to build a socially inclusive digital society. Rather than emphasizing a have/have not dichotomy characterized as the "digital divide", CALUPL is now directing its focus to issues of "digital inequality" that encompass five core variables: bandwidth; level of autonomy; skill level; social support and purpose. CALUPL puts forward a model of socially inclusive ICT networks with public libraries as the community anchors in service delivery and with matching funding and program support from federal and provincial governments in a formal partnership framework.

Urban public libraries are proven program partners and educators, already delivering value in the knowledge economy. Public libraries are experts in building strategic consortia with multiple partners to deliver services; public libraries are building digital collections, virtual libraries and information portals; public libraries are the first access point for Canadians seeking online government information; and public libraries provide effective individual and group ICT training programs.

CALUPL requests a partnership framework including federal, provincial, municipal or regional and private participation as outlined by the Federation of Canadian Municipalities and the federal government's New Deal for cities.

CALUPL requests a flexible funding formula, of $5,000 per library branch annually committed for a minimum of 4 successive years that will support digital skills training, infrastructure, connectivity and online learning.

CALUPL requests that the federal government license the Web Awareness Internet education program nationally and finally, CALUPL requests that a program evaluation framework integrating stories and storytelling into the methodology and impacts assessment be used.

Ultimately, Canada's competitive advantage in the knowledge economy rests with individual Canadians and their ability to situate themselves within a socially inclusive digital network, now and in the future. Urban public libraries are critical partners in this transformation.

SOMMAIRE

Le Council of Administrators of Large Urban Public Libraries of Canada (CALUPL) représente 36 réseaux de bibliothèques publiques en milieu urbain. Les réseaux comprennent plus de 550 succursales à la disposition de 13,6 millions de Canadiens vivant dans des villes de plus de 100 000 habitants. La population globale des membres du CALUPL représente 42 % de la population canadienne. Les bibliothèques CALUPL desservent aussi la majorité des populations immigrantes et multiculturelles et ont mission de régler les problèmes d'accès à l'information des personnes défavorisées vivant en milieu urbain. Chaque année, les Canadiens font plus de 90 millions de visites-personnes à ces bibliothèques où plus de 125 millions d'articles ont circulé en 2002.

Le programme fédéral *Un Canada branché* a eu un impact considérable sur l'infrastructure des technologies de l'information et des communications (TIC) entre 1998 et 2003. Pendant cette période, plus de 71 millions de visites à l'Internet et au Web ont pu se faire grâce aux bibliothèques en milieu urbain, membres de CALUPL. À l'heure actuelle, ces bibliothèques possèdent cinquante mille postes de travail informatisés mis gratuitement à la disposition des Canadiens.

Les membres de CALUPL se sont appuyés sur ce succès pour mettre au point un modèle de partenariat visant à bâtir une société numérique inclusive sur le plan social. Plutôt que de mettre l'accent sur la dichotomie des pauvres et des nantis ou « l'écart numérique », CALUPL se concentre maintenant sur des questions reliées à « l'inégalité numérique » qui comprend cinq variables fondamentales : bande passante, degré d'autonomie, niveau de compétence, appui social et but. CALUPL possède un modèle de réseaux TIC inclusifs sur le plan social et dont les bibliothèques publiques sont le moteur en termes de fourniture de services. En outre, les gouvernements fédéral et provinciaux accordent du financement de contrepartie et de l'appui au programme dans le cadre d'un partenariat formel.

Les bibliothèques publiques en milieu urbain sont des éducatrices et des partenaires de programme éprouvés qui contribuent déjà à l'économie du savoir. Les bibliothèques publiques possèdent l'expertise nécessaire pour établir des consortiums stratégiques avec des partenaires multiples pour la fourniture de services; elles créent des collections numériques, des bibliothèques virtuelles et des portails d'information, elles sont le premier point d'accès pour les Canadiens qui recherchent de l'information gouvernementale. En outre, les bibliothèques publiques offrent des programmes de formation efficaces en TIC aux particuliers et aux groupes.

CALUPL demande la mise en place d'un cadre de partenariat, incluant une participation fédérale, provinciale, municipale ou régionale en plus d'une participation privée, tel que stipulé dans « le nouveau pacte », décrit par la Fédération canadienne des municipalités et le gouvernement fédéral.

CALUPL demande un mode de financement de 5 000 $ par an et par succursale de bibliothèque, pour quatre années consécutives au minimum, afin de financer la formation en compétences numériques, l'infrastructure, la connectivité et l'apprentissage en ligne.

CALUPL demande que le gouvernement fédéral concède une licence nationale pour le programme de Sensibilisation à Internet. Enfin, CALUPL demande que l'on utilise une structure d'évaluation des programmes qui intègre les histoires et l'art de conter à la méthodologie et aux impacts.

En bout de ligne, l'avantage concurrentiel du Canada sur le plan de l'économie du savoir repose sur chaque Canadien et sa capacité à se situer dans un réseau numérique inclusif sur le plan social - à l'heure actuelle et dans l'avenir. Les bibliothèques publiques en milieu urbain ont un rôle crucial à jouer dans cette transformation.

Sustaining Canada's Digital Capacity:
An Urban Library Strategy To Sustain Socially Inclusive ICT Networks

A Proposal from the Council of Administrators of Large Urban Public Libraries (*Canada)
to
Industry Canada,
The Treasury Board of Canada, and
Hon. John F. Godfrey, Parliamentary Secretary to the Prime Minister with special emphasis on Cities

February 2004

Introduction

The Council of Administrators of Large Urban Public Libraries of Canada (CALUPL)[a] is an organization representing 36 urban public library systems, with more than 550 branches, serving 13.6 million urban dwelling Canadians. Each system serves a city of more than 100,000 people. CALUPL's combined populations represent 42% of the Canadian citizenry. CALUPL libraries also serve the bulk of the immigrant and multicultural populations and are charged with the responsibility of responding to the information access problems of the urban poor. Each year Canadians make more than 90 million in person visits to these libraries and more than 125 million items were borrowed and returned to these libraries during 2002.

This brief provides a summary of developments urban public libraries have made in building a public Information and Communication Technology (ICT) infrastructure consisting of connectivity, access points, and online services linking Canadians with each other and with the emerging global information and business networks. Industry Canada's *Connecting Canadians* strategy has been a critical piece of this foundation building.

CALUPL put forward a vision of a sustainable partnership including a funding framework that will enable the federal government to position Canada for increased global competition - a partnership that secures opportunity for all Canadians to participate in and to develop and refine their ICT skills.

I. THE LEGACY OF *CONNECTING CANADIANS*

The Government of Canada's *Connecting Canadians* program, established in 1998, has had a tremendous impact on the ICT infrastructure in communities across Canada. These results are well documented in various sources.[1] LibraryNet, the public library community's advisory group to Industry Canada, and SchoolNet, the education sector's equivalent group, have been effective collaborators with Industry Canada in developing and delivering the *Connecting*

---

[a] CALUPL compiles a complete statistical profile of member libraries annually. All members do not always report in all categories. Figures are based on reporting for 2002. http://www.mississauga.ca/portal/residents/library

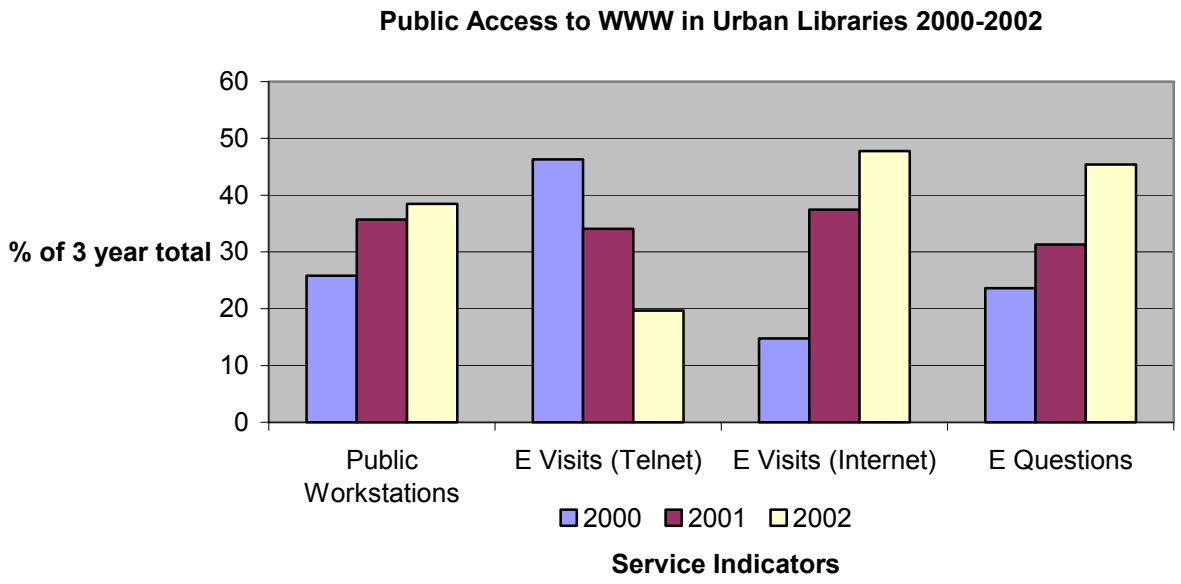
[1] Refer to LibraryNet site at http://ln-rb.ic.gc.ca/e/connect/index.asp and to the *Connecting Canadians* website at http://connect.gc.ca/en/100-e.asp for recent program evaluations and related documents. Information and impact stories will not be duplicated here. Of particular note are two reports: *Connecting Canadians: State of the Art at Due North* and the LibraryNet *UK Report.*

Canadians agenda. Since CALUPL began collecting data on electronic resources in 2000, and following infrastructure investment through this program, urban public libraries have witnessed tremendous growth in Internet and ICT usage at the community level. This growth is presented in Figure 1 – CALUPL Summary of Electronic Services 2000-2002 and Figure 2 – Public Access to WWW in Urban Libraries 2000 - 2002

Figure 1 - CALUPL Summary of Electronic Services 2000-02

Electronic Access Services	2000	2001	2002	% Change +/- 2000 to 2002
Public workstations available	3,341	4,616	4,971	32
Electronic visits via telnet	1,787,534	1,314,458	759,468	-57
Electronic visits via Internet	10,037,177	25,458,959	32,470,043	69
Virtual reference questions answered	25,654	33,742	49,368	49

Figure 2 -



From the urban library perspective, LibraryNet's *Connecting Canadians* program strengths and weaknesses can be summarized as follows:

Strengths

- Innovative partnership initiatives have been realized based on funding guidelines;
- Sufficient program flexibility has been in place at the local level to address particular community contexts;
- Opportunities were available for successive annual funding, 1998 – 2003;
- Program was well integrated with urban and rural communities via SchoolNet and LibraryNet networks, both Industry Canada programs;
- Program recognizes value of shared partnership in service delivery;
- Performance measures were clearly delineated;
- Funding model has leveraged other revenue.

Weaknesses

- Requirement to reapply annually instead of receiving multi-year funding adds extraordinary administrative overhead. Because funded projects have been implemented based on municipal rather than federal funding cycles, project start and end dates have been quite artificial. Initial proposals, funding allocations, implementation reports and post-implementation reports required to meet federal accountabilities, have created awkward and artificial segmentation of ICT projects, especially those with multiple partners. An 18 month or 2 year funding cycle could streamline the administrative processes and ultimately provide a more complete picture of accomplishments.
- Program addresses capital costs, but does not address ongoing operational costs (e.g., labour costs for training development and delivery, promotion and marketing costs);
- Service sustainability issues were not addressed in initial program framework;
- Efforts to establish one 'brand' of public Internet site (i.e. CAP sites) despite significant service differences among community-funded agencies has created confusion for clients.

Other ICT Infrastructure Programs

During this period, other initiatives that complemented the *Connecting Canadians* agenda included the *Smart Communities* program and the Bill and Melinda Gates Foundation's *International Library Initiative* that put $17.7 million one-time dollars directly into Internet access in Canadian public libraries.

Connecting Canadians ultimately achieved its stated goal – to connect every Canadian school and public library to the information highway during this period. CALUPL urban libraries enabled more than 71 million electronic visits to the Internet and the Web during the same time. The result is a basic network of information and communications technologies that supports Canadians' business development in the knowledge economy, lifelong learning and information literacy skills improvements, and opportunities for access to online communities.

However, this basic network needs constant upgrading and improvement simply to stay useful for current Internet users. Moreover, given the steadily increasing Internet penetration in all Canadian communities, public libraries must continue supporting these services. Maintaining, supporting, and expanding ICT programs based on user expectations requires reliable, regular funding.

Value of Storytelling as Evaluation

Individual stories of life changes that can be attributed to the support and accessibility of free Internet services are the most powerful means of demonstrating value for libraries. Storytelling has become an accepted method of documenting and demonstrating impacts for potential audiences across many organizations (Community Foundations of Canada, 2002; Sole & Wilson, 2002). Stories represent the tacit knowledge, and if recorded, the explicit knowledge that organizations and communities need to strengthen their value in a knowledge-based economy. Story telling and story sharing are the core business of public libraries.

Program evaluation frameworks have typically emphasized quantitative impacts and outcomes such as web site hits, Internet hours consumed, number of access points, demonstrable skills acquired. However, we know that a far more powerful and compelling heuristic tool is a series of stories, compiled and organized into a larger coherent narrative. Stories complement

quantitative data to provide thicker, richer evaluations, and strengthen interpretations, when they have a consistent structure within a formal evaluation framework.[b]

We introduce only a sample of the 13.6 million urban public library users whose lives have been positively changed because their local libraries introduced the first public Internet access into their communities. These 'stories' are in fact, anecdotes that have appeared in individual library post-project reports.

> ***Medical expenses covered:***
> *A senior who had a colostomy was paying all non-prescription supply costs out of pocket until his wife learned on-line at a library that some are covered by OHIP. Library staff obtained information for the client regarding what is covered, how to complete the form and provided referral to the Community Care Access Centre for additional help.*
>
> ***Job applicant researches lumber industry:***
> *A female used the Canada site (Industry Canada) to research the lumber industry in preparation for an interview for a public relations job in a lumber company.*
>
> ***Granny goes online***
> *We have had a patron coming to the library for many years. She is approximately 60 years old and retired. She volunteers at a self-help store and said they just recently changed to a computerized system. She said she received very little assistance at the workplace and didn't know how to turn the computer on or off or how to control the mouse. I took her over to the computer and showed her the computer game Free Cell, and Solitaire. I asked her if she wanted to sit down and play a couple of games to help with mouse control. She then wondered what else the computer could do. I showed her the Internet, word processing, and paint programs. She told me she was going to look into getting a computer at home. The next week she came in and said she had purchased a computer, printer, scanner, desk, paper - the whole works. She is now quite comfortable using the computer.*
>
> ***Got a job***
> *Approximately six months after she moved here, she lost her job to downsizing, and split up with her husband. She came into the library to upgrade her resume. She wondered what Service Canada was. I explained it to her and showed her the links to the job banks. She would come into the library every day to check the job banks and see what jobs were out there. Using the new Service Canada equipment she would fax her resume out to the jobs that interested her from the job banks. Within a month she had a part time waitress position, and a part time factory position. A week after getting hired for those jobs she had an interview and was given a full time secretarial position.*
>
> *The **high-school student** who is waiting at the door for the library to be opened for business, spending the next 2 ½ hours working on a project, searching the Internet, typing her information, asking to borrow scissors and glue to complete it.*
>
> *A **seven-year old** acquainted her father with the enlarging and printing function. He was clearly reluctant to get too close to the computer, but was content to sit beside her and watch as she clicked and scrolled. He was both bemused and proud of her surfing skills.*

[b] See http://www.stevedenning.com/use_storytelling.html

II. FROM INFRASTRUCTURE TO SOCIAL INCLUSION

Social inclusion is a matter not only of an adequate share of resources but also of participation in the determination of both individual and collective life chances …. [and] the ability to access, adapt, and create new knowledge using new information and communication technology is critical to social inclusion in today's era (Castells, 2001).

''Connectedness" is a broad concept that reflects our ability to communicate between all parts of society. The Connectedness Index includes measures of technological infrastructure (including information and communications technology, access, affordability, usage and socio-economic impact. (Conference Board of Canada, 2003)

Social inclusion in the Digital World

Canada's level of Internet access in Canadian households is among the highest internationally.[c] But while Internet access is necessary to facilitate participation, it is insufficient to sustain strong, knowledge-based communities. The quality of that Internet access has now become the more pressing issue that requires coordinated efforts by all partners.

Rather than emphasizing a have/have not dichotomy characterized as the "digital divide", we need to direct our focus to issues of "digital inequality" that encompasses five core variables: bandwidth; level of autonomy; skill level; social support and purpose. See *Appendix 1* for a more complete description of social inclusion (Castells, 2003).

Putnam's research on social capital in Better Together: Restoring the American Community verifies that a more progressive, more effective and ultimately, healthier society is one where people feel connected and actively participate in their respective communities – digital equality leads to that connectedness and social inclusion.

Connecting Canadians built the infrastructure and created computer-to-computer networks during this particularly challenging period (1998 – 2003) when transfer payments to provinces had already been significantly reduced to balance the federal budget. Many urban libraries reallocated within their own budgets, to upgrade integrated library systems, to introduce subscription-based online databases into their information services, to upgrade skills of their staff, and to develop 2nd and 3rd generation web sites with the functionality and interactivity that would satisfy increasing public demand.

The program created the expectation among Canadians that they could access the Internet in any community at their school, public library or related community based organization. Generally, expectations have been met or exceeded but demand for services continues to increase.

Over the next 5-year period, we envision a multi-level strategy of connecting people to people, building a digital social inclusion, using CALUPL libraries' ICT networks, tools and human resources. Developments in ICT technologies, digital content, issues of privacy and security, virtual library services, and access to government online are defining a socially inclusive digital universe for all Canadians.

---

[c] Conference Board of Canada (2002). *Pursuing Excellence Through Connectedness: Canada's Quest for Global Best* http://www.conferenceboard.ca/pdfs/351-02Briefing.pdf

Developments in ICT Technologies

Developments in ICT technologies especially the convergence of telecommunications and broadcast technologies is engendering new approaches and applications for delivering health, education/learning, business and government information.

Public libraries are well positioned to build on current levels of connectedness – public libraries collect and make available digital content. Increasingly, libraries offer users a choice of channels for accessing that content either by dedicated or fixed lines or via wireless/mobile networks.

"Technologies of connection" facilitate citizen engagement and social inclusion.[d] These services are accessible at any public library with public Internet access: e-mail, instant messaging, mailing lists and newsgroups, bulletin boards, web-based chat rooms.

Privacy and Security of User Data in Public Libraries

Canadians continue to demonstrate caution on the Internet despite the introduction of *Personal Information Protection and Electronic Documents Act*. Online purchasing occurs less frequently in spite of high levels of home Internet access because of concerns around the individual's security of their transactions.[e]

Parents express ongoing concern with the safety and protection of their Internet savvy children from "online strangers" and ensuring the identity privacy of themselves and their families.[f] The Media Awareness Network's *Web Awareness* Internet education program, supported by public libraries and schools targeted to parents and children addresses many of these issues. This program was developed and implemented in partnership with urban public libraries.

Public libraries have substantial experience ensuring the privacy of their users' personal and database-driven, transactional information. Computing networks in urban public libraries have sophisticated security provisions in place that protect both the user and the host organization. The costs associated with maintaining secure staff and public Internet networks are already being borne by these libraries. The greater challenge large urban libraries experience is to adequately satisfy the privacy and security of changing user demands for Internet access services while ensuring the security of the computing network.

To complement their Internet use policies, public libraries are also developing privacy policies that address increasingly complex relationships among access, protection of individual privacy, and security in a digital environment.

Accessing Digital Content and Collections

> *Between January and March, 2002, Toronto Public Library staff trained 2200 adults on use of the Internet and during 2001, staff provided Internet training to more than 6,000 teachers and students at 74 schools across the city.*

---

[d] Coleman, S. & Gotze, J. (2002). *Bowling Together:Online Public Engagement in Policy Deliberation*
[e] Leger Marketing (2002). *Canadian Internet Users and Their Usage Habits in E-Commerce.* http://www.legermarketing.com/eng/tencan.asp
[f] Media Awareness Network (2001). *Young Canadians in a Wired World.*

To fully participate in the Canadian digital society, ICT users require a set of core information literacy skills that are still evolving as the information medium itself develops. And although public libraries participate in various ICT training networks such as Ottawa's *Smart Sites* initiative, demand for training by all Internet users continues to exceed urban libraries' ability to provide sufficient human resources**.**

As identified in the framework, *Social Inclusion for Digital World (Appendix 1),* a critical dimension enabling inclusion and moreover, full participation, is that users have access to the necessary learning and social supports. Public libraries continue to meet that gap between formal and information education systems, specifically in the area of information literacy. Through their professional certification, librarians are both the most knowledgeable and often the most appropriate information literacy instructors.

a. **Virtual libraries and library portals** – As access to the Internet and to the Web has been extended during the past few years, development of more extensive digital information and document collections has also grown. In 2002, CALUPL urban libraries purchased approximately $6.4 million dollars of information through database licenses, not publicly available via any search engine such as Google. Virtual libraries such as the Ontario's Virtual Reference Library (VRL), the Alberta Library, the National Library's Virtual Reference Canada collaborative service, The Saskatchewan Libraries Network is already mature information portals combining proprietary and freely accessible information, managed and sustained by public libraries.

b. **Purchasing consortia** - Most public libraries participate in database purchasing consortia to maximize their purchasing power with information brokers. These partnerships include among others the Consortium of Ontario Libraries, the Saskatchewan Libraries Network, the Canadian National Site Licensing Program, The Alberta Library and others.

c. **Digital content** - In addition to licensed, proprietary information, public libraries have also become hosts to community-based digital collections of local interest. Libraries are partners in building digital content through digitization initiatives. The expansion of digital content makes high speed Internet access an infrastructure prerequisite. Digital collections including music, video and images are rapidly expanding in public libraries. The Halton Region Library Network's genealogy and local newspaper digital collections illustrates this development very well.

d. **Online learning** - Opportunities are expanding throughout the public and post-secondary education systems. Small businesses can take advantage of the Web to market their products and services. All of these users require access to high-speed Internet. Access to e-learning is available on a limited basis through all public libraries; libraries teach users information literacy skills, essential competencies in a technological, knowledge-based marketplace.

e. **Libraries and Government Information** – Public libraries already provide access to federal, provincial and municipal government information in both paper and digital formats as established depositories. Professional librarians are specifically trained to help users become adept and able to access whatever information they require. As noted in recent reports on Canada's Government On Line (GOL) by de Stricker (2003) and others:

"Public library representatives identified many ways in which a partnership with government could be mutually beneficial. The federal government could position public libraries as a key player in the "social inclusion" agenda as is the case in the UK, Australia, and the United States by formalizing funding support to (1) enable the technical infrastructure needed and (2) establish training programs for library staff. "

III. PUBLIC LIBRARY VALUE AND CALUPL'S STRATEGIC AGENDA

''What is innovation? A process through which economic or social value is extracted from knowledge... through the generation, development and implementation of ideas... to produce new or significantly improved products or processes.'' Public Sector innovation: Serving the public good; leading socio-economic performance. (Conference Board of Canada, 2003)

A New Deal for Urban Canadians

The federal government's urban agenda - a New Deal for Canadian cities – intends to strengthen "the ability of a city to draw vastly different kinds of people together to dream and to innovate depends on its diversity, openness and creativity…[and improve] the quality of life that a municipality provides its citizens" (Martin, 2003). As described to date, a New Deal for cities will involve greater participation by urban leaders at the "table of national change" and it will provide access to more "predictable funding" thus improving cities ability to sustain and strengthen their infrastructures. Currently public libraries are regarded as valuable institutional anchors supporting urban social and economic development. To expand this partnership coordination of policy, programs and service delivery among all levels of government is crucial.

How Urban Libraries Add Value

The mission of the Council of Administrators of Large Urban Public Libraries (CALUPL) is to ensure equity of access to information to a third of all Canadian citizens. Canada's urban public libraries share core strengths with all Canadian libraries that describe their unique value and contribution to the innovation process, expanding our knowledge-based economy:[g]

- Librarians are user-centered. They are the interface in a knowledge-based society.
- Libraries have content. Librarians create access. They organize content for anticipated use.
- Libraries are a network. Librarians are multi-sectoral. They are connected to each other all across the country, to the lives of their user communities and to Canadian society at large.
- Libraries provide multiple services to multiple communities of users.

[g] These economic and social benefits are comprehensively documented in the *National Core Library Statistics Program Report (1999): Cultural and Economic Impact of Libraries in Canada* by Alvin M. Schrader and Michael R. Brundin. The statements of libraries' uniqueness are excerpted from the Conclusion and Recommendations and are part of a visionary national library framework (p. 55), downloaded at http://www.nlc-bnc.ca/obj/r3/f2/02-e.pdf

- Libraries have a key role to play in information infrastructure, in government e-learning strategy and in government on-line initiatives. Librarians manage a preferred venue for Internet access.

- Libraries are economic incubators. Librarians benefit local business.

- Libraries are socially responsive and fiscally accountable organizations and institutions. They generate goodwill and other intangible assets that do not appear on the balance sheet.

- Libraries support the economic, social and cultural life of Canadian society. Librarians create cultural and social space. They create social and intellectual capital.

- Libraries bring people and ideas together for informed action. Libraries are anchors in their communities' social fabrics.

- Librarians shape and implement information policy. They make a difference in the lives of the people of Canada.

The outcomes of library services are transactions representing individual stories – 'moments of truth' in the lives of Canadians, one moment at a time.

In 2002, urban library users experienced 32 million such moments through the online services available at their local library (Source: CALUPL Electronic Access Statistics, 2002).

IV. PUBLIC LIBRARIES AS SUSTAINING ANCHORS – A PARTNERSHIP FRAMEWORK

CALUPL libraries envision an extension of the current partnership framework, urban cap, for sustaining digital inclusion, involving all sectors and levels of government. A formal partnership is the preferred model for leveraging the largest financial, technical and human resources to continue building Canada's connectedness and innovation agendas. Public libraries function as their community's 'sustaining anchor' in a digital environment because of their particular strengths noted previously. This framework is based on a set of interdependent roles as follows:

Organizational Roles and Responsibilities

A. Federal Government

- Funds national ICT infrastructure: equipment, connectivity, and supports training /education
- Funds demonstration projects supported with knowledge sharing opportunities and formal program evaluation with emphasis on storytelling as a preferred evaluation methodology
- Facilitates partnership development
- Creates options for training and support
- Markets and promotes social and economic benefits of Canada's growing digital capacities internationally.

B. Provincial Government

- Coordinates granting process and administrative support
- Matches federal funding through other infrastructure, education and training programs
- Leverages contributions through other related consortia (e.g. licensed content)

C. Municipal Government via Municipal/ Regional Public Library

- Integrates digital social inclusion agenda into library programs and services
- Develops partnerships with other community groups for training, service delivery and Referral
- Leverages human (e.g. volunteer) and community agency resources for direct service delivery.

D. Private Sector and Community Participation

- Partners with public sector groups to strengthen community's digital capacity and contribution to knowledge economy
- Links public sector programs to appropriate private sector expertise
- Strengthens economic development through partnerships (e.g. Smart Library)
- Leverages development of applications through collaboration with service delivery organization.

V. SUSTAINING AN URBAN PUBLIC LIBRARY INTERNET ACCESS STRATEGY

Proposed Funding Formula

CALUPL requests I recommend that *Connecting Canadians* program through LibraryNet continue to be made available to large urban public libraries at an increased level* of funding of $5,000 per branch library per annual application with similar matching funds from the other partners as noted in the table below. This increase represents a 20% increase in the federal contribution per branch, and this increase could leverage corresponding increases in matching funds from other partners.

Funding Sources	2004	2005	2006	2007	TOTAL (4 Years)
Federal Government Support	2,750,000	2,750,000	2,750,000	2,750,000	11,000,000
Provincial / Regional Matching Contribution	2,750,000	2,750,000	2,750,000	2,750,000	11,000,000
Urban Libraries Matching Contribution	2,750,000	2,750,000	2,750,000	2,750,000	11,000,000

*based on the current funding level of an average of $4,000 per branch library

Training demands, infrastructure upgrades and equipment replacement costs are based on a projected 100% increase or a doubling of online traffic and Internet usage in urban public libraries over the next 5 year period.

CALUPL conservatively estimates one of the potential impacts of this funded partnership to be at least twice as many or 64 million annual online transactions by Canadians through their local urban libraries (a doubling of electronic visits logged by CALUPL libraries in 2002).
A strong ICT network has been created across urban libraries through municipal funding of urban public libraries, and with support from Industry Canada and the Gates Foundation. However this network is at risk without ongoing funding commitments.

Public expectations have been created, and often exceeded during the past 5-year period of initial groundwork. Although many users have begun using public libraries to access for their varied information needs, these users still require further information literacy skills training. During this initial implementation period, public libraries have typically offered a limited schedule of group and individual training sessions. For selected user populations such as students and senior citizens, such ICT training is essential. Demand for guided training and assistance has continually exceeded urban libraries' ability to supply the human and physical resources.

Equipment must now be replaced and upgraded, new services need to be configured to meet changing users' demands, and service delivery standards for equitable access to digital resources for all Canadians must be confirmed. The request for an increase in the federal contribution reflects the rising costs and increasing downloading of services to municipal governments.

VI. RECOMMENDATIONS FOR SUSTAINING DIGITAL CAPACITY IN URBAN PUBLIC LIBRARIES

Program Grants & Administration

1. We recommend that Industry Canada and the Canadian public library community continue to collaborate through the existing LibraryNet Board structure.

2. We recommend a *flexible funding formula* that supports a broader range of activities related to infrastructure improvement, connectivity and learning based on the individual library community needs and partnership opportunities.

3. We recommend a funding framework that requires contributions from all partners – federal, provincial, municipal or regional and private/community organizations building on the urban agenda outlined by the Federation of Canadian Municipalities and the federal government's New Deal for cities.

4. We recommend an increase of the *Connecting Canadians* funding formula by 20% to *$5,000 per library branch annually* to support these activities to reflect the increased costs and reduced revenue base for municipal governments.

5. We recommend that the term of the grants be extended from *one year to two years* to enable greater opportunity for community level investment and to reduce administrative tasks while ensuring sound financial management and auditing procedures are continued.

6. We recommend that the federal government commit funds for a *minimum of 4 successive years*, contingent on matching in-kind or direct contributions from the local library.

7. We recommend that the federal government work in partnership with urban libraries and provincial governments to implement a sustainable funding framework beyond individual project proposals.

Program Delivery

8. We recommend that the scope of activities eligible for funding be broadened to include any relevant operational costs including ICT skills training, equipment, software, network, human resources, and marketing and promotion.

9. We recommend that the federal government promote and encourage innovative partnership funding and service delivery models among telecommunications and Internet service providers at the provincial and regional levels building on existing models such as Alberta's SuperNet.

10. We recommend that the Media Awareness Network's internationally recognized *Web Awareness* Internet education program for children and parents be licensed by the federal government level and implemented locally thus making it available without additional cost to the local community library

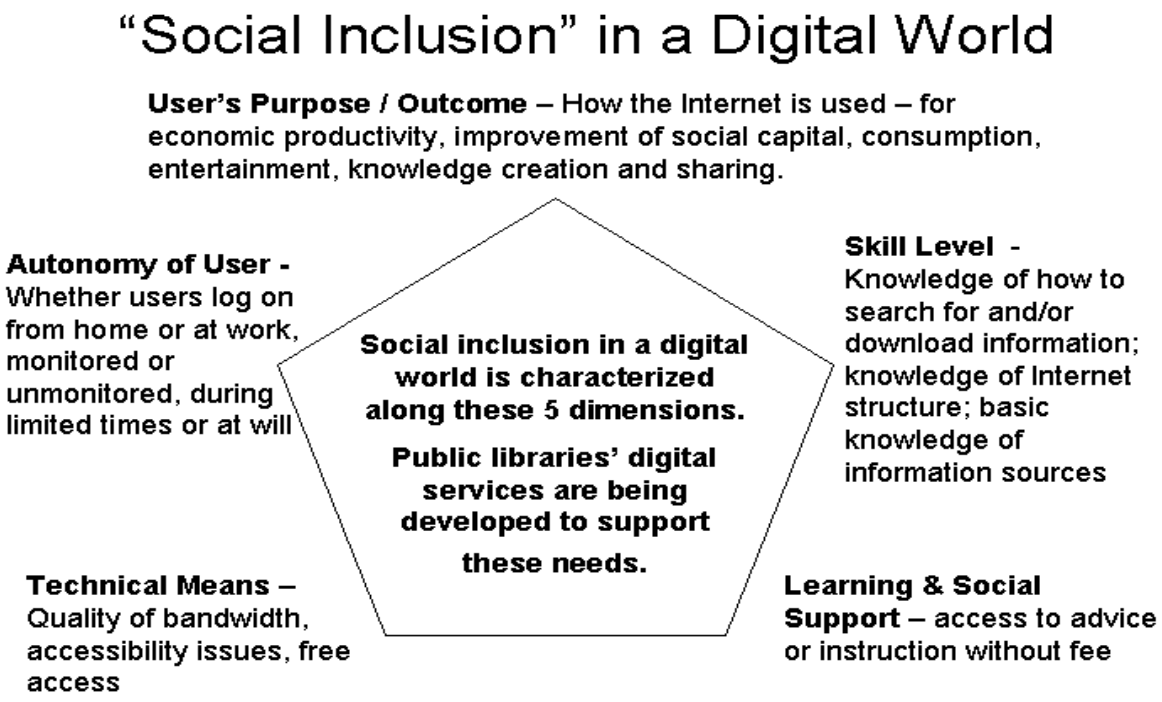
Program Evaluation

11. We recommend that greater emphasis be placed on storytelling as a component of any program evaluation framework.

12. We recommend that an organizational partnership evaluation framework also be developed for use at the community level.

13. We recommend that resources be allocated for program evaluation at the provincial or regional project level.

APPENDIX 1



Public Internet Access services in today's urban libraries typically include the following activities. With the exception of printing, these services are usually free of charge, as part of any citizen's membership at their local public library.

- Ability to log on using a library card at any public Internet access workstation during all open hours based on availability of workstations
- Ability to reserve Internet workstations in advance with access to a full suite of applications such as word processing, spreadsheet and presentation software
- Ability to retrieve, edit, scan, save and print files including images to disk
- Ability to access e-mail and other web-based communication services
- Ability to receive basic individual instruction from library personnel in information literacy, elementary computing, and information sources
- Ability to access online learning services via library computers
- Ability to access proprietary, licensed online information resources on various topics including health, business, general periodical and newspaper sources, book reviews, genealogy, finance / investment, and local digital collections unique to a particular community
- Ability to work individually or in groups
- Ability to access workstations with enhanced hardware and software for persons with disabilities
- Ability to access multilingual web-based resources
- Ability to receive referrals to other agencies with more specific ICT resources if necessary
- Ability to have privacy and security assured while accessing public Internet services

APPENDIX 2

CALUPL EXECUTIVE 2004

Chair

Mr. A.A. (Sandy) Cameron
Library Director
Regina Public Library
P.O. Box 2311
2311 - 12th Ave.
Regina, SK S4P 3Z5
scameron@rpl.regina.sk.ca

T. 306-777-6070 F. 306-949-7263

Treasurer / Project Lead

Ms. Barbara H. Clubb
City Librarian
Ottawa Public Library
120 Metcalfe Street
Ottawa, ON K1P 5M2
barbara.clubb@library.ottawa.on.ca

T. 613-598-4001 F. 613-567-8815

Secretary

Mme Louise Guillemette-Labory,
Directrice
Bibliothèque municipale de Montreal
5650 Rue D'Iberville, Suite 400
Montreal, QC H2G 3E4
lglabory@ville.montreal.qc.ca

T. 514-872-1608 F. 514-872-0530

Project Research Associate

Mary Cavanagh
Faculty of Information Studies
140 St. George Street
Toronto, ON
M5S 3G6
cavanagh@fis.utoronto.ca

APPENDIX 3

Council of Administrators of Large Urban Public Libraries
(urban municipalities with < 100k population as of 2003)

Membership 2004

Name & Address	Telephone	Fax	E-mail
Mr. Al Davis ,Director **Barrie Public Library** 60 Worsley Street Barrie, ON L4M 1L6	705-728-7500	705-728-4322	adavis@city.barrie.on.ca
Ms. Adele Kostiak Chief Executive Officer **Brampton Public Library** 65 Queen Street East Brampton, ON L6W 3L6	905-793-4636 Ext 4311	905-453-4602	akostiak@bramlib.on.ca
Ms. Wendy Schick Chief Librarian **Burlington Public Library** 2331 New Street Burlington, ON L7R 1J4	905-639-3611 ext. 100	905-681-7277	schickw@bpl.on.ca
Ms. M. Edel Toner-Rogala Chief Librarian **Burnaby Public Library** 6100 Willingdon Ave. Burnaby, BC V5H 4N5	604-436-5431	604-436-2961	edel@bpl.burnaby.bc.ca
Mr. Gerry Meek, Director **Calgary Public Library** 616 Macleod Trail, S.E. Calgary, AB T2G 2M2	403-260-2610	403-237-5393	Gerry.Meek@calgarypubliclibrary.com
Mr. Grey Hayton Chief Librarian **Cambridge Public Library** # 1 North Square Cambridge, ON N1S 2K6	519-621-0460	519-621-2080	ghayton@library.cambridge.on.ca
Ms. Karen Harrison Director **Coquitlam Public Library** 575 Poirier Street Coquitlam, BC V3J 6A9	604-937-4131	604-931-6739	kharrison@library.coquitlam.bc.ca
Ms. Linda Cook, Director **Edmonton Public Library** 7 Sir Winston Churchill Square Edmonton, AB T5J 2V4	780-496-7050	780-496-7097	lcook@epl.ca

Mme Carole Lagüe, Chef de division Bibliothèque et lettres **Bibliothèque de Gatineau** Édifice Pierre-Papin 144, boulevard de l'Hôpital C.P. 1970, Succ. B. Gatineau QC, J8X 3Y9	819-243-2345 x2548	819 243-2399	lague.carole@ville.gatineau.qc.ca
Ms. Judith Hare Chief Executive Officer **Halifax Regional Library** 60 Alderney Drive Dartmouth, N.S. B2Y 4P8	902-490-5744	902-490-5762	harej@region.halifax.ns.ca
Mr. Ken Roberts Chief Librarian **Hamilton Public Library** 55 York Boulevard Box 2700, LCDI Hamilton, ON L8N 4E4	905-546-3215	905-546-3202	kroberts@hpl.ca
Ms. Ann Wood A/Chief Executive Officer **Kitchener Public Library** 85 Queen Street North Kitchener, ON N2H 2H1	519-743-0491	519-743-1261	awood@kpl.org
M. Jean-François Roulier Chef de division, Planification et expertise bibliothèques **Réseau des bibliothèques de Laval** 1535 boul. Chomedey C.P. 422, succursale St-Martin Laval, QC H7V 3Z4	450-978-6888 x5848	450-978-5833	j-f.roulier@ville.laval.qc.ca
Mme Suzanne Rochefort Chef de division Services de bibliothèques de la Ville de Lévis **Bibliothèque Pierre-Georges-Roy** 7 rue Mgr Gosselin Lévis, PQ G6V 5J9	418-839-9561 x 4982	418-838-4124	srochefort@ville.levis.qc.ca
Mr. Darrel Skidmore Chief Executive Officer **London Public Library** 251 Dundas Street London, ON N6A 6H9	519-661-5142	519-663-5396	darrel.skidmore@lpl.london.on.ca
M. Pierre Liboiron Chef de division **Bibliothèque municipale de Longueuil** 100, rue Saint-Laurent Ouest C.P. 5000 Longueuil, QC J4K 4Y7	514-872-2900	514-872-7670	pliboiron@ville.longueuil.qc.ca

Ms. Catherine Biss Chief Executive Officer **Markham Public Libraries** 445 Apple Creek Boulevard Suite 100 Markham, ON L3R 9X7	905-513-7977	905-513-7984	cbiss@markham.library.on.ca
Mr. Donald Mills, Chief Librarian **Mississauga Library System** 301 Burnhamthorpe Road West Mississauga, ON L5B 3Y3	905-615-3601	905-615-3625	don.mills@mississauga.ca
Mme Louise Guillemette-Labory Directrice **Bibliothèque municipale de Montréal** 5650 Rue D'lberville, Suite 400 Montreal, QC H2G 3E4	514-872-1608	514-872-0530	lglabory@ville.montreal.qc.ca CALUPL Secretary
Ms. Eleanor James, Chief Executive Officer **Oakville Public Library** Oakville, ON L6J 2Z4	905-815-2042 & 905-815-2029 (voice mail)	905-815-2024	ejames@oakville.ca
Mr. Ian Heckford Chief Executive Officer **Oshawa Public Library** 65 Bagot Street Oshawa, ON L1H 1N2	905-579-6111 ext. 212	905-433-8107	iheckford@oshawalibrary.on.ca
Ms. Barbara H. Clubb City Librarian **Ottawa Public Library** 120 Metcalfe Street Ottawa, ON K1P 5M2	613-598-4001	613-567-8815	barbara.clubb@library.ottawa.on.ca CALUPL Treasurer
Mr. A.A. (Sandy) Cameron Library Director **Regina Public Library** P.O. Box 2311 2311 - 12th Ave. Regina, SK S4P 3Z5	306-777-6070	306-949-7263	scameron@rpl.regina.sk.ca CALUPL Chair
Mr. Greg Buss. Chief Librarian **Richmond Public Library** 7700 Minoru Gate, #100 Richmond, BC V6Y 1R9	604-231-6418	604-273-0459	greg.buss@yourlibrary.ca
Ms. Jane Horrocks Chief Executive Officer **Richmond Hill Public Library** #1 Atkinson Street Richmond Hill, ON L4C OH5	905-770-0311	905-770-0312	horrocks@richmondhill.library.on.ca
Ms. Michelle Walters, Manager **Provincial Resource Library** Arts and Culture Centre St. John's, NF A1B 3A3	709-737-3946	709-737-2660	michellewalters@nlpubliclibraries.ca

Ms. Lilita Stripnieks Chief Executive Officer **St. Catharine's Public Library** 54 Church Street St. Catharine's, ON L2R 7K2	905-688-6103 ext. 235	905-688-6292	lstripnieks@stcatharines.library.on.ca
Mr. Zenon Zuzak, Director **Saskatoon Public Library** 311-23 Street East Saskatoon, SK S7K OJ6	306-975-7575	306-975-7542	zenon@publib.saskatoon.sk.ca
Ms. Beth Barlow Chief Librarian **Surrey Public Library** 13742-72 Avenue Surrey, BC V3W 2P4	604-572-8269 ext. 304	604-596-8523	babarlow@city.surrey.bc.ca
Mr. Barry Holmes Chief Executive Officer **Thunder Bay Public Library** 285 Red River Road Thunder Bay, ON P7B 1A9	807-684-6802	807-344-5119	bholmes@tbpl.thunder-bay.on.ca
Ms. Josephine Bryant City Librarian **Toronto Public Library** 789 Yonge Street Toronto, ON M4W 2G8	416-393-7032	416-393-7083	jbryant@tpl.toronto.on.ca
Ms. Penny Grant, Executive Director **Vancouver Island Regional Library** Central Services 6250 Hammond Bay Road Box 3333 Nanaimo, BC V9R 5N3	250-758-4697 ext 256	250-758-2482	pgrant@virl.bc.ca
Mr. Paul Whitney, City Librarian **Vancouver Public Library** 350 West Georgia Street Vancouver, BC V6B 6B1	604-331-4007 Assistant (4003)	604-331-4080	paulwhi@vpl.ca
Ms. Rosemary Bonanno Chief Executive Officer **Vaughan Public Libraries** 900 Clark Avenue West Thornhill, ON L4J 8C1	905-709-1103	905-709-1530	rosemary.bonanno@city.vaughan.on.ca
Ms. Sandra Anderson Chief Librarian **Greater Victoria Public Library** 735 Broughton Street Victoria, BC V8W 3H2	250-413-0353	250-385-5971	sandra@gvpl.ca

Mr. Steve Salmons Chief Executive Officer and Manager of Board Operations **Windsor Public Library** 850 Ouellette Avenue Windsor, ON N9A 4M9	519-253-2300 x6163	519-255-7207	ssalmons@city.windsor.on.ca
Mr. Rick Walker Manager of Library Services **Winnipeg Public Library** 251 Donald Street Winnipeg, MB R3C 3P5	204-986-6472	204-942-5671	rwalker@winnipeg.ca
Mr. Roch Carrier National Librarian **Library and Archives of Canada** 395 Wellington Street Ottawa, ON K1A ON4	613-996-1623	613-996-7941	roch.carrier@nlc-bnc.ca

APPENDIX 4

February 25, 2004

The Honourable Lucienne Robillard
Minister of Industry and Minister responsible for the
Economic Development Agency of Canada for the Regions of Quebec
11th Floor, East Tower
C.D. Howe Building
235 Queen Street
Ottawa, ON K1A 0H5

The Honourable Reg Alcock
President of the Treasury Board
Treasury Board of Canada Secretariat
L'Esplanade Laurier, 9th Floor, East Tower
140 O'Connor Street
Ottawa, ON K1A 0R5

The Honourable John Ferguson Godfrey, P.C., M.P.
Parliamentary Secretary to the Prime Minister with special emphasis on Cities
House of Commons
Ottawa, ON K1A 0A6

Dear Ministers,

The Council of Administrators of Large Urban Public Libraries of Canada (CALUPL) represents thirty-six urban public library systems that serve some 13.6 million urban Canadians. Each library system serves a city of more than 100,000 people, and our combined populations represent 42% of Canada's population.

All public libraries serve traditional cultural, social, and information needs of all Canadians. Each year Canadians make more than 90 million visits in person to our member libraries and we lent more than 1,200,000 items during 2002. But CALUPL libraries also provide social and informational settlement services to the bulk of the immigrant and multicultural populations of our country; and we respond to the information access needs of the urban poor.

Thus CALUPL libraries are, for many, the bridge across the digital divide, just as libraries traditionally have been – and continue to be – the portal to printed information. I need hardly propose to you that an informed populace is essential to a fully functioning democracy, and we are appreciative of Industry Canada's support of our role in nation building by providing for initial hardware and software needs in our facilities.

The Government of Canada's *Connecting Canadians* agenda has had a tremendous impact on the information and communications technology (ICT) infrastructure between 1998 and 2003. It also placed upon us the need to provide an entire new layer of service: not only computer hardware and software capital and maintenance issues but also staff training, and public training, in safe and effective use of the Internet. There has been no commensurate increase in funding or staffing levels in the interim. Yet we have managed to make your investment in libraries pay dividends: during the five-year period above, CALUPL urban libraries enabled more than 71 million electronic visits to the Internet and the Web; and 50,000 computer workstations are now freely available for Canadians to access the Web via public Internet facilities in urban libraries.

It has not been an easy task, nor a simple one. While urban public libraries are proven program partners and educators, already delivering value in the knowledge economy, continuing to do so, continuing to maintain the infrastructure that Industry Canada and our government partners have enabled, needs ongoing support. We have become expert in building strategic consortia with multiple partners to deliver services; we are building digital collections, virtual libraries and information portals; we are the first access point for Canadians seeking online government information; and public libraries provide effective individual and group ICT training programs. However, the cost to maintain this new layer of service must be addressed.

For these reasons, to further leverage our various partners' investment in ICT, we propose a model of socially inclusive ICT networks with public libraries as the community anchors in service delivery and with matching funding and program support from federal and provincial governments in a formal partnership framework.

I commend to you the attached brief, and welcome your response. We will be contacting you to organize a meeting to discuss the content and concept, at your convenience.

Yours truly,

A.A. (Sandy) Cameron
Chair, CALUPL and
Library Director, Regina Public Library

Barbara Clubb
Treasurer, CALUPL & Project Lead and
City Librarian, Ottawa Public Library

Attach.

c.c. Federation of Canadian Municipalities
Canadian Library Association
Prime Minister's External Advisory Committee on Cities and Communities
Association pour l'avancement des sciences et des techniques de la documentation (ASTED)
Provincial and Territorial Library Directors Council (PTLDC)
LibraryNet
National Library of Canada and National Archives of Canada

Contact Information:

A.A. (Sandy) Cameron
Reginal Public Library
P.O. Box 2311
Regina, SK S4P 3Z5
Tel.: (306) 777-6070
Fax: (306) 949-7263
Email: scameron@rpl.regina.sk.ca

Barbara Clubb
Ottawa Public Library
120 Metcalfe Street, 4th Floor
Ottawa, ON K1P 5M2
Tel.: (613) 598-4001
Fax: (613) 567-8815
Email: barbara.clubb@library.ottawa.on.ca

le 25 février 2004

L'honorable Lucienne Robillard
Ministre de l'industrie et ministre responsable de l'Agence de développement économique du Canada pour les régions du Québec
11e étage, tour Est
Édifice C.D. Howe
235, rue Queen
Ottawa (Ontario) K1A 0H5

L'honorable Reg Alcock
Président du Conseil du Trésor
Secrétariat du Conseil du Trésor du Canada
L'Esplanade Laurier, 9e étage, tour Est
140, rue O'Connor
Ottawa (Ontario) K1A 0R5

L'honorable John Ferguson Godfrey, C.P. député
Secrétaire parlementaire du Premier ministre particulièrement chargé des villes
Chambre des communes
Ottawa (Ontario) K1A 0A6

Madame la ministre,
Messieurs les ministres,

Le Council of Administrators of Large Urban Public Libraries of Canada (CALUPL) comprend trente-six réseaux de bibliothèques publiques en milieu urbain desservant quelque 13,6 millions de Canadiens répartis dans des villes de plus de 100 000 habitants. La clientèle desservie par les bibliothèques du CALUPL représente 42 % de la population.

Toutes les bibliothèques publiques répondent aux besoins traditionnels de l'ensemble de la population sur le plan culturel, social et de l'information. Chaque année, les Canadiens effectuent plus de 90 millions de visites-personnes à nos bibliothèques membres où plus de 1 200 000 articles ont été empruntés en 2002. En outre, les bibliothèques CALUPL fournissent des services d'établissement sociaux et informationnels à l'ensemble des populations immigrantes et multiculturelles du pays, en plus de répondre aux besoins d'accès à l'information des populations défavorisées du milieu urbain.

Ainsi, les bibliothèques CALUPL comblent l'écart numérique pour plusieurs de nos concitoyens, tout comme les bibliothèques ont toujours été – et demeurent – le portail à l'information imprimée. Nul besoin de vous dire qu'une démocratie réussie passe par une population informée. Nous remercions Industrie Canada qui nous a fourni l'équipement et les logiciels de base nécessaires afin de nous aider à bâtir le pays.

Le programme du gouvernement du Canada, *Un Canada branché*, a eu un impact considérable sur l'infrastructure des technologies de l'information et des communications (TIC) entre 1998 et 1993. Il nous a également exhortés à offrir une nouvelle gamme de services : non seulement en ce qui concerne l'investissement dans le matériel informatique et les logiciels ainsi que leur entretien, mais aussi la formation du personnel et celle du public pour leur permettre d'utiliser Internet en toute sécurité et de façon efficace. Entre temps, il n'y a eu aucune augmentation proportionnelle en termes de financement ou de personnel. Cependant, nous avons réussi à faire de votre investissement dans les bibliothèques une opération rentable : au cours de la période de cinq ans susmentionnée, plus de 71 millions de visites à l'Internet et au Web ont été enregistrées aux bibliothèques en milieu urbain, membres de CALUPL. En outre, ces bibliothèques possèdent 50 000 postes de travail informatisés mis gratuitement à la disposition des Canadiens pour accéder à l'Internet et au Web.

La tâche a été ardue et complexe. Les bibliothèques publiques sont des éducatrices et des partenaires de programme éprouvées qui fournissent des services de qualité dans une économie du savoir. Mais nous avons besoin d'un soutien continu pour poursuivre ce travail et maintenir l'infrastructure que nous ont permis d'établir Industrie Canada et nos partenaires gouvernementaux. Nous sommes devenus des spécialistes de la création de consortiums stratégiques avec des partenaires multiples pour offrir des services. Nous établissons des collections numériques, des bibliothèques virtuelles et des portails d'information. Nous sommes le premier point d'accès pour les Canadiens en quête d'information gouvernementale en ligne. En outre, les bibliothèques offrent des programmes de formation individuelle ou de groupe en TIC. Toutefois, il faut régler la question du coût du maintien de cette nouvelle gamme de services.

Ainsi, pour améliorer l'investissement en TIC de nos différents partenaires, nous proposons un modèle de réseaux TIC inclusifs sur le plan social avec les bibliothèques publiques comme points d'ancrage communautaire en termes de fourniture de services ainsi que du financement de contrepartie et de l'appui aux programmes fournis par les gouvernements fédéral et provinciaux dans le cadre d'un partenariat formel.

Je vous invite à lire le sommaire ci-joint et à nous transmettre vos réactions. Nous communiquerons avec vous pour organiser une réunion à votre convenance afin de discuter du contenu et du concept.

Nous vous prions d'agréer nos meilleures salutations.

Le président, CALUPL et directeur
Bibliothèque publique de Regina,

A.A. (Sandy) Cameron

La trésorière, CALUPL & directrice de projet
bibliothécaire municipale, Bibliothèque publique d'Ottawa

Barbara Clubb

p.j.

c.c. Federation of Canadian Municipalities
Canadian Library Association
Prime Minister's External Advisory Committee on Cities and Communities
Association pour l'avancement des sciences et des techniques de la documentation (ASTED)
Provincial and Territorial Library Directors Council (PTLDC)
LibraryNet
Bibliothèque nationale du Canada et Archives nationales du Canada

Personnes-ressources :

A.A. (Sandy) Cameron
Bibliothèque publique de Regina
C.P. 2311
Regina, SK S4P 3Z5
Tél. (306) 777-6070
Téléc. (306) 949-7263
Courriel scameron@rpl.regina.sk.ca

Barbara Clubb
Bibliothèque publique d'Ottawa
120, rue Metcalfe, 4e étage
Ottawa, ON K1P 5M2
Tél. (613) 598-4001
Téléc. (613) 567-8815
Courriel barbara.clubb@library.ottawa.on.ca

REFERENCES

(2000). *The new national dream: networking the nation for broadband access.* Ottawa, Industry Canada**:** Available at http://broadband.ic.gc.ca/pub/program/NBTF/index.html?iin.lang=en

(2001). *The Internet as a site of citizenship. Information deficit: Canadian solutions / A national forum on Canadian content on the Internet*, University of Calgary and Université de Montréal.

(2002*). Pursuing excellence through connectedness: Canada's quest for global best*. Ottawa, Conference Board of Canada**:** Available at http://www.conferenceboard.ca/pdfs/351-02Briefing.pdf

(2002). *The storied organization: communicating value, inviting caring, celebrating success.* Prepared by the Community Foundations of Canada for the Voluntary Sector Evaluation Research Project (VSERP) Discussion Paper – Storytelling in voluntary sector organizations. Available at http://www.community-fdn.ca/doc/StorytellingDec2002.pdf

(2003). *Canada's journey to an information society*. Ottawa, Statistics Canada.

(2003). *Connecting Canadians: state of the art at Due North*, The University of Alberta Libraries**:** 29 pages.

(2003). *Access of GOL in public libraries*. Ottawa, Canadian Library Association.

(2003). Canadian Public Library Statistics 2000 - 2002, Council of Administrators of Large Urban Public Libraries (CALUPL**).** Available at http://www.mississauga.ca/portal/residents/library

Castells, M. (2001). The Internet galaxy: reflections on the Internet, business, and society. New York, Oxford University Press.

CALUPL (1997). *Connecting Canadians: An Urban Libraries Strategy for a Networked Nation.* A proposal from the Council of Administrators of Large Urban public Libraries to Industry Canada and the Treasury Board of Canada: 33 pages.

de Stricker, U. (2003). *The impact of GOL on public libraries: findings from a probe*. Toronto**:** 42 pages.

FCM (2002*). Bridging the innovation gap: count cities in*. Ottawa, Federation of Canadian Municipalities**:** 26 pages.

Gray, K. (2004). "Caution: potholes ahead." Ottawa Citizen(January 5): D1, D2.

Martin, P. (2003). Speech. *Towards a New Deal for cities*. Winnipeg, Creative Cities Conference. Available at http://www.paulmartintimes.ca/where-paul-stands/speech_transcripts_e.asp

Putnam, R., Butler, R. & Cohen, D. (2003). Better together: restoring the American community. New York, Simon & Schuster.

Schrader, Alvin M., and Michael R. Brundin. *National Core Library Statistics Program: Statistical Report 1999: Cultural and Economic Impact of Libraries on Canada*. Ottawa, Ontario: National Library of Canada, 2002, 157 pp. Also in French. Also available at URL: http://www.nlc-bnc.ca/obj/r3/f2/02-e.pdf

Sole, D. & Wilson, D.G. (2002). Storytelling in organizations: the power and traps of using stories to share knowledge in organizations. Available at http://lila.pz.harvard.edu/_upload/lib/ACF14F3.pdf

****