

# Friends of the Regina Public Library

## Response to the Royal Society of Canada's Expert Panel on "The Status and Future of Canada's Libraries and Archives"

JANUARY 31, 2014

**Response to questions from the Royal Society of Canada's Expert Panel on "The Status and Future of Canada's Libraries and Archives".**

**Members of the Friends of the Regina Public Library (FRPL) also had the opportunity to meet with Royal Society of Canada panel members in Regina, Saskatchewan on November 29, 2013**

**This response refers to the Friends of the Regina Public Library as an organization and also to the services of the Regina Public Library. The RSC Panel also met with representatives of the Regina Public Library and will no doubt have obtained much more additional detail on RPL activities from the RPL Board and Administration, so this report will contain only selected references to the many RPL activities.**

"Public libraries are a democratic entitlement for every individual, for every community and for the whole nation. To echo the American Library Association I believe the public library service is a unique institution, that "guards against the tyrannies of ignorance and conformity, and its existence indicates the extent to which a democratic society values knowledge, truth, justice, books, and culture"[1].. For many people, libraries are a haven of hope, a gateway to knowledge and learning, and an opportunity to access information and to participate as a citizen. With more branches than McDonalds or Boots, and more visits to libraries than shoppers in London's West End, the public library network is a triumph of infrastructure and branding [2]. Our libraries are the keepers of a national book collection which reflects our shared learning and chronicles our intellectual and cultural environment." <sup>1</sup>

- By Margaret Hodges, Minister for Culture, United Kingdom

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<sup>1</sup> [1] <http://www.ala.org/ala/online/resources/slctdarticles/12wayslibraries.cfm>

[2] In 2007/08 there were 280 million visits to England's libraries – 80 million more than shop each year in London's West End. 200 million visitors visit London's west End (the largest concentration of shops in west Europe with four miles of streets across Bond Street, Oxford Street and Regent Street) Source: New West End Company ([www.newwestend.com](http://www.newwestend.com))

As footnoted in: Department for Culture, Media and Sport, *The Modernisation Review of Public Libraries: A policy statement*. London, England. March 2010. Page 2.

[http://webarchive.nationalarchives.gov.uk/+http://www.culture.gov.uk/images/consultation\\_responses/modernisation\\_review\\_public\\_libraries.pdf](http://webarchive.nationalarchives.gov.uk/+http://www.culture.gov.uk/images/consultation_responses/modernisation_review_public_libraries.pdf)

## THE QUESTIONS FROM THE PANEL

### 1. What is the nature and make-up of your organization?

The Friends of the Regina Public Library Inc. is a not-for-profit organization formed in November 2003 in response to the Director of the Regina Public Library (RPL) announcing the closure of: the Prairie History Room and the Dunlop Art Gallery (which are both housed in the Central Branch), the Prince of Wales Branch, the Connaught Branch, and the Glen Elm Branch. Through the work of FRPL the support of Regina residents for retaining the threatened library services was brought forward in a Task Force and a petition to City Council with 26,048 names. As a result, in April 2004 City Council recommended approving a budget increase that would maintain the status quo, keeping the locations open. In August 2004, the RPL Board announced that it would maintain all services pending further public consultations. Since that time, no branches have been closed and the Prince of Wales Branch has been moved into a newly built facility attached to the Core Ritchie Neighbourhood Centre.

The Friends of the Regina Public Library was formed by citizens who believed that the Regina Public Library should be responsive and accountable to the people of Regina. FRPL continues to have an important role in carrying out its mandate

#### Vision:

A strong library system meeting the community's and patron's needs that is, accessible to all.

#### Mission:

In an equitable and public manner, support the maintenance and development of a strong set of diverse and accessible library products, services and programs that meet the needs of all Regina residents through an ongoing dialogue between the public and decision-makers conducted in an equitable and public manner.

#### Goals:

1. To promote transparent, accountable, democratic decision-making within and about the Regina Public Library.
2. To promote equitable access to library services to meet the needs of diverse communities.
3. To promote the maintenance and enhancement of RPL programs and services including those that support literacy and provide cultural opportunities for all.
4. To actively promote the value of library services throughout the community.
5. To create a vibrant FRPL organization.

FRPL has maintained its momentum through ongoing communication with its members, its supporters and the broader community.

We have promoted public engagement of citizens in determining the future of their libraries.

We have advocated for prudent and valued funding that the taxpayers of Regina provide to the library for its operations and capital investments every year.

We advocate for transparent, accountable decision-making within the library.

We take public concerns about current or needed programs and services and present them to the RPL Board of Directors and communicate about library issues to our members and the general public.

**2. Does your organization provide services: (a) directly to Users? Or, (b) to members who make-up the organization?**

The Friends' activities are of benefit and interest to our members, patrons of the Regina Public Library, people generally interested and supportive of libraries and the general public.

**3. In terms of Question 2, describe the services provided directly to Users, and if they are consortial in nature please describe the mechanisms in place to define, refine and measure the impact of the services, particularly as they relate to Canadians.**

FRPL provides a forum and point of contact where individuals or organizations can express their ideas concerning the Regina Public Library.

We provide a service to library patrons and all residents of Regina by drawing attention to and promoting discussion of library services and policies. In a system where Library Board members are appointed, where much of the debate and discussion of issues between Board members is held in closed sessions, where there is no "official opposition" to create dynamic public dialogue, and there are many issues competing for public attention, the Friends of the Regina Public Library and our members do what we can to bring public attention and create informed intelligent discussion of library issues. (Note that our group originated because of the public not being aware of the financial difficulties facing the Library Board ten years ago that resulted in the surprise public announcement of branch closures, and we do not want to have this kind of surprise happen again.) This includes making the effort to contact and have positive relationships with the media, to facilitate drawing attention to key library issues, library services and the value of libraries. We are encouraging the Regina Public Library Board to be more open and consultative in its decision-making processes. When the Regina Public Library does undertake efforts in consultation, the Friends of the Regina Public Library actively encourages public participation.

FRPL holds public meetings and events around library issues and library history. For example, recently we held celebrations of the 100<sup>th</sup> anniversary of the opening of the original Carnegie library as the main branch (Central Library) in downtown Regina, and the 50<sup>th</sup> anniversary of the opening of the modernist building that replaced the Carnegie building. We also held a Jane's walk tour of Central Library. FRPL has completed the research and writing and is now in the

process of editing and raising funds for printing a book chronicling the 100 year history of the Regina Public Library.

The Friends regularly promotes the use of the varied library services available to residents of Regina. We encourage the broadest use of services that the patrons deem necessary to fulfill their needs for greater knowledge, enjoyment and lifelong learning.

FRPL has in the past held a fundraising event for capital projects of the Regina Public Library, and as we are able to, promote fundraising by the Regina Public Library Board. However, the Friends of the Regina Public Library is not like many other groups with a similar name in other areas that have an emphasis on volunteer and fund-raising activities, such as library book sales. While we appreciate and value those kinds of activities, our origins have made us an organization that focuses on the governance, policies and services of the library.

As a non-profit volunteer organization we don't have the resources for extensive monitoring of the response to our FRPL activities, but do gain input from our members through e-mail, website, Facebook, telephone contacts and in-person meetings. We also gain input from the general public via our website, in public meetings and general contact with the public.

#### **4. Would Canadians know of, or understand, the contribution you make to library/archival service in Canada?**

Yes, we believe that the Friends of the Regina Public Library's contributions are known in Regina and beyond. We are seen as the ones that saved the three branches, the Prairie History Room and the Dunlop Art Gallery. We continue to encourage people to express their needs and desires for libraries and their resources to those that maintain and manage their presence in Canada. We have written many letters and submissions to the Regina Public Library Board, City of Regina Councillors, Members of the Saskatchewan Legislative Assembly and Members of Parliament. These have expressed our concerns for adequate funding, current or needed services and transparency in decision-making. We have participated in City of Regina processes around future planning for Regina. We have expressed our concerns about the current state of archives in Regina and in Ottawa. We have held many public events drawing attention to library policy issues and library history. Our efforts have received frequent positive media coverage.

The Regina Public Library is certainly known for being the first library in Canada to have an in-house art gallery, and also for its Film Theatre, modernist Central Library Building, as well as its many programs and services.

#### **5. What inhibits you from providing services that ultimately would improve library/archive services to Canadians?**

As an organization itself, Friends of the Regina Public Library relies on volunteer efforts for our activities and on memberships, donations and other fund-raising for our resources.

In terms of the public library system in general, the principle barriers, are financial resources and the staff to be involved in improving services. There is a concerted effort across Canada to reduce government services and limit resources available for public needs. Also, some people feel that the digital age means there is no longer a need for libraries, which is not true.

FRPL's efforts have been to promote the value of library services and libraries, to maintain or expand the free services and resources made available by the Regina Public Library. FRPL supports the public contribution paid through municipal taxes to the Regina Public Library and more recently has encouraged the provincial government to increase provincial contributions to programming in Saskatchewan.

## **6. What do you see as the challenges for libraries and archives in the forthcoming years?**

There is growing push to limit budget increases and in many cases do more with less. This puts immense pressures on the decision-makers. The use of public services has been growing and the growth does not seem to be slowing down. Literacy and knowledge, especially with a world that is changing and people moving around the globe, are becoming more than a valuable asset – they are becoming a necessity of life. As public places, libraries also need to be energy efficient, friendly, useful facilities showcasing the better world that we desire. They must, in the climate of internet knowledge and electronic databases, provide a foundation to assess the validity of that knowledge and provide ways to integrate it into their daily tasks.

The Friends role is to be aware of these changes and pressures and ensure full public knowledge and engagement in the decisions made. It is also an opportunity to provide advice. It is our assertion that public services are necessary and valuable. In some cases, these are the last chances for citizens to be engaged in their community and gain necessary skills and knowledge.

Archives have a special role in maintaining our knowledge of our recent and more distant past. This allows us to know the history of our values and principles. It also provides us with the capacity to reflect on past actions and determine what the right future is for our times. It allows us to acknowledge our past and progress forward.

A challenge is conveying the message that the maintenance and sharing of knowledge goes beyond books in the library collection and the Prairie History Room. In Regina our library has the first art gallery within a library in Canada. The Dunlop Art Gallery has books, other materials and art works that it lends out. Our library has a Film Theatre. Library programming includes story-telling and reflects Aboriginal and other cultures. The RPL has a Writer-in-Residence program. Friends of the Regina Public Library also supports the idea that knowledge and remembrance of our history is also found in the buildings around us and we value the maintenance of our library building heritage.

There is a danger in that the increased use of electronic services and products has its benefits, but it can also further marginalize the marginalized who don't have access to technology. The

need and desire for books and other tangible resources is still important, yet could be overlooked in this digital age.

## **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?**

The RPL has one branch, the Albert Branch, that particularly has an Aboriginal focus in its collections, programming and interior decoration. The RPL set up a community advisory committee, called the Albert Library Committee, to gain the input of the community. Albert Branch has a learning centre with computers. Albert Branch will be part of the North Central Shared Facility being designed to include a high school, the library, the community association and other services. The RPL also has related materials and programming in other branches.

Regina is experiencing a period of growth, some of which is people coming in from other provinces and some of which is new Canadians. This is creating a demand for materials in other languages. Some new Canadians are highly educated and well versed in English and in technology, others are not and this creates additional demands on services in the city and province.

RPL is increasing literacy services and has revamped the literacy learning area in its Central Library. In addition to providing services, it is important that staff and other patrons are welcoming to Aboriginal people, Newcomers and the range of people in our society.

The Saskatchewan Library Trustees Association recently sent a brief to the provincial government asking for additional support for programs around literacy for Aboriginal people and Newcomers, and FRPL wrote a supporting letter about that brief.

On the other hand at the national level, it seems that services to Canadians are being reduced through cuts to the National Archives, for example, and more recently the closing of key government libraries.

In addition having some of the Census records in the hands of a private company, requiring people to pay a fee to access these services, is limiting Canadian access to our own information and history.

#### **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?**

The increased use of electronic services and products has its benefits, but can also further marginalize the marginalized who don't have access to technology. There is also a danger that the electronic formats we use today will become out-dated, as these formats are constantly changing, and we won't be able to access these documents in the future.

A danger in the world outside the library is the people that say, "Now that we have electronics and the internet we don't need libraries." This is a statement that the Friends of the Regina Public Library do not support, as we see libraries as important learning centres, and as places to retain materials that will always be needed.

In the world of library users and supporters, people still have an interest in reading from books. In Regina there has been a recent culling of many books, videotapes, DVDs, and many years ago the library's 35 mm film collection. The loss of some of the 35 mm film collection and for example, history-related and art film videotapes had many people concerned. While the library professionals see the need for culling books (not circulated often, in poor condition, duplicate copies in our city or in other areas in the province which can be eliminated because we have a province-wide circulation system) and also don't like over-crowded book shelves, average citizens see the removal of books as a loss, especially the more rare and less circulated books, and are alarmed by the half empty book and magazine shelves. "Where did all the books go?", they say to us. There is also an increased emphasis in the collection on frequently circulating popular material, but this takes away space for other less popular but interesting and informative materials. It seems that people appreciate the electronic resources, but do not want to see the downgrading of the collection of newer and especially older books.

Movement away from Dewey decimal classification to displaying books by topic areas has been carried out in two Regina branches. It will be interesting to see how these changes are received by patrons.

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

Libraries can use a variety of techniques to obtain input from their users, such as comment forms, focus groups, in person, at public meetings, in telephone or on-line surveys, and input from staff.

### **4. Are libraries the appropriate institutions to catalog, store, and provide access to research data? If not, which institutions should provide these services?**

That would likely depend on the type of library and what resources are available in a region. If libraries (public or university or government) didn't provide this information and access – who would? Many libraries are public, but the public is not consulted on them. Sometimes they are altered or closed without proper disbursement of the library materials. Lately this has been a problem with government libraries. This is not right since we paid for those materials through our taxes.

## COMMUNITY OUTREACH AND AWARENESS

### **1. Would Canadians know of, or understand, the contribution you make to library/archival service in Canada?**

Yes, we believe that the Friends of the Regina Public Library's contributions are known in Regina and beyond. We are seen as the ones that saved the three branches, the Prairie History Room and the Dunlop Art Gallery. We continue to encourage people to express their needs and desires for libraries and their resources to those that maintain and manage their presence in Canada. We have written many letters and submissions to the Regina Public Library Board, municipal Councillors, Members of the Saskatchewan Legislative Assembly and Members of Parliament. These have expressed our concerns for adequate funding, current or needed services and the transparency of decision-making. We have participated in City of Regina processes around future planning for Regina. We have expressed our concerns about the current state of archives in Regina and in Ottawa. We have held many public events drawing attention to library policy issues and library history. Our efforts have received frequent media coverage and we maintain a website.

As mentioned earlier, the RPL is certainly known for being the first library in Canada to have an in-house art gallery, and also for its Film Theatre, modernist Central Library Building, as well as its many programs and services.

### **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.**

The Friends provides "services" to its members who are users of the Regina Public Library, people generally interested and supportive of libraries and the general public. We have worked with other organizations to create events celebrating the history of the public library in Regina. The Friends is currently in production of a book chronicling the history of the Regina Public Library. We hold public meetings and events around library issues and library history.

We provide a service to all residents of Regina by drawing attention to and promoting discussion of library services and policies. In a system where Library Board members are appointed, and much of the debate and discussion of issues between Board members is held in closed sessions, and where there is no "official opposition" to create dynamic public dialogue, the Friends we do what we can to bring public attention and create informed intelligent discussion of library issues. (Note that our group originated because of the public not being aware of the financial difficulties facing the Library Board ten years ago that resulted in the surprise public announcement of branch closures, and do not want to have this kind of surprise happen again.) We are encouraging the Regina Public Library Board to be more open and consultative in its decision-making processes. When the Regina Public Library does undertake

efforts in consultation, the Friends of the Regina Public Library actively encourages public participation.

The Friends has in the past held one fundraising event for capital projects of the Regina Public Library. We regularly promote fundraising of the Regina Public Library. The Friends of the Regina Public Library is not like many other groups with a similar name in other areas which have an emphasis on volunteer and fund-raising activities, such as library book sales, and do not address library services and policies. While we appreciate and value those kinds of activities, our origins have made us an organization that focuses on the governance, policies and services of the library.

As a non-profit volunteer organization we don't have the resources for extensive monitoring of the response to our FRPL activities, but do gain input from our members through e-mail, website, Facebook, telephone contacts and in-person meetings. We also gain input from the general public via our website, in public meetings and in media coverage.

As Friends of the Regina Public Library we have carried out a major publicity effort and collected the thousands of signatures in our original petition, held a task force, and conducted a survey. We continue to hold public meetings, keep an eye on media reports and talk to library patrons and members of the general public about library services and library governance. We measure outcomes by changes and improvements related to the recommendations.

### **3. In the digital era, what support for patrons do/should libraries provide?**

Libraries should continue to provide print and other physical resources to patrons, which in Regina includes books, magazines, art work, films (just on DVD now), and toys.

Patrons need to understand what digital resources are available and how to use them. Some patrons also need assistance in learning how to use the computer to access library materials.

Technology also gives us the opportunity for additional services for people with hearing and visual difficulties, with computers that can enlarge print, for example.

Patrons are also concerned about the loss of the CNIB books on tape program and looking forward to the creation of the new alternative to that program. But they wonder whether the materials be available on tape or just in DVD format? A complete change to DVD requires new equipment for some patrons who may not have the funds or the where-with-all to acquire new equipment.

### **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?**

Libraries, archives and museums have a huge role in community building and memory building. As institutions that provide free public access to information, libraries are a foundational

organization in building and maintaining a democratic society. Although we do have the Internet now, as we know, Internet information is not the only kind of information and not everyone has easy access to the Internet.

Libraries are a public space that anyone, more or less formally educated, rich or poor, well-dressed or not well-dressed, of all genders, can go to and be safe and accepted as a member of the public with a right to be there.

The maintenance of knowledge goes beyond books in the library collection and the Prairie History Room. In Regina our library has the first art gallery within a library in Canada. The Dunlop Art Gallery has books, other materials and art works that it lends out. Our library has a Film Theatre. Library programming includes story-telling and reflects Aboriginal and other cultures. Friends of the Regina Public Library supports the idea that knowledge and remembrance of our history is also found in the buildings around us and we value the maintenance of our library building heritage.

It is important that public institutions maintain and make available archival resources such as the Census and other records. Fees for services should be eliminated for on-line access and kept to a minimum for printing out materials (such as historical vital statistics records) as this creates a barrier to public access. As the public we and our ancestors paid for the acquisition of this material, put in effort through participation in surveys and the Census, paid for the analysis and maintenance of material, so why do we have to pay again to see the material or data?

Having digital resources available is good, but it is also critical to maintain the actual documents. Microfilming and then destroying the documents sometimes leaves us with just a bad microfilm.

Through displays in libraries, film showings, story-telling and other public programming, and maintaining their built heritage, libraries can make an important contribution to community and memory building.

## **NEW DIRECTIONS**

### ***Digitization***

#### **1. What are the main challenges of born-digital material for your institution?**

FRPL as an organization does not have comments on the specifics of this question at this time.

#### **2. What role should libraries and archives take in the digitization, the dissemination and the long-term preservation of Canadian heritage (print publications and archives)?**

Libraries and archives have a critical role in preserving Canadian heritage and in keeping this information accessible to the public. Digitization is valuable, because it makes resources more readily available to many people. But it is also very important to retain original print materials.

There should be more advance notice and public opportunity to comment on the material that is culled from libraries. Much of this material is documents that are not digitized and cannot be replaced. Taxpayer money paid for these materials and we should not be expected to leave decisions about its dispersal strictly up to librarians. Librarians are professionals with a valued opinion, but the opinion and desires of the general public should be taken into consideration. Collections of materials on particular topics could be maintained by other groups interested in that topic.

### **3. What will be the function and future of a brick-and-mortar library or archive in a paperless future?**

So much can be said about this. The future will never be paperless. So many materials are 3 dimensional already and will remain that way. Some things can be digital, but many others are best in book format.

Libraries have a very important role in ensuring there is free public access to information. This is a critical component of maintaining a democratic society. As mentioned previously, not everyone has access to the Internet. Even with electronic resources, librarians have an important role in guiding patrons to the appropriate data.

Libraries have an important role as learning centres outside the formality of schools or other educational institutions.

Libraries have many roles they can play in disseminating knowledge – general library programming, story times, story-telling, special events, genealogical research classes, literacy tutoring, training in using electronic databases, and so forth. In Regina we have an Art Gallery – sharing knowledge about art. We have a Film Theatre. In Regina we also have a writer-in-residence program. So we see public libraries as being much more than a collection of books or electronic databases!

Libraries have an important role in providing resources and creating community linkages with Aboriginal people, new Canadians and people with disabilities.

### ***Education***

#### **1. What changes, in your judgment, are necessary in the professional education and training of librarians/archivists in the 21st century?**

FRPL has always put a major value on the importance of the library staff. Good competent staff functioning in a positive work environment is what makes libraries the great resources that they are.

It is important that staff are have appropriate training, and equally important that public library staff are people and community oriented, such as we have in our the library staff in our city. In addition to their technical knowledge, librarians need to be open and able to work with a range of people, understand the community they serve, understand the many cultures in Canada. Librarians also need to be aware of the challenges people may face related to literacy and accessing library materials, such as physical, mental or learning disabilities and challenges related to living in poverty.

It is important that library staff feel that they and their opinions are valued and that they have a positive and supportive work environment.

**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?**

FRPL as an organization does not have comments on the specifics of this question at this time.

***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?**

Saskatchewan has recently developed an integrated provincial library resource sharing system – SILS – which greatly enhances the ability of people from small libraries to access materials. This is a provincial resource that received provincial government support.

The Saskatchewan Library Trustees Association is asking the provincial government for increased funding for libraries in general and for literacy programs for Aboriginal people and English as an Additional Language.

After examining the information available on these types of arrangements, Friends of the Regina Public Library is not supportive of the recent trend to public-private partnerships as a means to build library buildings, for example.

The general role and value of libraries needs to be emphasized with the general public and political decision-makers so that library buildings as public places and libraries as providers of information and learning continue to be funded.

**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?**

As with any library, there needs to be dialogue with users concerning what their expectations are and the limitations of the budget. An analysis needs to be made of the activities valued by the library patrons, other activities which are essential to the operation (which can perhaps be explained to the patrons) and areas where an organization can be made more effective.

The Friends of the Regina Public Library are not supportive of public-private partnerships for public library services. These services should remain publicly funded and fully public institutions.

While corporate or individual donations can assist organizations, they can lead to influence over any organization that take it away from public control of its resources. Similarly, as everyone knows, one can get grant money, but must make sure that the focus of the grant matches the organization's priorities.

**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.**

For the Regina Public Library, there is certainly a need to keep up with inflation.

It is important to ensure that library staff receive the compensation deserved for their important public role.

Generally the Friends of the Regina Public Library wants to see the maintenance of all of our current library branches, the Dunlop Art Gallery, the Prairie History Room and the RPL Film Theatre. We respect the need and value of digital resources, but our feedback from the public is that they still want to be able to access books, music, film, art and other lending material at libraries. So funding is needed for that. The library has many roles it can play in disseminating knowledge – general library programming, story times, story-telling, special events, genealogical research classes, literacy tutoring, training in using electronic databases, and so forth. This involves program funding as well as funding for technological resources and equipment. In Regina we also have a writer-in-residence program. So we see public libraries as being much more than a collection of books or electronic databases! In addition the library has an important role in providing resources and creating community linkages with Aboriginal people, new Canadians and people with disabilities and being a welcoming place for all citizens.

Library governance is also important. In these days of concern about financing, transparent accounting of finances is demanded. Transparency in the processes of decision-making on the part of library management and Library Boards is also essential to ensure public understanding of library issues and support for library activities.

For the Friends of the Regina Public Library, for our operation as a non-profit organization, we rely on membership fees, donations, sales of fund-raising items such as buttons and t-shirts and the occasional fund-raising activity. Our history book project has received two grants and financial and collaborative support from the Regina Public Library.

**CONCLUSION:**

The Friends of the Regina Public Library appreciates the invitation and opportunity to meet with panel members and prepare this submission to contribute ideas for the maintenance and improvement of library and archive services in Canada.

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