Jessica MacQueen <jlmacqueen@gmail.com>

FW: Responses to Framing Questions - [cla] Notice to Library Community: Royal Society of Canada Expert Panel on 'The Status and Future of Canada's Libraries and Archives

Jaqueline Kucera <Jaqueline.Kucera@mississauga.ca>   Fri, Sep 13, 2013 at 10:56 AM
To: "jlmacqueen@gmail.com" <jlmacqueen@gmail.com>

Dear Ms. Jessica McQueen :

    My name is Jaqueline Kucera and I am a public Librarian with the City of Mississauga where I have been employed for the last 20 years. I have also worked for the Library of Parliament in Ottawa.

Following please find my responses to your framing questions, which I have placed in blue lettering.

Regards,

Jaqueline Kucera

Mississauga Central Library

301 Burnhamthorpe Road West

Sciences and Business Department – 2nd Floor

Mississauga, ON L5B 3Y3

(905) 615-3200 EXT 3584

FRAMING QUESTIONS:

SERVICES

1. How would you describe the services Canadians, including Aboriginal Canadians and new

Canadians, are currently receiving from libraries and archives in Canada? **FAIR – I say fair since in**

Some rural areas of Canada, library service ranks POORLY – poorly due to the fact that library

Clerks even volunteers are providing client services. Aborginal areas most definitely require

Better library services. These areas require donations and the funding to purchase resources

Plus a librarian to oversee operations.

2. Libraries are currently hybrid operations, constantly pulled toward traditional services by

many core users and pulled, equally, by a concern for relevancy from other users and potential

users. What issues are libraries facing as they try to make the transition to new service models?

TO REMAIN RELEVANT to the traditional user and EXCITING / APPEALING to the new or youth user

We need to attract customers. It has been reported males tend to purchase books (from Chapters/Indigo)

Rather than borrow books from their public library. We need to be relevant, up to date, plus attractive (both from an

Interior design point of view) as well as with library resources to attract potential customers and then have them

Returning. Programming also helps…offer programming for adults, older adults, youth and children.

3. How do libraries and archives measure outcomes of their service and community impacts?

The Mississauga Library System offers customer surveys and also has statistics such as how an item circulates or how many customers are in the

Library at certain times during the day.

4. Are libraries the appropriate institutions to catalog, store, and provide access to research

data? **YES – we need to be – we help those who cannot afford to find the information they need as well as others….YES, this is our goal** If not, which institutions should provide these services?

COMMUNITY OUTREACH AND AWARENESS

1. Would Canadians know of, or understand, the contribution you make to library/archival

service in Canada? – **WE need to include a pamphlet of the public library in the Newcomers Packages for our city/area/region.**

We need to be on the webpage for Citizenship and Immigration for our immediate region, province or territory as well as the federal website,

So newcomers know to come and see us.

2. Describe the services provided directly to users within your context, or whether they are

consortial in nature; please describe the mechanisms in place to define, refine and measure the

impact of the services. **We at the Mississauga Library System offer a variety of services…too many to mention.**

We have tours, holds/reservations, services and programs for newcomers http://www.mississauga.ca/ library

We have customer surveys/ costumer comment forms / circulation statistics – statistics of the number of people in the library at certain times of the day/ program statistics/program surveys

3. In the digital era, what support for patrons do/should libraries provide? **We have several computer stations in our 18 library branches which offer internet and Microsoft Office (word, excel, powerpoint.)**

As well, we offer programs such as Internet Basics 1 – Mouse Instructions, Internet Basics 2 – Introction, Internet Basics 3 – Intermediate, Internet Basics 4 – E-mail / Internet Basics 5 – Facebook / Tuesday Night Overdrive Drop-IN Help for E-books & E-Resources/ Linked In – How it can help you Library Programs/ Twitter & Pinterest Library Programs

4. What in your opinion are the specific roles of libraries and/or archives and/or museums and

other heritage institutions in community building and memory building? **The library role is VITAL – we should be a major focus of our community – ex. ESL Language & Communication Circles, Storytimes for Children, Class visits for schools, Art Walls to promote amateur painters – we are so important in so many aspects!**

NEW DIRECTIONS

Digitization

1. What are the main challenges of born-digital material for your institution? – **The cost – cost of public computers, cost on online databases – staff / staff time involved to assist clients unfamiliar with technology – training staff (especially old timers) and keeping them up to date with technology so they can efficiently and effectively assist customers/clients**

2. What will be the function and future of a brick-and-mortar library or archive in a paperless

future? – **assisting customers on how to find relevant/scholarly/peer-reviewed/ authentic resources/information online – I do not believe we will ever be without paper. People enjoy the physical touch of a printed resource/book – ex. Pamphlet advertising programs ex. Whole NOTE for music events in the GTA**

Education

1. What changes, in your judgment, are necessary in the professional education and training of

librarians/archivists in the 21st century? **– we need to focus heavily on technology, efficiency, interior design/ budget – how to use how budget effectively – how to get the most bang for your buck**

2. What conversations do you think need to take place with library, archival, and information studies

programs about professional competency requirements, and have they begun? – **We need to think NOW/TODAY of the role of the library in the future 5, 10, 20 years from today…to stay relevant and to plan ahead – forcast our role, so that when we build libraries today (both library staff/teams as well as buildings) they will be relevant/cost effective in the future.**

Resources

1. Public libraries are primarily funded by local municipalities, with little funding from any other level

of government. Many towns and rural communities are too small to support needed technology. How

do we encourage the creation of library systems (or consortia) that can meet the increasingly

sophisticated technology-driven needs of libraries—whether urban or rural? – **We need to campaign – library staff and library supporters our government – local, provincial (territorial) and federal – We / the Library workers and Library supports need to have a campaign in place for government officials to view, respond to, respect – HAPPY TO VOLUNTEER MY SERVICES**

2. Assuming academic host institutions have financial resource constraints, and assuming academic

libraries are equally constrained, how might these libraries attract funding adequate to meet the

expectations of their users? – **same as above campaign to government, campaign to their patrons/students/ campaign to the companies from which they purchase resources**

3. What percentage increase to your current budget would permit you to realize the aspirations of

your users? If you received an increased budget and consistent adequate resources, describe your

library/archives in 2017. I am uncertain of the library's budget. For such information, perhaps you could contact Mrs. Anne Murphy, Senior Management for the Mississauga Library System. She is the area manager for my division of the Mississauga Library System. She can be reached at anne.murphy@mississauga.ca or my telephoning 905 615-3200 ext 4520.

I hope the information provided is helpful.

Regards,

Jaqueline Kucera

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301 Burnhamthorpe Road West

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Mississauga, ON L5B 3Y3

(905) 615-3200 EXT 3584

From: cla-bounces@lists.cla.ca [mailto:cla-bounces@lists.cla.ca] **On Behalf Of** Judy Green
Sent: 2013/09/11 8:32 AM
To: 'cla@lists.cla.ca'
Subject: [cla] Notice to Library Community: Royal Society of Canada Expert Panel on 'The Status and Future of Canada's Libraries and Archives
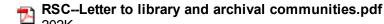
Colleagues, please find attached two documents that will explain and frame a request, made by the Royal Society of Canada's Expert Panel, to solicit the engagement of the community in the work of the Panel. Please do not hesitate to re-post to institutional and local lists.

Ernie Ingles,
Vice-Provost, (on Administrative Leave)
University of Alberta,
Edmonton, Alberta,
Canada, T6G 2J4

Telephone: 780-975-9170

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3 attachments

📕 **RSC--Letter to library and archival communities.pdf**
202K

📕 **RSC--Framing Questions.pdf**
198K

📄 **ATT00001.txt**
1K