



Connecting Canadians: State of the Art at *Due North*

Prepared for Industry Canada on behalf of:
The University of Alberta Libraries



Introduction

“We will make the information and knowledge infrastructure accessible to Canadians by the year 2000, thereby making Canada the most connected nation in the world. This will provide individuals, schools, libraries, small and large businesses, rural and Aboriginal communities, public institutions, and all levels of government with new opportunities for learning, interacting, transacting business and developing their social and economic potential.”

Speech from the Throne, September 23, 1997.

With these words, the Government of Canada presented a challenge to Canadian librarians. Canadian libraries are ideally situated to act upon the government’s strategy of “Connecting Canadians” for three reasons. First, libraries provide access to the information infrastructure that is critical to realizing the government’s initiative; second, libraries contain, create, and deliver content; and third, library staff bridge the gap between the information universe and the Canadian citizens who wish to access that information. Three years after Canada achieved its goal of becoming the most connected country in the world, the effects of this vision are still playing out in urban, rural, and remote libraries across Canada.

One of the greatest challenges for Canadian libraries is how to serve rural and remote regions. To provide services, rural and remote libraries must overcome geography, e.g., areas like Nunavut are accessible only by plane, and distance, e.g., Nunavut spans three time zones. Additional challenges for rural and remote libraries are lack of connectivity and infrastructure, smaller or non-existent tax bases, a lack of resources, low literacy rates in some areas, and small or declining populations. However, with the implementation of technological infrastructure rural and remote libraries now have opportunities to collaborate, develop partnerships, and deliver high-level services to their users.

Urban libraries, like their rural counterparts, have their own set of service challenges. Librarians must survey and then respond to specific community needs and technology is providing a new venue for delivering these services. For example the Richmond Public Library offers a Web interface in Chinese and English, and the Calgary Public Library has used technology to develop computer workstations that serve the disabled. These programs are using technology to serve traditionally marginalized populations.

A direct result of the government’s connectivity strategy has been the creation, development, and maintenance of digital collections. Digital collections offer new ways of accessing materials and Canadian librarians are working on establishing standards. Connectivity, bandwidth, and infrastructure are key to the success of digital libraries.

This report offers a glimpse into how Canadian libraries are responding to the government’s “Connecting Canadians” strategy. By looking at the sessions presented at the Canadian Library Association pre-conference *Due North* (please see Appendix), LibraryNet and Industry Canada can gauge how Canadian libraries are responding to the government’s strategy in dynamic and innovative ways.

The Story of Canadian Libraries

National Core Library Statistics Program

“There are more libraries in Canada than Tim Hortons and McDonald’s restaurants combined—22,000 compared to 2,049 ‘Tim’s’ and more than 1,200 McDonald’s. And for every three donuts sold by Tim Hortons in 1999, one book or other item was accessed by someone in a library somewhere in the country.

In 1999 twice as many Canadians went to libraries as to movie theatres” (Schrader 142).

With these succinct and telling comparisons Alvin Schrader, co-author of the 1999 *National Core Library Statistics Program Report*, highlights the extraordinary relationship the 21 million Canadian library users have with their libraries. Further evidence indicates that Canadians are dedicated library users—taking advantage of library services and library collections. Consider, for example, that “Canadian library users are estimated to have consulted well over a million library publications per day every day of the year—on average more than 13 items per person for every woman, man and child” (142). In addition:

- Canadian library users asked library staff across Canada more than 110,000 questions per day every day of the year which, in 1999, totaled over 40 million reference questions
- 403 million publications (print and other materials) were borrowed by library users or consulted at a library
- and as reported in the *Citizens First* report, of 24 public services ranked by 2,900 randomly selected Canadians, libraries were ranked second in service quality only behind fire departments (142-143).

As Schrader suggests, libraries and librarians provide value-added services that contribute significantly to the high quality of life enjoyed by Canadians.

“Libraries support the economic, social and cultural life of Canadian society, business and Canadian democracy. Librarians create cultural and social space. They create intellectual capital. Libraries have a key role to play in information infrastructure, in government e-learning strategy, and in government information e-communication initiatives. Librarians manage a preferred venue for Internet access. Libraries are socially and fiscally accountable organizations and institutions. Librarians are dedicated to a service ethic of both individual care and community. They enrich all of humanity” (145).

Not only are libraries culturally and socially significant, they are economic powerhouses. In terms of employment Schrader estimates that 50,000 Canadian workers are employed in libraries either full- or part-time. In addition, between 9,000 and 10,000 volunteer trustees

served on municipal, regional public library boards, or advisory committees each year. Among monies spent on library services, library staff, and building library collections, Schrader estimates that,

“Altogether, then, library expenditures were \$3 billion to \$3.5 billion or more. Conservative estimates suggest that 60 to 65 per cent of expenditures are local, meaning that Canadian libraries add well over \$2 billion to local economies through direct purchases of goods and services, and the multiplier effect magnifies this investment far beyond this amount” (143).

These are a few examples of the “measurable” variables the report provides. More importantly, as Schrader points out, there isn’t an appropriate method to categorize and measure the impact libraries have on society in terms of intangible effects. How does one determine the value of the instant cachet, recognition, and awareness that libraries enjoy; or the value of community and public space where individuals are free to explore new ideas, meet, and engage in conversation with one another that the library provides; or evaluating the life-altering effect libraries can have on individuals? These are only a few of the ledger defying benefits that libraries bring to Canadian society.

The *National Core Library Statistics Program Report* provides an accurate and convincing portrayal of the role libraries play in Canadian society both culturally and economically. While Schrader offers a birds-eye view of Canadian libraries, Karen Adams provides a “state of the union” overview of national library and policy issues and library case studies in “Canada’s Libraries in 2002: A Year of Partnerships”, a chapter written for *The Bowker Annual Library and Book Trade Almanac*.

Adams asserts that “Canadian libraries continue to value universal access to information, a goal underlying concerns with national information policy, with access to broadband networks outside large urban centres, with the state of library services to First Nations communities, and with library service to Canadians with print disabilities” (209). The *Due North* sessions and case studies used as examples in this report support Adams’s conclusions.

Adams also examines federal information policy issues like copyright, the General Agreement on Trade in Services (GATS), the Depository Services Program (DSP), and the Library Book Rate. National issues cited by Adams include the research agenda, innovation strategy, services to First Nations, school libraries, and the projected shortage of librarians. Separate, but important issues mentioned by Adams include mergers, the digital divide, innovations and initiatives, services, literacy, and building the Canadian digital library (209-212).

The theme underlying library operations in Canada, and one that is reiterated in the literature and in the *Due North* case studies, is partnerships.

“If one were to seek a theme to describe the mode of operation underlying the activities reported herein, it would be partnerships: between institutions; resulting from mergers; funding and creating digital services; across types of libraries; with

for-profit organizations; with not-for-profit organizations; and through consortia at local, regional and national levels. Looking at library Websites across the country, one notes the continuance of traditional services, along with the establishment of both emerging and mature electronic services” (Adams 209).

Canadian libraries have long harnessed the power of partnerships, sharing resources and expertise, for the betterment of each library involved in the partnership. The success of many of these partnerships hinges on connectivity, including Internet access and bandwidth.

Adams highlights a few of the latest services libraries are providing for their users in Canada—all made possible with technology. The following is a small sample of 2002 services that are worthy of mention but not covered in the *Due North* sessions:

- Surrey Public Library opened a new computer-based language-learning lab to help patrons use self-teaching software to help improve English language skills. Users are able to access the site through the Internet. Surrey also offered lessons in Internet and basic computer skills.
- In an effort to minimize barriers for use, Woodstock Public Library (Ontario) has installed Web-4-All, an assistive technology combining hardware and software that can quickly configure a public access computer to accommodate a user’s special needs, and then return to a standard setting for the next user.
- The University of British Columbia is testing a unique method of displaying the contents of its catalogue in a visual interface, intended to improve the results of inexact (no specific author or title) searches.
- Prince Rupert Public Library (British Columbia) launched its new Website based on open-source software (Linux and GNU) over the summer, and is now looking for an OPAC that can function effectively on this platform.

The libraries that are used as in-depth examples for this report support Adams’s observation that technology has presented new opportunities for partnerships and new ways of providing services to users, including traditionally marginalized groups. In Nunavut, for example, a partnership between three different libraries has been highly successful because of the libraries’ ability to share electronic resources and costs; the Calgary Public Library offers assistive technology for the disabled; and throughout Canada rural and remote libraries have found that Internet connections allow them to provide extended services and provide greater access to collections outside their communities.

LibraryNet

Recognizing that Canada is undergoing a transition from an industrial to a knowledge-based society and economy, the Canadian government has taken the lead globally in providing Canadian citizens with access to information and communications technology through the “Connecting Canadians” strategy. For Canada to remain competitive in the global,

knowledge-based economy, strong information infrastructure is essential for economic development. However, infrastructure is only half of the connection equation—Canadian citizens, in addition to having access, must also have the ability to successfully navigate, retrieve, and use the information available to them.

The LibraryNet vision reads:

“In order to create a knowledge society, every individual must have the opportunity to participate in and contribute to the development of such a society, at whatever level is relevant and appropriate to the individual. Libraries, joined through community networks, are key enablers in helping all Canadians develop, and participate in, a knowledge society” (Skrzeszewski and Cubberley 2).

Since its inception in 1996, LibraryNet has worked to foster the goal of enabling Canadians to develop and participate in a knowledge society. Libraries across the country are supporting this mandate in a number of ways: by providing access to the Internet and other technologies, by creating meaningful online resources for library users, by providing online access to, and information about, government services, and by maintaining their cultural role and economic role as facilitators of life-long learning.

The *National Core Library Statistics Program Report* tells the story of Canadian libraries, and clearly demonstrates that libraries across the nation are supporting, and are supported by, the LibraryNet vision. “Canadian public libraries have been providing information, education, and recreation to Canadians for over a century and a half. Today they are defining new roles for themselves as economic incubators, community development agents, distributors of electronic information, and centres for life-long learning” (LibraryNet 1). But how is this vision played out on a day-to-day level? What does this vision mean to small rural public libraries? Or for library services aimed at atypical users? Through the use of examples from libraries around the country it is our aim to depict how Canadian libraries are supporting, and supported by, the “Connecting Canadians” strategy.

Profiles of Canadian Libraries

From Nunavut to British Columbia, from Alberta to Nova Scotia, and from Québec to Saskatchewan there are libraries with unique needs, services, users, and stories. The international *Due North* pre-conference to the joint Canadian Library Association and American Library Association conference demonstrated that the Canadian library landscape is dynamic, varied, and continually changing. The *Due North* sessions were divided into four streams: rural and remote communities, digital libraries and collections, resource sharing, and library services to diverse communities. The following profiles from libraries around the country are based on the case studies of *Due North* and they serve as examples of the kind of impacts the “Connecting Canadians” strategy and the LibraryNet vision have produced.

Rural and Remote Libraries

Yarmouth, Nova Scotia

Trudy Amirault, Director of Western Counties Regional Library at Yarmouth, Nova Scotia, points out that “Canada is a country where rural and remote regions account for approximately two-thirds of our land mass but only one-fifth of our people.” This seemingly simple geographical observation has many implications for the development of library facilities and services in rural areas. As a result there are several characteristics that distinguish rural libraries from their urban counterparts.

Amirault outlines the particular challenges for rural libraries: connectivity and the implementation of computer networks are progressing slower than in urban areas; rural populations are declining, with the exception of Aboriginal populations and Northern areas, and average annual incomes are lower, both of which translates into fewer tax dollars; rural libraries generally have lower per capita funding rates coupled with higher operational costs; and literacy rates tend to be lower in rural regions. Ironically, however, it is often these very communities that have the greatest need for libraries and library services, particularly connectivity.

However, Amirault views these challenges as opportunities and responding to them has resulted in what Amirault dubs “the three cornerstones of rural libraries—innovation, an entrepreneurial spirit, and caring.” Because rural libraries are free from bureaucratic restraints, they are able to try new things. This type of innovation has resulted in

“ . . . an understanding that libraries are not necessarily buildings. Traditionally, bookmobiles have served rural residents, but increasingly technology is being used to reach people spread over a wide geographical area. Many rural libraries now use their Websites as another branch of their systems, delivering programs as well as information online. They may also use mail delivery services, toll-free phone lines and online chat to connect with their users.”

Amirault suggests that rural libraries create a caring atmosphere. Library staff in smaller communities have the opportunity to get to know their patrons and provide them with more personalized service. Two examples of personalized service in Nova Scotia libraries include placing assistive technology in libraries and library staff visiting senior homes so that those library users who are unable to get to the library can still have access to materials. Because rural libraries are able to serve people with special needs, and to respond to the public, the public is very responsive to the library’s needs. There is great appreciation for the library and the services it provides among Nova Scotia’s rural communities.

Of particular note are two programs that Amirault cites as having a significant impact on rural and remote libraries. The first is the Information Highway Applications Branch of Industry Canada, which includes the Community Access Program (CAP) and LibraryNet, and the second is the Gates Foundation. CAP was introduced to rural libraries prior to urban libraries which was a very unusual way to develop a program but highly successful.

Generally library programs are started in urban areas and then implemented in rural areas. The Community Access Program provided rural libraries with the opportunity to establish themselves in leadership positions, and in addition, CAP provided public Internet access sites in 8,800 communities. This program structure reinforced the need for high-speed connectivity to all parts of the country. Through the Gates Foundation rural and remote communities across the country received computers and software, and a number of training labs have been established in various libraries.

Lastly, Amirault emphasizes the ability of libraries to provide government services online, the use of technology to disseminate relevant information whether it is online reference or library programs, their efforts to collaborate and cooperate so that users—regardless of where they are located—will be served, and the role that libraries play in developing and stimulating community economic development.

Amirault outlines the impact these two programs have had on rural libraries.

“Some libraries are leaders in providing government services online and in acting as a catalyst for community economic development, while others concentrate on the development of content relevant to users. In Nova Scotia, for example, the Pictou Antigonish Regional Library provides provincial and federal government services through its branches and concentrates on service to the business community. In Saskatchewan, the public library in Estevan (population 10, 242) placed over 600 computers in 13 sites, which has had enormous impact on the level of computer literacy in the community. The Nova Scotia Health Network, a consumer health information Website, had its beginnings with a pilot project operating from Yarmouth, a small town in the western part of the province. In Quebec, the Bibliothèque municipale de Rouyn-Noranda published articles by local teens on its Website as a successful means of attracting youth to use the library.”

Amirault has witnessed the effect that connectivity can have on rural and remote libraries. It has permitted libraries to develop and expand their programs and services in ways that otherwise would not have been possible.

Nunavut

Yvonne Earle, acting Legislative Librarian in Nunavut, has two main barriers to providing service: infrastructure and geography. Earle points out that Nunavut’s 2.9 million square kilometers must be accessed via plane because there are no roads, the area covers three different time zones, the population of the entire territory is a scant 27,000, there is no tax base outside of Iqaluit—each program relies on government funds, and four official languages are spoken.

The unique culture of the Inuit informs the type of library services offered in Nunavut. As Earle notes, the Inuit are traditionally an oral culture and consequently print use has a very brief history in Inuit society, let alone Internet use. The first group of Inuit to rely on print are currently in their 40s and 50s. Literacy rates tend to be much lower, even when

compared to other rural communities, and thus many programs offered through the library are programs in basic literacy. As a result of these three factors, libraries are often a completely foreign concept to many members of the community.

Like other libraries across the country it is ideal to have library staff that are visible representatives of the communities that the library serves. In the case of Nunavut, it is imperative that the library employs Inuit staff. Inuit employment, however, has many implications for library service. Inuit employees must possess a unique skill set to work in libraries. They must have language skills rather than library skills which means that staff have to be able to translate into English. The most valuable skill Inuit employees bring to the library is community knowledge.

In addition to the cultural implications of library service in Nunavut there are other barriers experienced by Nunavut libraries. Many school libraries simply have random collections, all libraries have slow Internet speeds and connections, and for non-Inuit library staff working in such an isolated community can be lonely. However, as Earle suggests, “The work can get lonely but the library provides community and economic development.” Earle stresses the importance of connectivity and broadband capabilities. Often the Web provides extended services, and through the Web additional resources can be offered to library patrons, and technology provides opportunities for collaboration.

Earle notes that there is “a changing telecommunications environment” that has offered new possibilities for resource sharing and collaboration. An example of Web resource sharing among libraries in Nunavut is the joint undertaking between the Nunavut Wildlife Management Board (NWMB), Department of Fisheries and Oceans (DFO), and the Nunavut Research Institute (NRI). The materials from all three collections were organized into one catalogue of wildlife-related resources found in Iqaluit. The financial obligations were met by all three organizations in a display of exemplary cooperation.

Earle was able to place her ever-expanding database on the Nunanet server at no charge but she experienced many difficulties using a modem connection to upload and download files. “Because of satellite logistics, data from Nunanet bounced to a Yellowknife server, then back to Iqaluit, and none of this was at high speed. Uploads and downloads usually took more than an hour, were subject to broken links, and put significant limits on time.” In addition, an upgrade in software in the Government of Nunavut office resulted in all partners having to pay to upgrade their computer software.

Ultimately, the shared catalogue was posted on the Web because staff outside of Iqaluit and other users wanted access to the catalogue and requests for searches were growing. The Web site now includes other resources and links, including a For Kids section. The Web site and catalogue deliver content. However, because there is no high-speed link in Nunavut, the tradeoff for wider access is that data entry to expand the catalogue and searching are slower. Earle says, “The new communications technology that allowed for the rapid evolution of the project has a territorial “speed bump,” and we await the outcome of the Nunavut broadband initiatives.”

Earle summarizes the project by stating,

“Over the past two years, managing the project has required periods of working with the other partners to catalogue, to install new hardware, to help their staff with research, to pack a resource centre for a move or to handle reference queries. The prevailing flexibility among the partners—their cooperative attitude and philosophy of sharing—has remained. They have seen the results: what benefits one partner ultimately benefits everyone.”

Earle looks forward to the continuing support for this project—a new partner has already asked to join. Earle believes that the ability to remain flexible is the crucial ingredient for providing library services in Nunavut. Ultimately library staff cannot have preconceived notions of what library service should be. Plans on where to go from here include training programs, keeping the library relevant to the community it serves, capitalizing on awareness, and promoting the importance of literacy.

Ontario Library Service

Leanne Clendening, Chief Executive Officer of Ontario Library Service – North (OLS), reiterated the themes of geography and distance and their effects on library services. The OLS is a library consortium that supports over 80% of the territory of Ontario, but that territory contains only 10% of the province’s population. The combination of these two factors has resulted in greater levels of cooperation and coordination for participating members of the OLS consortium.

Beyond sharing resources and expertise the OLS shares core values. Participating libraries within the network must have buy-in and believe in the ability of the consortium to deliver high level services. Clendening cites the Community Access Program and Industry Canada as key factors in the ability of OLS to develop, create, and execute services. OLS libraries also share what Clendening calls the “burden” of providing library services to remote users—meaning that all OLS libraries that belong to the consortium have the same barriers in common. For example, often library staff don’t have library training and there can be a misinterpretation of library values or priorities. It is through these shared barriers that much innovation takes place. As a result, OLS focuses on training, educational services, and consulting.

Clendening echoes the experiences of Earle in Nunavut in terms of pooling resources with other libraries in order to provide better service to community patrons. Clendening firmly believes in the ability of technology to enhance and supplement the library services OLS offers.

“Several years ago, while attending an interview for a job in a rural community, I was asked a question related to the future of libraries. I said that the introduction of technology and the Internet in small rural public libraries positioned them well, as technology would make the size of the library less relevant. But the local community

library would still have its place as a centre of the community for learning and for reading.”

Thus began a career of bringing the benefits of technology to smaller, rural communities based upon the belief that technological changes would increase the ability of smaller libraries to launch cooperative ventures, pool resources, and bring rural residents equal access to information.

Clendening cites Industry Canada’s Community Access Program for the financial ability to implement Internet infrastructure and connection in remote, rural libraries.

“The introduction of the Internet was embraced by many librarians. They watched as the Internet was tamed, and became active participants in the creation of content. They used the Internet to access information and to market their services. Again rural libraries faced the challenge of financing this new service in their communities. With Industry Canada’s Community Access Program and the generosity of the Bill and Melinda Gates Foundation, libraries in all communities had the ability to provide public Internet access.”

The Internet and other technologies provide the opportunity for users in remote areas to access information which was previously unattainable as well as providing libraries with the ability to pool resources.

“The Internet makes it possible for an individual in North Spirit Lake, Ontario, to access the same information as someone in Toronto. It makes it possible for libraries to share information on one server. Many libraries can share the benefits of library automation software without housing the software and individual databases on servers in each location. Geographical proximity is no longer necessary to form a partnership. Technology makes it possible for partners to undertake different parts of the same project. It makes it possible to provide services remotely, allowing libraries to share services.”

Clendening dubs this the “virtual shortcut”.

Connectivity is an additional indicator of success for two reasons. First, it means that libraries are able to provide their users with greater access to resources and second, connectivity also means that libraries themselves are able to partner and coordinate with one another which results in cost-effective programs and projects. Connectivity allows rural and remote libraries the opportunity to cooperate and link to the greater library community.

“As band-width capabilities increase through government funding and initiatives of groups such as the community broadband networks, the opportunities for libraries expand. Libraries were dedicated to the concept of partnership long before it became a buzzword. We understand the concept of building on our strengths through working with others. When we see an opportunity to provide service to our clients in a more cost-effective manner, or to provide new services, we seize it.”

The implementation and use of technology in remote libraries allows the library to have greater autonomy and it also allows the library to be a more active participant in library projects. As Clendening says, “No longer does the development of a project hinge on a series of meetings being held in Toronto.” Other benefits of connectivity are e-reference, which allows reference questions to be answered from any locale, the ability for users to access information via the Web from anywhere, and the ability of users to tap into librarian expertise from any area. “To a creative librarian, anything is possible.”

Digital Libraries and Collections

Canadian Initiative on Digital Libraries

The implementation of technology in remote and rural libraries has made a tremendous difference in the types of services these libraries can offer their users. Technology has also facilitated the development of online, digital collections that are accessible by anyone with an Internet connection. Claude Bonnelly, Directeur de la bibliothèque, Université Laval, and current chair of the Canadian Initiative on Digital Libraries (CIDL) spoke about the Canadian Initiative on Digital Libraries.

The CIDL is comprised of 60 member libraries representing all sectors of the library community: academic, public, and special. The majority of member libraries are academic but all library sectors are represented as either full or associate members or sponsors. The activities of CIDL are guided by a steering committee that consists of organizations like CISTI (Canada Institute for Scientific and Technical Information), CIHM (Canadian Institute for Historical Microproductions), HALINET (HALton Information NETwork), NLC (National Library of Canada), Simon Fraser University, Université Laval, University of Toronto, and University of Victoria.

CIDL is guided by the input from a number of member universities and partners that join together to address specific issues such as digital library development, access and preservation, funding and promotion, and training and research. CIDL was formed with the aim to “... promote, coordinate and facilitate the development of Canadian digital collections and services in order to optimize national interoperability and long-term access to Canadian digital library resources.”

The main objectives of CIDL are to increase communication, awareness, and education on digital matters, identify and promulgate digital library standards and best practices, and better coordinate digital library activities among institutions and thus avoid duplication.

To achieve the goals of increased communication, awareness, and education the CIDL Web site has been created and maintained; it includes a resource page, and CIDL News, an online newsletter, that is freely available on the CIDL Web site. CIDL News includes news from the initiative and news from members; CIDL also organizes and offers training sessions, open meetings, bursaries, and an inventory of digital projects including 263 projects from 245 organizations. This is done on a voluntary basis with a more systematic approach presently being defined. Bonnelly states that the “CIDL Website is used to identify and

promulgate digital library standards and best practices and to coordinate digital library activities among institutions” and suggests that this initiative has had mixed success.

CIDL is responsible for overseeing the development and monitoring of large-scale projects. With the collaboration of the National Library of Canada, CIDL has initiated a consultation process on ongoing projects like electronic theses and dissertations and digitizing Canadian newspapers. Our Roots/Nos Racines is a project worthy of special mention. It is the largest and most complete digitized collection of local and regional histories. It is a fully bilingual site (about 50% in English and 50% in French). Currently the material digitized is in the public domain or copyright cleared.

Our Roots/Nos Racines is a multi-year project funded by Canadian Heritage’s Cultural Content Online Program and co-directed by University of Calgary and Université Laval. During year one (2001-2002) the project received \$500,000 in funding, and 300,000 pages or 1,500 books were digitized. In 2002-2003, \$1,000,000 in funding was granted for the digitization of 400,000 pages or 2,000 books, including instructional materials for K-12. Year three has a pending proposal of \$1,000,000 in funding, an additional 400,000 pages digitized and more instructional materials. The national launch of Our Roots/Nos Racines was October 2002.

The organizational structure for Our Roots/Nos Racines consists of lead institutions, digitization nodes, educational partners, a National Editorial Board, two regional editorial committees, two educational advisory committees, a coordination and accountability committee, a project management committee, and a technical committee. These participants are from all across Canada.

The objectives of the Our Roots/Nos Racines project are to provide worldwide access to the largest and most complete collection of digitally preserved local and regional Canadian historical materials, to empower Canadians to understand their own roots and family histories, to effectively demonstrate Canada’s cultural diversity, to help people understand similarities and differences amongst cultures and regions, to create a bilingual research and educational tool, to build digitization capacity and infrastructure in Canadian libraries through collaboration and expertise sharing, to establish national technology, metadata, and editorial content standards, to enable national collaboration amongst libraries, museums, archives, educators, technologists, and Canadian communities, and to enable cultural and academic institutions to pool resources so that the whole is greater than the sum of parts.

Like other digital collections, in order to get Our Roots/Nos Racines operating and fully functional, some of the tasks that needed to be completed included bibliographic research, preparation of materials for digitization, digitization processes, providing metadata, copyright clearance, instructional materials development, and Web site development. The target audiences are primary and secondary Canadian school students and teachers, the general public and lifelong learners, Canadian communities, historical and genealogical societies, scholars, researchers, professors, and students.

The foreseeable outcomes of Our Roots/Nos Racines are: a greater knowledge of Canada's customs, history, people, events and culture; greater understanding of our history and an increased sense of personal investment in Canada; a greater sense of community in Canadian society; access to free, online, inquiry-based, educational resources for primary and secondary school students and teachers; greater multicultural knowledge developed through learning models for Canadian youth; and worldwide, online accessibility to Canada's history as told by Canadians.

The following are a few examples of some of the positive feedback users have had regarding Our Roots/Nos Racines:

- “The every-increasing online services, like yours, are fantastic. When I saw that photo (of her grandfather), it gave me chills! Upon further inspection, we are almost 100% sure that one of the photos is my grandfather—the family resemblance is uncanny. Now we just have to see if the other man is my uncle or my grandfather. If the latter, it will be the only photo we have of him! Thank you again for your help.”
- “Your Website is the best I have found. It has been the best resource to me in my historical pursuit of the early pioneers. Thank you.”
- “My sister just found this site today and emailed me immediately. What a wonderful service and site you have provided! The wealth of the family information I have already gathered is immense. Please, keep up the good work!”
- “Just wanted to say what a great idea. The site is amazing especially for someone studying their roots like I am. It's a tremendous help. Good work.”
- “Your digital collection is a marvelous resource for me!!! Thank you.”
- “You people are wonderful! I have found so much information on my husband's family (and his family is a tough one to track down!). This service is such a wonderful surprise. Please keep at it. There are many out here who are very appreciative.”

Currently CIDL is at a crossroads and is grappling with some issues due to the success of Our Roots/Nos Racines. There is a greater focus on large-scale projects. Some of the complications encountered are funding and sustainability problems and interoperability and preservation issues. At the same time, CIDL has expressed clear commitment for cooperation and expertise sharing, a desire for increased communications with other constituencies (museums, archives, publishers), and clarifying relations with the new organization “Library and Archives of Canada”. CIDL solicited member input by developing and executing a member survey that answered three principal objectives: developing a picture of the role that CIDL members are playing in the development of digital collections, providing input for discussion on strategic and tactical priorities and directions of CIDL, and determining specific training for which CIDL might be able to organize sessions

and develop partners. The survey also provided a launching point for the development of a strategic planning process.

Library Services to Diverse Communities

Library Services to the Disabled

“We are dedicated to the simple proposition that persons with disabilities have the right to enjoy and have access to any opportunity that life has to offer. Indeed, we believe it is a basic right of citizenship.”

The Right Honourable Jean Chrétien, Prime Minister

According to research published by the Participation and Activity Limitation Survey (PALS) in 2001, 12.4% of the Canadian population has a disability. Generally there tends to be more disabilities in older populations and Aboriginals have much higher rates of disabilities compared to the rest of the Canadian population.

Rosemary Griebel, Service Manager, Calgary Public Library, provides context for disability services in addition to offering a primer on disability legislation, and historical and current library services to persons with disabilities.

In terms of legislation Griebel notes that

“Canada has taken a very different approach to disability law by entrenching Canadians’ rights to equal treatment in the Canadian Charter of Rights and Freedoms. When Section 15 of the Charter came into effect in 1985, Canada became the first industrialized nation to include in its constitution equal rights for people with disabilities:

‘15(1) Every individual is equal before and under the law and has the right to the equal protection and equal benefit of the law without discrimination and, in particular, without discrimination based on race, national or ethnic origin, colour, religion, sex, age or mental and physical disability.’”

Griebel argues that “the Canadian legislation often comes under criticism because it does not clearly articulate what is required to accommodate persons with disabilities.” This has implications for services offered at libraries, which, as Griebel suggests, “doesn’t mean Canadian library services are better, but that they are more uniformly inadequate to meet the needs of a growing disabled population.” For example, half of the disabled population does not have access to the Internet. Griebel examines three main programs that offer services to the disabled: the Canadian National Institute for the Blind (CNIB), the National Library of Canada (NLC), and ALEX—Accessible Library EXperience.

In 1976, the National Library of Canada published the landmark *Report from the Task Group on Library Service to the Handicapped*. The report recommended that a “coordinated

national program of library service to the visually, physically and perceptually handicapped unable to use conventional print materials be undertaken as soon as possible.” This program was backed with provincial and federal government financial support and was developed in conjunction with other service providers like the CNIB.

Griebel notes that

“Over a quarter-century later, disability services continue to lack national coordination, support, and funding that is any way comparable to that of the Library of Congress’s National Library Service for the Blind and Physically Handicapped. In Canada the majority of books produced in alternative formats, and most support for the delivery of nationwide library service to people with print disabilities, comes from the CNIB, a private charity.”

Canadian National Institute for the Blind

The CNIB Library for the Blind is heavily relied on by other libraries for providing materials in alternative formats. Some of the library-related services the CNIB offers include the Visunet Canada Partners Program, a networked library service that allows users from all over Canada to access materials in alternative formats, access to the DAISY Consortium, an Integrated Digital Library System, and the CNIB provides advocacy, support and leadership. Recently, the CNIB placed its catalogue online with a Web interface and included links to other library collections such as the National Library of Canada and the United Kingdom’s National Library for the Blind.

An exciting development at CNIB was the announcement of a \$33 million fund-raising campaign to digitize its entire collection of 60,000 alternate format materials and create the world’s first Internet library portal for the blind, in a process that uses a single digital file to create materials in multiple formats. The CNIB is a very important service provider for library patrons across Canada.

The National Library of Canada

The National Library of Canada has developed a number of programs in order to support their mandate of promoting equitable access to library and information resources to all Canadians. For example, the library has developed a Canadian Union Catalogue of Alternate Format Materials or CANUC:H. In the library community, the National Library of Canada is relied on to provide advocacy, support, leadership, technological support and communication. Presently, Griebel suggests that we are at a crossroads in developing equitable services—the new model of library services has to be based upon a model without borders, in addition to working across borders to provide content.

Accessible Library EXperience

The Calgary Public Library has developed ALEX, a workstation that can be used by all citizens with a disability. ALEX was developed on the principle of inclusiveness—end user

participation, shared responsibility, and working across borders. The technology used to develop ALEX follows the law in Canada which states that technology must conform to rules for the disabled. The development of ALEX began in 2000 when the Community Steering Committee formed. In 2001, \$330,000 in funding was received, and 2002 saw the release of the final proof-of-concept system, the placement of eight workstations throughout the city of Calgary in various library branches, and the subsequent training of staff and a public relations campaign to promote community awareness.

Here are a few examples of what ALEX users have to say:

- Arlie Marie: “Technology enables me to access the world from my own home.”
- Aimee: “The library allows you to be you...knowledge keeps me from being ridiculed.”
- Stephen: “There is no room for territorialism when it comes to delivering library service to the special needs community...the library is about sharing.”

Griebel aptly sums up the importance of library services to the disabled:

“Disability services respond to the same concept of equitability, based on the premise that everyone has the right to information. In this global information age, we need to work across borders to secure the best possible library service for people with disabilities.”

The continued development of technological infrastructure, content, and access will allow librarians to deliver equitable services to the disabled.

Library Services to the Multicultural Community

Wendy Jang, Coordinator of Multilingual Services at Richmond Public Library, presented a session on services to the multicultural community in Richmond, British Columbia. Richmond is a community of approximately 165,000 people—it is a dynamic multi-ethnic community where 54% of the population are immigrants, 45% are Canadian by birth, 40% are ethnic Chinese, and 6.7% are East Indian. Twenty-seven percent of immigrants came to Richmond between 1996 and the first four months of 2001.

The three library branches are the most highly used public facilities in Richmond. A whopping 90% of the population are active library users. In 2002 the Richmond Public Library (RPL) registered over 1,658,146 visits. RPL is a member of Public Library InterLINK, a network of public libraries that provides access to over 400,000 items, the library has a multi-media learning centre and job search centre, and extensive programming, partnerships, and community-based Web sites.

In April 2000 the Multilingual Services department was established. The department is comprised of two Chinese-speaking librarians who offer basic reference services in Chinese,

a broad range of programs, a Chinese information phone line, online Canadian citizenship practice tests, and extensive Chinese collections. Currently the multi-lingual collections include materials in Chinese, French, Gujarati, Hindi, Japanese, Punjabi, Spanish, and Urdu. In 1994, the Chinese community organized a book drive and the library matched the donations received. The Chinese collection today has over 70,000 items, including a reference collection of over 500 books and a special collection of 280 art albums, it accounts for over 29% of the library's total circulation, and it is used by people from all over the Lower Mainland.

All the multilingual programming is free and the programs offered through the library are designed to respond to community needs. As a result, library programs are informational, practical, educational, cultural, and recreational. Examples of successful programs include Chinese Reading Clubs, library tours, Chinese New Year, employment seminars, immigrant orientation programming, computer programming, and ESL classes. To promote usage of the collection, both English and ethnic media are used along with the Internet and word-of-mouth.

One of the programs RPL offers is the New Immigrant Orientation Program. Jang writes:

“This program was started in 1999 in partnership with SUCCESS, a local immigrant service agency for the Chinese community. Its goal is to provide practical and essential information to help new immigrants gain a better understanding of the community and its resources. Seminars are usually conducted in English with Mandarin or Cantonese interpretation. Topics have included medicare, education, public transit, job search, rental tips, library services, how to obtain a driver's license, road safety, auto insurance, the Permanent Resident Card, and how to report a crime. In 2002, the Library offered 23 New Immigrant Orientation Programs, with a total attendance of 1,358.”

Other popular programs include the Employment Trends Series—seminars that provide practical information to immigrant job seekers on things like hiring practices, application procedures, salaries, benefits, job trends, and advancement opportunities. Other seminars have been held on topics like Canada Customs, health, immigration and family sponsorship, the West Nile virus, financial investment, personal income tax, and Chinese medicine.

RPL offers two computer classes in both Cantonese and Mandarin. The first is *Introduction to Computers*, a hands-on class that covers computing basics. It is intended for people who have never used a computer before. The second class, *Introduction to the Internet*, demonstrates what the Internet can be used for and how it works. Topics include using Chinese characters and translation services, browsers, e-mail, search engines, Web directories, Internet safety, etc.

An additional cornerstone program is the weekly ESL Conversation Circles. This program gives adult English language learners the opportunity to practice their English in a friendly, comfortable environment. Each week, a different librarian leads the students in a discussion on a specific topic like where to go on vacation, favourite foods, hot news issues, etc.

RPL has designed their Web site such that it provides value added services to their users. Some of the community features on the Web site include the Canadian Citizenship Practice Test, a directory called “Asian Community” which provides general information about RPL and its Chinese-language programs, newspapers, etc., and a “New Canadians” section which links to sites of interest to recent immigrants, such as information on citizenship and immigration, ESL classes and tests, and settlement services.

All of the public computers are capable of displaying Chinese, Japanese, and Korean characters. They also have a Chinese character input method for people to type letters and e-mails in Chinese. Technical services offered at RPL support the library’s programming. The RPL Web site offers an interface in both Chinese and English, and the library itself has bilingual signage. The locally developed computer-based cataloguing system allows Chinese characters so materials can be catalogued in Chinese and is CAN-MARC compatible.

Not only are these programs highly popular with Richmond residents, people from all over the Lower Mainland regularly attend library programs. In 2002, the library offered 160 Chinese-language programs, with a total attendance of 7,653. “These successful, high-demand services have won several awards, including the Public Library Association Achievement Citation for the Chinese Book Donation Campaign, and the ExplorASIAN Canadian Heritage Awards for Community Building Through Arts & Culture.”

Jang explains RPL’s success:

“The key to successful programs is responding to the needs of the target community in a timely manner. The Multilingual Services Staff at RPL achieve this by organizing programs designed to be flexible and meet the needs of the Chinese immigrant community. Through talking to library customers, communicating with other community organizations and monitoring the media, staff are able to assess the needs of the community.”

Library Services to the Aboriginal Community

Wendy Sinclair-Sparvier, Head of the Albert Library branch in Regina, Saskatchewan presented a session on library services to Aboriginals. Of the approximately 1 million residents in Saskatchewan, 11% are Aboriginals. The vast majority of the Aboriginal population is under the age of 20, and as a result this has a number of implications and service challenges for libraries. Library services have changed dramatically in the last ten years due to these demographics.

One of the most pressing issues in terms of library services to Aboriginal populations is access. In southern Saskatchewan, for example, the Aboriginal population is small and libraries are not attracting Aboriginals to the public library. The main barrier to access for these groups is the levy that Native bands have to pay in order to use public library resources. Studies have found that only 20 out of 54 bands have access to public library materials

because of the fee. It became increasingly evident that access and service issues were a grave concern and consequently a public consultation was held.

Participants of the six public consultations included Métis, bands, councils, and government officials. Ultimately, forty-six recommendations were made with the majority of them being directed towards public libraries. Some of the major recommendations included:

- developing a Saskatchewan Library Web site
- creating access for Natives off reserve
- making libraries more sensitive to Natives
- and employing Native staff and consulting Elders.

In April 2001, the Regina Public Library received additional funding. A five-year action plan was developed for the Regina Public Library based on the unique characteristics of the population Regina serves. The Albert Library serves a highly transient, youthful, Aboriginal community. As a result of these demographics much of the programming and Web resources are aimed at Aboriginals. Teens are encouraged to use Web resources like Teen Zone for activities, links, and material aimed at young adults. The library ensures that Native print and online material is available, that Native artwork is displayed in the library, and that Natives are hired and remain visible in the Albert Library.

The Albert Library branch has been serving the community since 1913. This inner-city branch of the Regina Public Library provides information on diabetes, health clinic materials, Aboriginal protocol workshops, and children's programming: thus far approximately 1100 children have participated since the program's inception. In 1995 Inner-city Libraries and Patrons Conference obtained \$10,000 for cultural programming. As a result, Cree and beadwork classes were offered along with gallery space provided by the Saskatchewan Indian Federated College. In 1996, Industry Canada provided financial support to index Aboriginal journals and implement Storytelling Week throughout Saskatchewan. Other programs offered by the Albert branch include the Storyteller in Residence, developed in 1996, and the development and opening in 1998 of a heavily used computer lab.

The Albert branch partners with six schools in the community. Puppet shows are performed in the summer, beading programs are offered, and the branch partners with the fire department in an innovative program where fire fighters read to children. The Albert library offers outreach programs, operating as an informational and cultural centre. Future plans include more programming aimed at parents and caregivers.

Canadian Libraries and LibraryNet

It is evident that Canadian libraries are supporting the LibraryNet vision. Beyond acting as mere book depositories, Canadian libraries support job creation, serve as business incubators, and are economic development sites for the knowledge-based economy. The 1999 NCLSP Report estimates that between 3 to 3.5 billion dollars are generated by Canadian libraries and a vast majority of these dollars stay in the community and thus support local economies.

Because libraries are supported by tax dollars, libraries are fiscally responsible and accountable to the communities they serve. Library stakeholders are community members. This responsibility also means that libraries are cost-effective, pro-active, and will take advantage of every opportunity to share resources. Initiatives like the collaboration and resource sharing of three different libraries in Nunavut working together to create one accessible Web resource, and the partnerships that make up the Ontario Library Service so that the consortium can deliver high-level services, are examples of how libraries work to be cost effective. Connectivity has made these partnerships possible.

Canada's libraries are exemplary at supporting their communities. From the Richmond Public Library, to the Regina Public Library, to Nova Scotia libraries, programs and services are based around community needs. Libraries support community networks by offering services and programs, and they often provide a central location to access other community programs and initiatives. Web resources like the "Asian Community" and "New Canadian" pages at the Richmond Public Library, or the Yarmouth library in Nova Scotia relying on its Web resources to serve as another branch of their library have allowed these libraries to deliver programs and information online.

In addition, as we have seen with libraries in Richmond, in Nunavut, and in Regina, libraries are strong cultural and recreational spaces. RPL hosts many Chinese programs in response to their community's needs. Things like Chinese New Year celebrations, traditional dancing, ESL circles . . . all of these things support the library's vision of being more than a book depository—they are actively engaged centres of lifelong learning. Regina Public Library supports beadwork and Cree classes, and Nunavut libraries ensure that Inuit staff are employed. All of these examples show how Canadian libraries offer strong cultural programming and how libraries celebrate Canada's diversity.

Another function of Canada's libraries is the ability to disseminate government information and services through programming or Web sites. In Yarmouth the library serves as a distribution centre for government information and many of the programs offered through the Richmond Public Library (like the Canada Customs program, health, and personal taxes) distribute useful, pertinent information to library patrons. Libraries allow Canadian citizens to access municipal, provincial, and federal government information online.

Librarians themselves play a critical role—not only do they navigate information and provide it to patrons that request it, but they also provide personal service. Librarians are advocates on behalf of the people in their library's community. For example, Rosemary Griebel at the Calgary Public Library is an advocate and voice for the disabled patrons she serves.

Digital collections and projects have opened up a world of new possibilities for library users. Our Roots/Nos Racines is a perfect example of the mass appeal digital collections have for users. However, all of these opportunities hinge on the availability of computer hardware, software, connectivity, and infrastructure. The importance of the implementation and availability of technology in all Canadian libraries cannot be overstated. Connectivity allows rural and remote libraries to level the playing field, and to enter into mutually beneficial

partnerships. Connectivity grants them autonomy, allows them to expand their services, and has been a tremendous catalyst for ongoing collaborations.

One of the key issues for librarians and government officials regarding technology, the digital divide, is highlighted by Karen Adams. Adams writes:

“Given the large landmass of Canada and the number of rural and remote communities, it is no surprise that the digital divide is a concern to Canadians. The Government of Canada had initially promised to ensure that broadband access be available to all Canadian homes and businesses by 2004, but scaled back those plans in its most recent budget and extended its deadline to 2005. The Canadian Advanced Technology Alliances has noted that 4,700 of 6,000 communities in Canada (or 22% of the population) do not have high speed Internet access. In spite of those limitations, a study by Ipsos-Reid reported that high speed Internet access in Canadian households has doubled since 2000. Statistics Canada reported that while the digital divide is shrinking slowly, there continues to be a gap between those with the highest and lowest incomes, with growth in Internet use being attributed to middle-income households. There was also an urban-rural digital divide, as well as gaps based on level of education, family type and age. In another study, Stats Canada found that in 2001 small Canadian communities still had limited access to high-speed cable Internet, even though access to high-speed cable Internet had increased substantially” (213).

In addition, a comprehensive study conducted by Ekos found that overall more than one in two Canadians have accessed the Internet from a public place, and for those who have done so, the library is the first choice of public access location.

In spite of being placed second only to the United States in use of information and communications technology by *Connectedness Index*, Canada needs improvement in the areas of broadband services, content, and wireless. Statistics show that less than 1% of material available on the Internet contains Canadian content, and most librarians working in remote libraries say that bandwidth and connectivity is an ongoing concern.

Ultimately, however, the influence of the “Connecting Canadians” strategy on Canadian libraries has been enormous. Trudy Amirault from the Western Counties Regional Library in Yarmouth credits the CAP program for providing rural libraries with the opportunity to be leaders and for providing Internet access to over 8,800 communities. This is a sentiment echoed by Leanne Clendening from the Ontario Library Service who acknowledges Industry Canada’s pivotal role in financing Internet access and infrastructure in rural and remote areas of Ontario. Connectivity has opened up tremendous opportunities and new ways of delivering services to users. Industry Canada has also supported and provided financial backing for programs that are community inspired—like implementing Storytelling Week throughout Saskatchewan and providing funds to index Aboriginal journals.

In addition to providing funding for programs Clendening points out the unintended, but rewarding, benefits of the CAP program:

Partnerships formed for the purpose of implementing Community Access Programs have also led to other positive experiences. In Northern Ontario, a group of libraries came together with other partners as the Blue Sky Network. They worked together to provide public access to the Internet, Internet training, and marketing of their services. They also apply for other grants together. As a registered charity and incorporated non-profit organization they apply for funding which will benefit member libraries. They recently launched the 'Raising Readers' program.

Most recently, the members of the Network have taken on the role of the Community Broadband Network, BluSky.Net. They are now one of the five Community Broadband Networks which cover Northern Ontario for the purpose of promoting and implementing Broadband and its applications.

In addition to Industry Canada, the National Library of Canada's support for programs has implications for Canadians everywhere. The success of the Canadian Initiative on Digital Libraries is due to many partners, including the National Library of Canada, who collaborated with CIDL on ongoing projects like electronic theses and dissertations and digitizing Canadian newspapers. In addition, the National Library of Canada has a mandate to promote equitable access for Canadians everywhere, which, according to Rosemary Griebel from the Calgary Public Library, means the National Library plays a fundamental role in providing library services to the disabled. Griebel claims that the development of the CANUC:H catalogue for disabled Canadians has had far-reaching consequences for disabled Canadians. From partnering on digital collections to providing library services to the disabled, the National Library of Canada is looked toward to advocate, support, lead, provide technological support and communicate.

Libraries are key facilitators of lifelong learning. They not only provide information and content, but librarians facilitate information use. Librarians may very well be one of the greatest assets in the transition to a knowledge economy, and libraries, through innovative programs like LibraryNet and the "Connecting Canadians" strategy, will continue to support the social, cultural, and economic well being of all Canadians.

Appendix

Acknowledgements

The University of Alberta Library acknowledges the work of Tami Oliphant, and her collaborators:

Karen Adams – Director of Library Services and Information Resources, University of Alberta

Trudy Amirault – Regional Library Director, Western Counties Regional Library

Claude Bonnelly – Directeur de bibliothèque, Université Laval

Leanne Clendening – CEO, Ontario Library Services - North

Yvonne Earle – Librarian, Department of Sustainable Development, Nunavut

Rosemary Griebel – Customer Services Manager, Calgary Public Library

Wendy Jang – Coordinator, Multilingual Services, Richmond Public Library

Wendy Newman – Past President, Canadian Library Association

Wendy Sinclair-Sparvier – Head, Albert Branch, Regina Public Library.

Web Resources

Due North Participating Libraries

Calgary Public Library—<http://www.calgarypubliclibrary.com/>

Canadian Institute of Historical Microreproductions—<http://www.nlc-bnc.ca/cihm/>

Canadian National Site Licensing Project—<http://www.cnslp.ca/>

Dalhousie University Libraries—<http://www.library.dal.ca/>

Department of Sustainable Development, Nunavut—<http://www.gov.nu.ca/sd.htm>

National Archives of Canada—http://www.archives.ca/08/08_e.html

National Library of Canada—<http://www.nlc-bnc.ca/index-e.html>

Ontario Library Service—<http://www.library.on.ca/>

Our Roots/Nos Racines—<http://www.nosracines.ca/>

Prince Rupert Library—<http://www.princerupertlibrary.ca/>

Regina Public Library—<http://www.rpl.regina.sk.ca/>

Richmond Public Library—<http://www.yourlibrary.ca/>

Université Laval—<http://www.bibl.ulaval.ca/>

University of Alberta—<http://www.ualberta.ca>

University of Calgary—<http://www.ucalgary.ca/>

Western Counties Regional Library—<http://www.westerncounties.ca/>

Noteworthy Web Sites

Canadian Library Association—<http://www.cla.ca>

Canadian National Institute for the Blind—<http://www.cnib.ca/>

LibraryNet—<http://ln-rb.ic.gc.ca/>

Nunavut Wildlife Management Board— <http://www.nwmb.com>

Surrey Public Library—<http://www.spl.surrey.bc.ca/>

University of British Columbia—<http://www.library.ubc.ca/>

Windsor Public Library—http://www.windsorpubliclibrary.com/default_actual.asp

Woodstock Public Library—<http://www.woodstock.library.on.ca>

Works Cited

- Adams, Karen. "Canada's Libraries in 2002: A Year of Partnerships." *The Bowker Annual*. Ed. Dave Bogart. Medford, NJ: Information Today, 2003.
- Amirault, Trudy. "Services to Rural and Remote Communities." Due North: A Cross-Border Dialogue. CLA and ALA Conference. Plaza Hotel, Toronto. 19 June 2003.
- . "Re: Due North Report." 14 Aug. 2003.
- Bonnelly, Claude. "The 'Our Roots/Nos Racines' Project: An Achievement of the Canadian Initiative on Digital Libraries." Due North: A Cross-Border Dialogue. CLA and ALA Conference. Plaza Hotel, Toronto. 20 June 2003.
- . "Re: Due North Report." 18 Aug. 2003.
- Clendening, Leanne. "Small, Remote but Mighty." Due North: A Cross-Border Dialogue. CLA and ALA Conference. Plaza Hotel, Toronto. 19 June 2003.
- Earle, Yvonne. "Services to Rural and Remote Communities." Due North: A Cross-Border Dialogue. CLA and ALA Conference. Plaza Hotel, Toronto. 19 June 2003.
- Feliciter*. 49.3 (2003). [Some interviewee quotations were extracted from this issue.]
- Griebel, Rosemary. "If Helen Keller Lived North of the 49th: Canadian Library Services for People With Disabilities." Due North: A Cross-Border Dialogue. CLA and ALA Conference. Plaza Hotel, Toronto. 20 June 2003.
- . "Re: Due North Report." 15 Aug. 2003.
- Jang, Wendy. "Services to the Multicultural Community." Due North: A Cross-Border Dialogue. CLA and ALA Conference. Plaza Hotel, Toronto. 20 June 2003.
- . "Re: Due North Report." 14 Aug. 2003.
- LibraryNet Home Page*. Government of Canada. N.d. 8 Aug. 2003
<<http://ln-rb.ic.gc.ca/e/index.asp>>.
- Participation and Activity Limitation Survey. 2001. 8 Aug. 2003
<<http://www.statcan.ca/english/sdds/3251.htm>>.
- Schrader, Alvin. "More Libraries than Tim Hortons and McDonald's: Capturing the Cultural and Economic Impact of Libraries on Canada." *Feliciter* 49.3 (2003): 142.

Sinclair-Sparvier, Wendy. "Library Services to Diverse Communities." *Due North: A Cross-Border Dialogue*. CLA and ALA Conference. Plaza Hotel, Toronto. 20 June 2003.

Skrzeszewski, Stan and Maureen Cubberley. "Introducing LibraryNet: A Concept Paper." *LibraryNet*. N.d. 8 Aug. 2003 <<http://ln-rb.ic.gc.ca/e/about/concept.asp>>.