



CHINOOK ARCH E-NEWS

July 2009

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News from Around the System

Lethbridge Public Library

Lethbridge Public Library Board Appoints Acting Director and CEO

The Lethbridge Public Library Board recently announced the appointment of Todd Gnissios, previously Associate Director for Branches and Outreach, as Acting Director and CEO of the Lethbridge Public Library. Gnissios replaces Keith Walker, who is returning to his former position as Director at Medicine Hat College.

“This was a personal and difficult decision for me, but my heart is in Medicine Hat. I wish Todd and the Lethbridge Public Library every success,” says Keith.

The Library Board’s appointment of Todd Gnissios is indicative of the confidence the Board has in the talent of the Lethbridge Public Library staff. Caryl Nelson-Fitzpatrick, Board Chair, notes Todd’s accomplishments over his past years at the Library:

“The Board has been very impressed with Todd’s planning and stewardship of The Crossings Branch in the West Lethbridge Centre project, administering our awareness and fundraising campaigns and his leadership role in many other initiatives over the past few years. We are very confident that Todd will be equally effective in filling the Director’s shoes.”



The *Branching Out* Capital Campaign for The Crossings Branch is in full

Upcoming Training & Conferences

RISE Coffee Breaks
TBA

Netspeed Conference 2009
October 21-23, Calgary
www.thealbertalibrary.ca/netspeed

Southern Alberta Library
Conference
Spring 2010

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swing! Jeff McLarty has been appointed as contract fundraiser. His primary role will be to organize, identify, and secure donations to the capital fund. Kat Short will be seconded to the Capital Campaign for up to ½ time over the next year. Her primary role will be answering the capital campaign phone line, ensuring documentation is complete and administrative support to the Capital Campaign Fundraising group.

LPL will be launching its 2nd *Caught Reading* Photo contest on International Literacy Day in September. Based on the fabulous entries we received last year, we are encouraging young and old to take their camera along to summer activities – the great outdoors presents the perfect backdrop to ‘catch someone reading’. Watch our website for more details in the fall.

News from Headquarters

From the CEO

At the Chinook Arch Library Board meeting on June 18 the major item of business was the review and approval of the revised budget following the announced increase in provincial operating grants. The revised budget allows the Board to:

- Eliminate the structural deficit in the original 2009-2011 budget and maintain reserves
- Increase the book allotment for member libraries for three years
- Purchase downloadable audio books for member libraries
- Ensure new services that have been introduced with the special RISE funding will be continued in the future
- Provide a small cost of living increase to staff for 2009

MLA Report - Update

The MLA report on libraries, *Framework for the Future*, represents a new vision for the public library system in Alberta which is focused on building seamless access to information and services through Alberta's public library network. The first meeting of a “public library council” consisting of the directors of regional library systems, major urban library systems and medium sized city libraries, was held in June. The council will be meeting with the Libraries Branch of Alberta Municipal Affairs on a regular basis. All public libraries will be affected as the province moves to implement the many recommendations. In particular, it will become essential that libraries show they are working towards the provincial vision and that they

are accountable for the new provincial operating dollars in support of that vision.

Some key recommendations:

- Create an integrated library policy
- Increase provincial per capita funding for municipal library boards and regional library systems
- Increase collaboration and cooperation between libraries
- **Link library funding to conditions established by the Public Library Services branch in Municipal Affairs**
- Enhance the role of regional library systems
- Enhance the role of The Alberta Library (TAL)
- Find ways for public libraries and schools to work together
- Develop a video conference network for public libraries and other public organizations throughout the province
- Develop a province wide technology plan

Chinook Arch Needs Assessment

Chinook Arch staff are compiling needs assessment information as they work toward the development of the 2010-2012 Plan of Service. As part of the needs assessment, staff have visited or met with 28 library boards to date to inform them about our services and to ask questions about additional support needed. In addition, library managers are being asked similar questions by consultant librarian Lauren Jessop in her visits to the libraries. Chinook Arch will also be reviewing the plans of service of its member libraries, a survey of member councils and other information as we develop the Plan of Service. As well, information collected through the year at librarians' meetings will be incorporated into the Needs Assessment and Plan of Service.

From the Assistant Director

Telephone Messaging

The telephone messaging system has been the victim of delays related to technical issues, but implementation continues regardless. Promotional materials, including bookmarks and pamphlets, will be sent out to the libraries right away. Also, notices will be posted on your website alerting patrons that the service is coming. Since the words 'TM3' mean nothing to anyone, we've decided to market the service as 'T.A.M.I.' (Telephone Account Management and Information). We're hoping that this will put a more 'human' face on the service, and make it easier for libraries to promote. Remember that there are two components to telephone messaging: Inbound, where patrons call in to renew items, cancel holds, etc.; and outbound, where the system calls patrons to alert them to an overdue item or a hold that is ready for pickup. Patrons with a valid phone number who are not already receiving email notices will automatically be registered for the outbound service. Any patron with a PIN can use the inbound service.

Website Update

We have completed the preliminary training on Enterprise 3.0, which is the product that will replace EPS as the website/catalogue interface for Chinook Arch. So far we are very impressed with the product, and we believe patrons and staff will enjoy the significant improvements that are included in it. As an added bonus, those who completed the Drupal training will find that their skills will not go to waste, as the Enterprise Admin interface greatly resembles Drupal. At the moment, we are still on schedule for a go-live date of early September. Libraries will have an opportunity to play with the new system within a couple of weeks. Further information to follow.

From Information Technology

Customer Edge Device (CED) Rollout

Trevor is currently working through the configuration of the CEDs and we are hopeful to start scheduling the installation of these devices in the coming weeks.

New Telephone Installation at HQ

We have completed the installation of our new phone system and are working on finalizing some of the settings. Currently there is a configuration issue with the toll free phone number where people calling in and trying to dial 524 for help desk are told that the extension does not exist. To work around this please dial extension 602 for the help desk or call the helpdesk directly at 403-380-1524.

PC Reservation (Time management software for Public Workstations)

We have received pricing from one vendor and are awaiting pricing from the second vendor. Once this arrives I will send all libraries that were interested in the product the best pricing option. We will then place the order and hope to begin installation of the product in mid August.

Network Mapping of Libraries

Casey will be visiting each library over the next 6 weeks and mapping out where all of your network jacks are located. If you have a blue print or existing floor plan please let him know as this will aid in the completion of this project.

WebReporter (Web-based reporting tool for Symphony, companion product to WorkFlows reporting tool)

The server for this product is now en route and we expect to begin installation and setup of the WebReporter service in the coming weeks. It is our goal to have this product in operation by the end of September.

From the RISE Project

The RISE Project is now happy to announce that Phase 2 is underway! We have installed video conference units at 6 of the Phase 2 libraries with the remaining to be installed by mid-September 2009. At the end of Phase 2, video conference units will be up and running in 80 libraries throughout Southern Alberta.

The installations have been going well so far, thanks to our technicians from MTS Allstream and your cooperation. The equipment is being constructed and hooked up to the RISE network by the Allstream technician; however, your RISE Consultant will also be present at your installation to provide some basic training and to answer any questions that you may have.

At each installation, library managers will be given a RISE Handbook full of tip sheets, contact information, basic “how to” information, and other useful documents. These handbooks will be left at each site to ease use of the equipment. All of the Pilot libraries have received these handbooks as well.

The new units have been received with enthusiasm and we’re all excited about the great programs and training opportunities that will now be readily available via video conference!

RISE Success Stories – Highlighting great uses of the RISE Network

Brooks Public Library used their RISE video conferencing equipment, on Friday July 10th, to take 16 children on a virtual Royal Tyrrell Museum Tour. Children between the ages of 7 to 12 were invited to take part in the Secrets of the Lost Quarry. The children got to locate and discover one of the lost quarries in this interactive, multi-media, video conferencing program. They experienced the badlands, learned about fossil discoveries, and interacted with a paleontologist – all from within the Brooks Public Library! Contact Shannon Vossepoel, the Head Librarian at Brooks, at 403-362-2947 or by email shannon@shortgrass.ca for more information about this session.

To learn more about video conference programs available from the Royal Tyrrell Museum, visit their Distance Learning webpage at www.tyrrellmuseum.com/programs/distance_learning.htm.

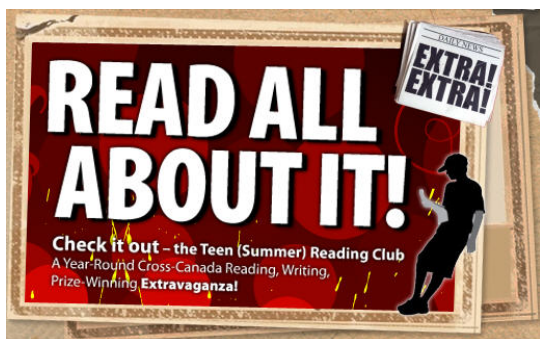
Remember to check out the RISE wiki as this is where information for programming, project updates, and contact information can be found for RISE (<http://wikirise.pbworks.com>). If you have any questions about RISE, please do not hesitate to contact Lauren Jessop at ljessop@chinookarch.ca or by phone at 403-380-1506.

From the Summer Reading Program

Hi again from the Summer Reading Program office!!

So, it’s the middle of July and both the Summer Reading Program and the Teen Reading Club are in full swing. Sarah and Elisa have visited quite a few libraries in the region already

running the programming they worked so hard on. Every day they come back to the office with stories of really cute children and amazing times spent promoting reading with activities, science experiments and murder mysteries.



As for the Teen Reading Club, the new website is awesome, and there are tones of teens using the site. There are quite a few teens from the Chinook Arch System using the site, which is great! We've already given away some of our prizes, including a make-over gift certificate for Merle Norman to a Lethbridge teen. Just recently, we sent out a whole bunch of candy to the libraries to be used as promotional material for the program. I've had a few responses from libraries saying that this was a hit! Hopefully the label-

wrapped rocket candies will inspire teens to get reading and to sign up for the awesome program the candy is advertising. If you need more just contact Breanna at 403-380-1502 or bcarrduff@chinookarch.ca.

All in all, everything is off to an excellent start for the summer programming. Thanks for reading!!

From Consulting Services

So, You've Got Your New Video Conferencing Equipment...What Now?

Your equipment is up and running, you're learning how to place a call and use the directory; how to position the camera and adjust the brightness – are you also wondering what you can use your new equipment for?

The answer: let your imagination run wild!

There is all kinds of content available that is designed specifically for video conferencing (check your RISE Handbook for a list of places to look). While many of these programs are designed for use in schools, most providers are happy to adapt their programs for general audiences. Your RISE consultant can also help you find appropriate content providers.

There's a ton of content out there, all you have to do is look!

However, you don't have to stick to what someone else has put together! Create your own programs for video conferencing the same way you would any other library program. Or, why not adapt one of your existing programs for video conference so that you can share it with other RISE libraries? For example, if you already run workshops on gardening, why not have the presenter stand in front of the camera? Creating content for video conferencing doesn't have to be elaborate or time consuming – many of the programs that would be great to do over VC are ones that you might already be doing! Need more examples?

- Public lectures

- ESL training
- Puppet plays
- Story time
- Book club
- Job search strategies
- Countless “how to” sessions
- Green living workshop
- Crafts
- Babysitting course
- Photography workshop
- Etc.

If you need any help with programming via video conference, please contact Lauren Jessop, your RISE Consultant.

New Online Training Resources

Have you had to miss a workshop hosted by Chinook Arch recently because you couldn't make the drive to Lethbridge, or the timing just wasn't right? The installation of RISE videoconference equipment at headquarters has made it possible for us to record workshops and offer them to you for viewing at your convenience. The following workshops are now available via the Librarian Files and ArchNet

(<http://archnet.chinookarch.ab.ca/Workshops.htm>) for your viewing pleasure:

- Navigating the Reference Interview, February 23, 2009. Workshop led by Pat Schieman, Lethbridge Public Library
- 2009 Summer Reading Program Librarians Workshop, June 15, 2009. Workshop led by Elisa Wonnacott, Sarah Friesen, and Breanna Carnduff, Chinook Arch.

Not all workshops are suitable for recording (for example, workshops which involve a lot of hands on practice), but remember you can still retrieve resources (such as PowerPoint presentations and handouts) from these workshops on ArchNet. The following resources have also been added to ArchNet from recent workshops held at Chinook Arch:

- Library Manager Roles and Responsibilities, May 4, 2009. Workshop led by Terra Plato, Chinook Arch. PowerPoint presentation and handouts.
- Collection Development, June 1, 2009. Workshop led by Pat Schieman, Lethbridge Public Library. PowerPoint presentation.

The videos will require QuickTime to view. If you do not have QuickTime on your computer you may download it for free at the following website:

<http://www.apple.com/quicktime/download/>

Please note that due to the large file sizes, the videos may take significant time to load.

Have an Author Visit at Your Library by Videoconference



Have you ever met a real author? Or wondered what being an author is like? Well, here's your chance! Children's author David A. Poulsen is visiting the Claresholm Public Library on Thursday, August 6 from 1:30-2:30 PM. He'll tell you how he became an author and how he writes his mystery books (and thinks like a detective). And he'll tell you about some funny things too--like the scariest day of his life. Scary AND funny? Uh-huh. And he'll read from one of the books in his mystery series for kids, *The Salt and Pepper Chronicles*.

And even though he won't really be there (another mystery!!), you'll be able to ask him questions. You won't want to miss meeting this award winning Alberta children's author. See you there!!

Libraries are invited to connect to this event, sponsored by Chinook Arch, via videoconference. Contact Lauren Jessop (403-380-1506) to schedule your library to attend.

Continuing Education Opportunity for Library Technicians

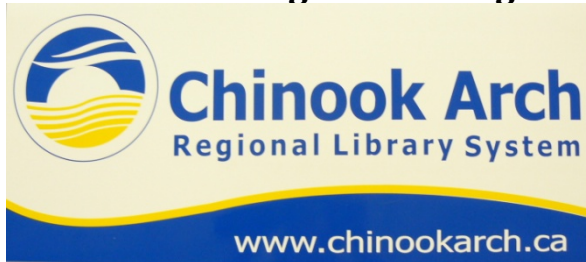
The University of the Fraser Valley, Library and Information Technology Program, conducted a nation-wide survey in the Fall of 2008, in which they identified the need for continuing education opportunities for credentialed library technicians. As a result, the school is developing a post-diploma program for library technicians beginning this fall.

Although the formal certificate program is not yet fully developed, beginning in September 2009, the UFV Continuing Studies will be offering the first course in this program called Emergent Library Technologies. This course will be delivered over 8 weeks, online using Blackboard classroom management software. More information on the program and the official course description can be found at:

http://www.ufv.ca/Continuing_Studies/Courses/Library_Technician_post-diploma_program.htm

Contact Christina Neigel, Program Head at Christina.neigel@ufv.ca.

Chinook Arch Magnetic Car Signs Now Available



Does your library participate in local parades? As a result of requests from a few libraries, Chinook Arch has produced two sets of magnetic signs which can be borrowed by libraries and communities in the region to help promote Chinook Arch and your library in community parades. The signs fit on the sides of any vehicle and display the Chinook Arch name, logo and

website. If you are interested in borrowing the signs for use in your community parade please contact Terra at 403-380-1518.

News from the Library Community

The Arts Day Challenge
~Arts activities in 100 libraries~
Help meet the challenge!

Municipal Affairs minister Ray Danyluk has challenged public libraries to become key celebration sites for Alberta Arts Days (September 18-20). His goal is to have arts activities in 100 libraries during Arts Days.

100 libraries are needed to put on arts-related activities. These could include partnerships with arts organizations resulting in events; traditional-style library programs with an arts focus; art exhibits in library gallery spaces; displays of Alberta books and materials; author readings or storytelling; or something brilliant that only you can think of.

It is important to communicate ideas and plans before Arts Days and to document the activities that happen. Ken Feser at Alberta Municipal Affairs will be tracking the planned activities and recording results. Please send any information about your Arts Days plans to Ken (780-415-0296, ken.feser@gov.ab.ca).

RISE consultants are working on developing a couple of Arts Days activities for your library to join in on. These video conference events will be an easy way for you to participate in Alberta Arts Days. More information coming soon!

Maureen Woods appointed CEO of The Alberta Library

The Alberta Library (TAL), a province-wide consortium that serves over 290 member libraries across the province, has appointed Maureen Woods as Chief Executive Officer, effective September 28, 2009.

Maureen Woods has served as Chief Executive Officer of the Fraser Valley Regional Library, Director of Public Library Services Branch for the Province of British Columbia, Director of the Alberta Public Library Electronic Network, and Provincial Librarian for Saskatchewan.

TAL Board Chair Maggie Macdonald noted that Woods was selected after a national search process based on her successful record of leading complex organizations and working effectively with community members.

“Maureen is a proven, energetic leader who brings substantial experience to the position of Chief Executive Officer,” said Macdonald. “Her commitment to strategic planning and collaboration will serve our organization well as we work together to help build one of the most progressive and dynamic library systems in North America.”

“I’m excited to take on a leadership role with The Alberta Library,” said Woods. “Alberta’s library community has high expectations and a commitment to excellence. I look forward to building on The Alberta Library’s tradition of cooperation and collaboration to achieve our goals together.”

Created in 1997, The Alberta Library is committed to barrier-free access for all Albertans to information, ideas and culture.

Monthly Features

Websites

Canada CODE (<http://canadacode.vancouver2010.com/>)

This website – a project of the Vancouver 2010 Cultural Olympiad’s Digital Edition (CODE) – is a grassroots digital collection of text and photos by Canadians about their daily lives and experiences. It is intended to “reflect the stuff that we as Canadians are made of”. Anyone is invited to contribute to the website, from which a selection of the best content will be presented on public screens in Vancouver and Whistler during the 2010 Olympic Games. A number of noteworthy Canadians have already contributed to the Web site, including Giller Prize winner Joseph Boyden, Vancouver's Evelyn Lau and Nicole Brossard of Montreal.

Librophiliac Love Letter (<http://curiousexpeditions.org/?p=78>)

Part of the *Curious Expeditions* site, this blog page is “a compendium of beautiful libraries”. The author describes how libraries are the kind of place that can make you feel transported into a magical realm and as such the website staff have “attempted to gather together the world’s most beautiful libraries for you” in this online album of color photos and pictures.

Famous Couples (<http://www.biography.com/famous-couples/>)

From The Biography Channel, this site provides a lighthearted look at celebrity couples. View the “Timeline of Love” to find information on famous couples throughout the ages including: Nefertiti and Amenhotep, Anthony and Cleopatra, Napoleon and Josephine, and Lucille Ball and Desi Arnez. The site also links to a history of Valentine’s Day, and includes Trivia, photos, E-cards, and, if you’re really bored, an interactive “Love Machine” to find your celebrity love match. Be sure to turn up the volume on your computer to experience the amusing sound effects used on the site too.

Tips from the Green Team

Compact Gardens

Not all of us have a lot of space to garden...but you don’t need a lot!

This slideshow from Treehugger.com gives some neat ideas:

<http://www.treehugger.com/galleries/2009/07/container-gardening-options-for-small->

[spaces.php](#)



Make Your Grass 'Greener'

Did you know that by leaving your grass a little taller you can help to conserve water? Taller grass blades provide shade for your soil, and reduce the amount of moisture that evaporates. Try this at home, and the end result will be a greener pasture and a lower water bill.

Queen of Green

David Suzuki's Website, "The Queen of Green", will provide you with all kinds of videos on how to make the recipes listed for keeping your kitchen and garden green. Lindsay Coulter has created video clips to show you how to make bug repellents, recipes for your bird-feeders, non-toxic candles, stain removal and much more. She even has a section on how to have a "Green Wedding"!

<http://www.davidsuzuki.org/NatureChallenge/QueenofGreen>

Hot Dates

RISE Coffee Breaks, Upcoming Topics: Using the Directory; Adjusting and Using the Camera (and Creating Presets); Getting the Most Out of the RISE Wiki. ****Note** RISE Coffee Breaks are currently being rescheduled. New dates/times will be announced when available.**

August 27, 2009 (Thursday) 5:30 p.m. Marketing/Communications Committee Meeting

August 31, 2009 (Monday) 6:30 p.m. Planning & Facilities Committee Meeting

September 14, 2009 (Monday) 9:30 a.m. Librarians Committee Meeting

September 17, 2009 (Thursday) 5:30 p.m. Finance and Personnel Committee Meeting

October 21-23, 2009, Netspeed 2009 Conference, Carriage House Inn, Calgary,
www.thealbertalibrary.ca/netspeed

Spring 2010, Southern Alberta Library Conference, additional details to follow


Did You Know?

Microsoft Office programs come complete with a variety of templates to suit your every need.

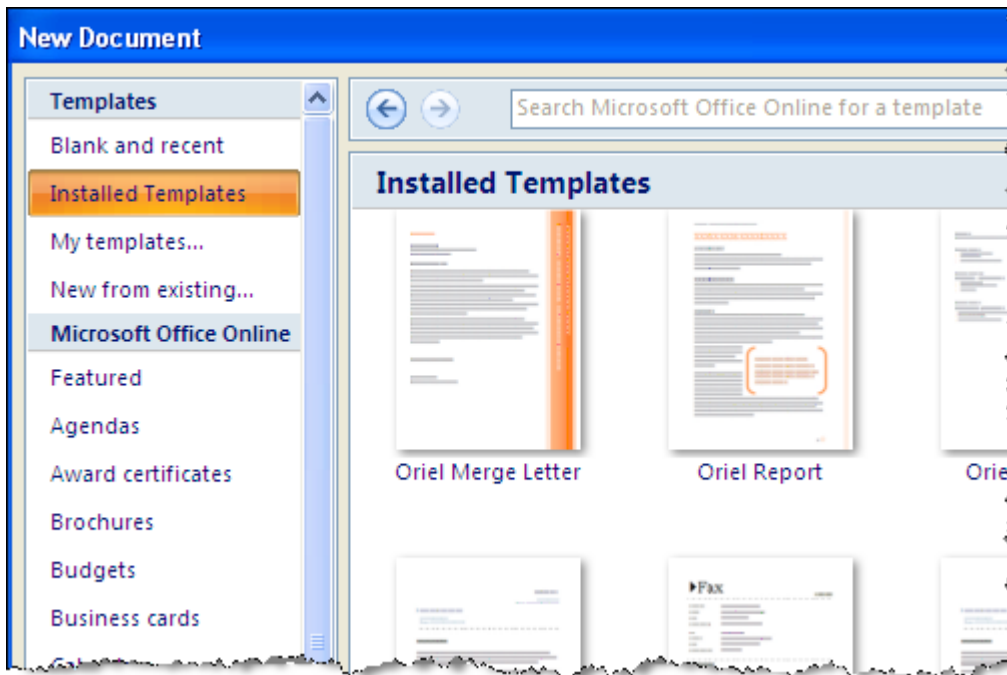
Need to create an expense report? There's a template for that in Excel.

Need to write a letter of complaint? Just use the Word template.

Need to create an eye catching For Sale sign? Publisher has one ready to go.

Templates can be accessed in Microsoft Office 2007 programs by opening a 'New' document (access by clicking the Office button ) and simply choosing 'Installed Templates' from the menu along the left.

From there just open the template that best suits your needs.



Office 2007 also allows you to quickly download additional templates from Microsoft Office Online. Just choose the appropriate document category from the menu (found in the same place as the installed templates) and choose the template design and function that best fits your needs. (You can also download Office Online templates from Microsoft Office 2003 programs by going to File >> New >> Templates on Office Online)

New templates are frequently made available. Office Online recently held a contest for new PowerPoint templates. The winning entries include full PowerPoint presentations which include backgrounds, images, transitions, animations and sounds as well as full presentation content (to give you an idea of how the template can be used). The winning entries included "Mission Liquid Love – Donate Blood" – a motivational presentation meant to encourage people to donate blood – and "Making Public Speaking Easier" – an instructional presentation on how to properly conduct public speaking. These and other contest winners can be found at: <http://office.microsoft.com/en-us/templates/CT103716211033.aspx>

Humour

Twitter's latest star? A micro-blogging cat

Provided by: The Canadian Press, Pets Editorial Team

By Jake Coyle, The Associated Press

NEW YORK - He's one of the most popular users on Twitter. More than 500,000 follow his growing celebrity, his every adventure and, well, his cat naps.

Meet Sockington. Twitter's latest star is a microblogging cat who regales more than half a million with his musings on meal time, personal hygiene and the view from the top of the stairs.

Sockington, or "Socks" for short, is the cat of Jason Scott, a 38-year-old computer historian and computer administrator from Waltham, Mass. Since late 2007, Scott has been tweeting from Sockington's perspective - and finding a "Socks Army" of followers. (Many of his followers are pets, too.)

Dogs and cats in social media isn't anything new. Many have made Facebook pages (there are applications for both "Dogbook" and "Catbook") and Web sites for their pets.

The difference on Twitter is that the running thread of Sockington's feline commentary takes on the dimension of a comic strip. Scott has created a character with a particular voice by tweeting messages from Sockington's point of view like: "I must say no comment to the whole dining room incident. No questions please."

"He's kind of functioning like a 'Garfield' comic," says Scott. "He's like the 21st century Garfield."

There's the risk that a tweeting cat will only further the impression that Twitter is a flash-in-the-pan success in a sea of online time-wasters. But in a way, Sockington is a parody of Twitter, where even a kitty cat's life - his daily trips to the litter box, his insignificant household travails - is beamed out to the world.


"Everybody wants this social media bubble. They want something where we're all chattering so much that we all get rich," says Scott. "And this cat makes everybody look like fools because he's got hundreds of thousands of followers. And he doesn't tend to follow anyone but other animals."

Scott's Sockington feed has benefited from being one of the accounts recommended to new Twitter users when they sign up. But the growth of the Socks Army has been gradual over the last year and a half.

Now, it's starting to potentially generate revenue. T-shirts are for sale with Sockington wisdom printed on them and Scott acknowledges he may one day accept larger, impossible-to-refuse offers to offset his credit-card debt.

"I'm happy that at the heart of it all is a funny little cat, and that's why all the attention is happening," says Scott. "There are much worse reasons to get this kind of national attention."

(“Twitter’s latest star? A micro-blogging cat”, *Pets - Yahoo! Canada Lifestyle*, Accessed July 17, 2009. Available at: <http://ca.lifestyle.yahoo.com/pets/cats/articles/e/behaviour-training/catarticles/58/twitter-s-latest-star-a-micro-blogging-cat/1>)



Chinook Arch E-News is a monthly newsletter for staff and board members at the Chinook Arch Regional Library System and member libraries. Please send items that you would like to contribute, as well as comments, questions & suggestions to Terra Plato at tplato@chinookarch.ca. A printable version of this newsletter is available on ArchNet (<http://archnet.chinookarch.ab.ca>) from Chinook Arch networked computers