

SERVICE PLAN

2005 – 2006

CORE BUSINESSES

CORE BUSINESS 1 – RESOURCE SHARING

GOAL TO PROVIDE EXPANDED SEAMLESS CLIENT-CENTERED ACCESS TO INFORMATION RESOURCES AND SERVICES

STRATEGY 1.1 TAL Online will become a single feature-rich point of access to library and information resources throughout the province

Note: This strategy and the actions are being revisited on November 4th and 5th at a “retreat” sponsored by the TAL Online Development Standing Committee. Actions in the final draft of the Service Plan will be incorporated, pending the outcome of this meeting. The proposed budget for TAL Online services \$216, 424.

ACTION	RESOURCE/RESPONSIBLE	BUDGET	TIMELINE	OUTCOME
TAL will complete transition of implementation of EZ Proxy for database authentication	M. McDonnell			Reliable authentication for all members who use TAL authentication services.
TAL will place priority on adding member library catalogues to TAL Online	P. Charoenowattana			On-going. Assumes virtual catalogue will continue to be maintained.
The TAL Online Development Standing Committee will continue to consult with member libraries to update and revise the plan for TAL Online development annually	TODSC; L. Pana			Annual consultation process to ensure member needs are being met.
The TAL Online Development Standing Committee will develop a common understanding of the positioning of TAL Online as a single feature-rich point of access to library and information services	TODSC, L. Pana			See above note under strategy
The TAL Online Development Standing Committee will investigate the implications of integrated authentication and develop and action plan.	TODSC, B. Jorgensen, P. Charoenowattana			To be reviewed following retreat.
<i>TAL will implement a process for consultation to establish protocols for automatically determining the lending library</i>	No human resources available to manage/facilitate consultation.			
<i>TAL will develop functionality to auto-populate request form with user's contact information.</i>	B. Jorgensen. P. Charoenowattana			To be reviewed following retreat.

STRATEGY 1.2 **TAL will continue to develop collaborative web-based reference services.**

*Note: Budget for this strategy is included in APLEN budget and Operating Fund which includes funds contributed by post-secondary libraries.
Proposed allocation for 2005 is a total of \$118,467.*

ACTION	RESOURCE/RESPONSIBLE	BUDGET	TIMELINE	OUTCOME
TAL post secondary community will review the funding model for the current AAQ email service	M. Roesner, L. Pana, new AAQ SC, Academic Libraries Standing Committee(ALCS)		Prior to June 30 th , 2005	An equitable funding formula for post secondary participating libraries.
The AAQ Standing Committee will develop specific actions for 2005 – 2006.	M. Roesner, AAQ Standing Committee.		2005	A plan for development, which may include training plan, marketing for member-wide participation, collaboration with other constituencies and software based development.

STRATEGY 1.3 **TAL will explore the feasibility of one card access to member resources**

Note: The budget for maintenance of the existing program, excluding staffing costs, is \$5700.

ACTION	RESOURCE/RESPONSIBLE	BUDGET	TIMELINE	OUTCOME
TAL will continue to maintain current TAL Card program	L. Pana, administrative staff			On-going
TAL will investigate member the needs of members and the public for one card access, including options for one card service.	No staff resources available. Would require external contract.	None	2005	
TAL will undertake to partner with other provides of reciprocal library cards to explore the potential for one card for Albertans.	See above		2005	
TAL will ensure that all FOIPP issues related to one card access are fully investigated, and provide this information to all members	No staff resources foreseen at this time.		2006	

TAL will implement a marketing and advocacy program with its members to ensure that all member institutions understand the benefits of the one card, and are able to promote it to their parent institutions or funding bodies	No staff resources foreseen at this time.		2006	
--	---	--	------	--

STRATEGY 1.4 TAL will facilitate the development of innovative means of sharing resources through interlibrary loan and document delivery

Note: There is no budget allocated to Interlibrary Loan/Document Delivery in 2005.

ACTION	RESOURCE/RESPONSIBLE	BUDGET	TIMELINE	OUTCOME
TAL will investigate and test a province wide solution for interlibrary loan/document delivery management software for post secondary libraries	No staff resources. Actions dependent upon willingness of post secondary member libraries and Chinook Arch Regional Library, as the contractor for ACD to coordinate Public Library Resource Sharing.			
The Academic Libraries Committee will undertake a process to facilitate the development of service standards for interlibrary loan among post secondary community	No staff resources, ALSC			
TAL will define issues relating to resource sharing for special library members, and determine how to harmonize then with both public and post secondary library members.	No staff resources available.			

STRATEGY 1.5 TAL will build on existing delivery systems and services to provide physical and electronic means of moving information

Note: Funds to conduct investigation into physical delivery included in 2004 budget as a one-time project contact. Unexpended funds to be carried over into 2005 to complete project.

ACTION	RESOURCE/RESPONSIBLE	BUDGET	TIMELINE	OUTCOME
TAL will conduct a province-wide needs assessment for the delivery of information resources	L. Pana		To be completed by April 1, 2005	

TAL will explore the potential for using the various existing physical delivery services to expedite physical delivery of library materials throughout the province.	L. Pana		2004-05	Will be addressed as part of above work.
TAL will explore partnerships with government, agencies and corporations for expediting physical delivery of library material throughout the province	L. Pana		2005	See above
TAL will facilitate the development of a physical delivery policy among its member libraries	L. Pana		2005	See above
In order to expedite electronic delivery, TAL will implement an advocacy campaign with the federal government to explain how current copyright law reduces service. This will be done in partnership with other sectors of the library community, including the Canadian Library Association	Advocacy Standing Committee.			
TAL will explore members' interest in delivery of materials to users' homes or offices.	No staff resources.	None	2005	

CORE BUSINESS 2 – CONTENT ENHANCEMENT

GOAL 2.1 TO INCREASE THE DEPTH & BREADTH OF DIGITAL INFORMATION RESOURCES AVAILABLE TO MEMBER LIBRARY USERS

STRATEGY 2.1.1 TAL will provide licensing opportunities to member libraries for specialized databases

Note: The budget for the Licensing Program consists of staffing costs and Licensing Standing Committee meetings, as well as promotion of the resources. The Operating Fund allocation for this program for 2005 is \$115,455. See also APLEN Strategic Plan for actions related to electronic resources.

ACTION	RESOURCE/RESPONSIBLE	BUDGET	TIMELINE	OUTCOME
TAL will develop an interactive web presence to keep members aware of the current licensing activities and/or status.	Licensing Coordinator, M. King, B. Jorgensen, M. McDonnell	None allocated.	2005 Dependent upon the availability of human resources to complete this project.	More efficient management of licensing services.

TAL will provide member libraries with the information needed for promoting electronic resources with their decision-makers	Licensing Coordinator, S. Hawrelak		2005	Improved ability for member libraries to promote resources.
TAL will continue to partner with other consortia at the regional, national and international level for the benefit of its members.	Licensing Coordinator		On-going	Potential for better pricing through partnerships.
TAL will continue to seek external funding, grants, and sponsorships to support the availability of resources in member libraries.	L. Pana, S. Hawrelak	None allocated.	On-going	
TAL will explore mechanisms to act as a license broker for any member, if that will achieve a cost saving	Licensing Coordinator		On-going	
TAL will develop a process for offering electronic subscriptions to non-members at a contract price that reflects and increased service fee and a net profit for TAL.	L. Pana, Licensing Coordinator.		2005	
TAL will identify specific groups (E.g. Fine Arts, Nursing) within the member libraries, determine their needs for consortial purchase of resources, and license resources on their behalf.	Licensing Committee, Licensing Coordinator.			
TAL will coordinate/make available produce statistics and usage data related to electronic resources for its members.	Licensing staff, Licensing Standing Committee		2005	
TAL will explore the development of a model license for electronic resources.	Licensing staff, Licensing Standing Committee		2005	
TAL will develop a collaborative process for evaluation of electronic products.	Licensing staff, Licensing Standing Committee		2005	

STRATEGY 2.1.2 Subscriptions Alberta will expand the number of databases to TAL members

Note: The budget for this actions is included in the overall licensing program budget.

ACTION	RESOURCE/RESPONSIBLE	BUDGET	TIMELINE	OUTCOME
The Licensing Standing Committee will evaluate Subscriptions Alberta to ensure that its core concepts still meet the needs of TAL members	Licensing Coordinator, Licensing SC.		2006	Done
TAL will develop a sustainable pricing model.	Licensing Coordinator, Licensing SC.			Done.
The Licensing Standing Committee will develop options	Licensing Coordinator, Licensing			Done

ACTION	RESOURCE/RESPONSIBLE	BUDGET	TIMELINE	OUTCOME
for tiered pricing with a core collection and then additional titles added. [i.e. similar to cable TV pricing model]	SC.			
The Licensing Standing Committee will develop and implement a framework for ongoing evaluation of titles to support choices about adding, continuing or dropping titles.	Licensing Coordinator, Licensing SC.			

STRATEGY 2.1.3 TAL will lead initiatives to develop customized digital products.

Note: See APLEN Strategic Plan for actions related to content management.

ACTION	RESOURCE/RESPONSIBLE	BUDGET	TIMELINE	OUTCOME
TAL will investigate opportunities for the development and support for customized digital products. s	No staff resources available.	None	2005	

GOAL 2.2 TO ESTABLISH A STANDARD COLLECTION OF ELECTRONIC RESOURCES AVAILABLE TO EVERY ALBERTAN
--

STRATEGY 2.2.1 TAL will continue to pursue provincial funding for province-wide licensing available to Albertans through The Alberta Virtual Library. There is no specific budget allocated for this strategy.

ACTION	RESOURCE/RESPONSIBLE	BUDGET	TIMELINE	OUTCOME
TAL will continue its current initiatives to seek funding to provide province-wide licensing available to Albertans through the Alberta Virtual Library	L. Cook, E. Ingles, F. Pannekoek, S. Hawrelak;		On-going until funding received.	

CORE BUSINESS 3 – PROFESSIONAL DEVELOPMENT & TRAINING

GOAL TO INCREASE STAFF AWARENESS, SKILLS AND EXPERTISE SO THAT MEMBER LIBRARIES CAN FULLY PARTICIPATE IN COLLABORATIVE SERVICES

STRATEGY 3.1 TAL will provide training related to TAL services.

Note: The operating budget for this strategy covers Netspeed only. Training is provided through participation in workshops sponsored by member libraries. Staff travel budgets cover related expenses. See also APLEN Strategic Plan for training initiatives.

ACTION	RESOURCE/RESPONSIBLE	BUDGET	TIMELINE	OUTCOME
Database training will be coordinated and provided through TAL for TAL licensed products	Licensing Coordinator, Isobel Rancier	No specific allocation.	On-going	.
TAL will continue to seek partnerships in providing training to avoid duplication	No staff resources. .		On-going	
TAL will identify and pursue areas of training where it can make a unique contribution, focused on the optimal use and delivery of TAL programs and services.		No specific allocation.		
TAL will continue to organize Netspeed on an annual basis.	I. Rancier, external contract. ,	\$55,000		

STRATEGY 3.2 TAL will seek funding for an ongoing central fund for other local training & staff development need, including accessing training provided by other agencies

Note: There is no budget allocation for this strategy.

ACTION	RESOURCE/RESPONSIBLE	BUDGET	TIMELINE	OUTCOME
TAL will undertake to inform members about other agencies that offer financial support for continuing education and training, including library associations and other funding agencies	No staff resources. .			

CORE BUSINESS 4 – INFRASTRUCTURE

GOAL 4.1 TO ENSURE ACCESS TO THE TECHNICAL INFRASTRUCTURE REQUIRED FOR COLLABORATIVE SERVICES

STRATEGY 4.1.1 APLEN will develop the capacity of public library technical infrastructure

Note: See APLEN Strategic Plan and budget.

ACTION	RESOURCE/RESPONSIBLE	BUDGET	TIMELINE	OUTCOME
APLEN will facilitate public library readiness for SuperNet.				

GOAL 4.2 TO CREATE A COLLABORATIVE APPROACH TO TECHNICAL SUPPORT FOR MEMBER LIBRARIES

STRATEGY 4.2.1 TAL will have an IT Centre capable of responding to member library requests for support, development and customization .

ACTION	RESOURCE/RESPONSIBLE	BUDGET	TIMELINE	OUTCOME
TAL will establish a committee to investigate a mandate and potential role for a TAL IT Center and the services it would provide.	None foreseen at this time.		2006	

CORE BUSINESS 5 – ADVOCACY

GOAL 5.1 TO CREATE AN ENVIRONMENT THROUGH COLLECTIVE ACTIONS THAT INCREASES THE CAPACITY OF LIBRARIES TO SUPPORT THE INFORMATIONAL, EDUCATION, RESEARCH, CULTURAL AND RECREATION NEEDS OF ALBERTANS

Note: The following strategies and actions have been revised by the Advocacy Standing Committee.

STRATEGY 5.1 Strategy 5.1.1- The Members of TAL will be well-informed of the benefits of membership in TAL.

Note The budget for this strategy is contained in the Communications budget.

ACTION	RESOURCE/RESPONSIBLE	BUDGET	TIMELINE	OUTCOME
TAL will have a means of ensuring that Board members receive adequate orientation to the Board and TAL, including programs and services.	S. Hawrelak, Advocacy Standing Committee, SALA.		2005	
TAL will produce a Board orientation manual and develop an orientation process.	See Above		2005	
TAL will inform its members of progress towards goals, accomplishments and benefits of TAL membership in an annual report.	See Above		On-going	
The Advocacy Standing Committee will coordinate advocacy on behalf of TAL.	See Above		On-going	
TAL will develop and implement an annual communications plan.	See Above		On-going	
TAL will investigate and implement a member Intranet for communications and website information.	See Above		2004-05	

STRATEGY 5.1.2 TAL will support and assist its member libraries in their advocacy efforts.

ACTION	RESOURCE/RESPONSIBLE	BUDGET	TIMELINE	OUTCOME
TAL will continue to coordinate Alberta Library Week, in conjunction with the APLEN campaign.	S. Hawrelak, Advocacy Standing Committee, SALA			Posters produced for distribution to libraries. Special events information posted to.

ACTION	RESOURCE/RESPONSIBLE	BUDGET	TIMELINE	OUTCOME
TAL will produce information and materials suitable for use by member libraries on specific issues	S. Hawrelak, Advocacy Standing Committee,			
TAL will participate in public hearings, prepare briefings and provide input to government initiatives that have implications for libraries				
TAL will administer and promote the Lois Hole Library Legacy program	L. Pana, S. Hawrelak, admin staff			No. of libraries participating.
TAL will continue to pursue partnerships with government.				
TAL will provide training on advocacy to member libraries.				
TAL will hold a “political action day”				