



DISCUSSION SUR LA VISION MONDIALE

Rapport de l'enquête du Canada Comment un domaine des bibliothèques unifié peut relever les défis de l'avenir — idées de mesures

Du 1^{er} au 11 juillet 2018



Contributeurs

Ce rapport est créé avec la contribution de 82 participants

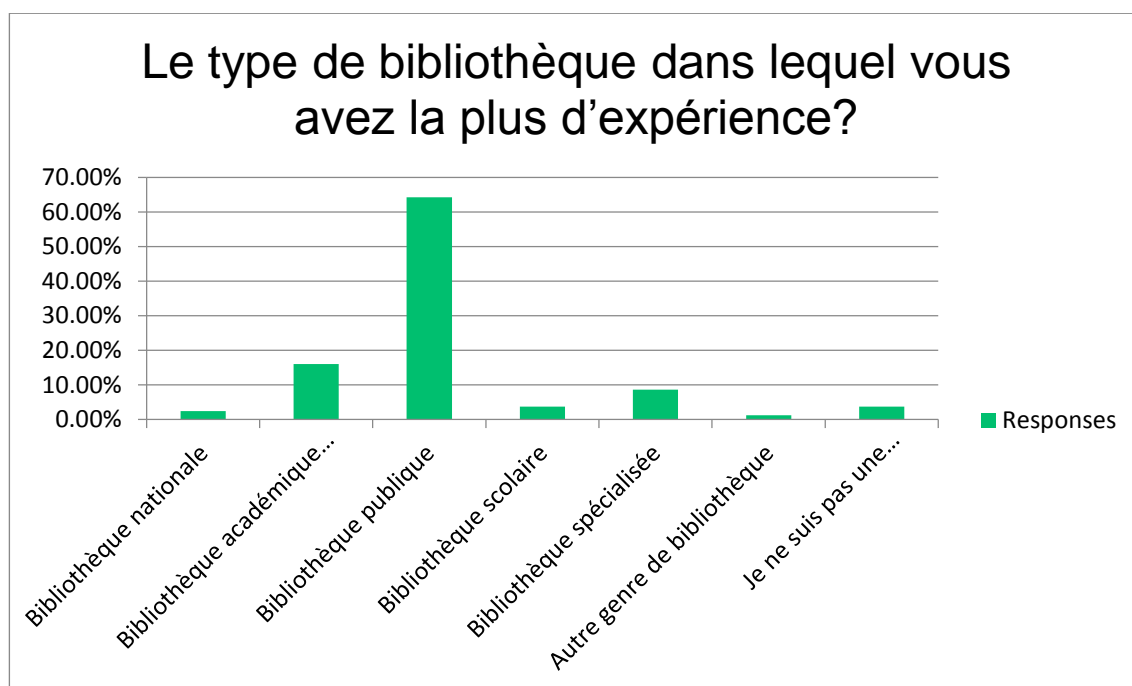
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Introduction

En juillet 2018, dans le cadre d'un sondage en ligne, 82 bibliothécaires, employés des bibliothèques et intervenants des bibliothèques ont participé à une conversation sur la façon dont un domaine des bibliothèques unifié peut relever les défis de l'avenir. Ce sondage a été mené par la FCAB-CFLA¹. L'ensemble des participants regroupés représente 1401 ans d'expérience au chapitre des bibliothèques.

Nous nous sommes appuyés sur les résultats de la phase 1 de la conversation pour regrouper des idées de mesures pour la Fédération internationale des associations et institutions de bibliothèques qui permettent à un domaine uni de relever les défis de l'avenir. C'est notre contribution à **la plus grande banque d'idées de mesures**.



¹Fédération canadienne des associations de bibliothèques-Canadian Federation of Library Associations
<http://cfla-fcab.ca/fr/home-page-fr/>

À propos des participants

Les participants à l'atelier sont regroupés par expérience dans le domaine de la manière suivante* :

Années d'expérience dans les bibliothèques	Nombre de participants
1 à 10 ans d'expérience	28
11 à 20 ans d'expérience	20
21 à 30 ans d'expérience	12
Au moins 31 ans d'expérience	19

*Un participant a refusé de répondre.

Chaque participant a indiqué dans quel type de bibliothèque il a le plus d'expérience* :

Années d'expérience dans les bibliothèques	Nombre de participants
Bibliothèques nationales	2
Bibliothèques académique et de recherche	13
Bibliothèques publiques	52
Bibliothèques scolaires	3
Bibliothèques spécialisées	7
Autres types de bibliothèques	1
Pas un bibliothécaire	3

*Deux participants ont refusé de répondre.

Possibilités pour le pays et la région

Dans la phase 1 du débat sur la vision mondiale de l'IFLA, dix possibilités ont été découvertes pour le domaine des bibliothèques. Ces possibilités sont mondiales. À l'échelle régionale, nationale et locale, il y a des différences quant à la priorité accordée aux possibilités. Au cours de la réunion, nous avons discuté des principales possibilités pour le Canada, ses provinces et ses territoires.

Priorités du pays

Les participants ont cerné les trois meilleures possibilités suivantes pour le pays :

-
- 3 Nous devons mieux comprendre les besoins de la communauté et concevoir des services à impact
-
- 6 Nous devons nous assurer que les parties prenantes comprennent notre valeur et notre impact
-
- 1 Nous devons être les champions de la liberté intellectuelle
-

Priorités de la région

Les participants ont cerné les cinq meilleures possibilités suivantes pour la région :

-
- 6 Nous devons nous assurer que les parties prenantes comprennent notre valeur et notre impact
-
- 3 Nous devons mieux comprendre les besoins de la communauté et concevoir des services à impact
-
- 7 Nous avons besoin de développer un esprit de collaboration
-
- 5 Nous avons besoin de plus et de meilleurs promoteurs des bibliothèques à tous les niveaux
-
- 8 Nous devons remettre en question les structures et comportements actuels
-

Idées de mesures

Pour concrétiser les possibilités qui s'offrent à notre pays, nous nous sommes concentrés sur la création d'idées de mesures. Ces idées seront intégrées à la banque d'idées de mesures de l'IFLA. Voici les mesures que nous recommandons pour chacune des trois principales possibilités et pour les possibilités 5 (représentation) et 7 (collaboration) spécialement mises en évidence :

Idées de mesures pour la possibilité 5

Les principales idées de mesures que nous pouvons envisager pour concrétiser cette possibilité dans notre pays sont les suivantes, le nombre indiqué étant le nombre de fois qu'une suggestion a été faite :

Ensure diverse representation in our field to better reflect the communities we work in - 4

Learn how to advocate and build narratives for the role of libraries across Canada. Masters programs need mandatory advocacy courses Educate every level of the library service from board, CEO, Management, Supervisors, Librarians, and pages - 17

Professional workshops on advocacy in librarianship. National curriculum with online courses for librarians to take to be able to lead from any position. - 8

Demonstrate Value - Return on investment studies; more research on the impact of libraries for economy, society and culture across all regions of Canada - 17

Impact at personal level studies / surveys (Qualitative) - 4

Build effective volunteer groups through appropriate activities - 2

Build effective student relationships through appropriate activities; - 5

Partnering with key organizations and corporations with appropriate activities to mutual benefit - 4

Build relationships, among senior librarians/movers and shakers/change makers, across libraries, and across provinces/territories - 2

Take the international research that has been done on how "livable cities" and "belonging" and "sustainable happiness" contribute to lower crime, improved health, improved social resilience, belonging etc.

Access to Documentary Heritage

Stand up for Intellectual Freedom

Ensure Accessibility - 2

More assertive communication - 3

Become one under the library umbrella ie: techs, managers. Engage with other information professionals outside of libraries to build greater solidarity among the work force - 5

Broad based community focussed campaign-style outreach (ourpubliclibrary.to is an example), individual librarians need to reach out to municipalities to find out how they can best support municipal goals - 12

Request a seat at the municipal management level. - 3

Lobbying at all levels of government. librarians need to become aware of local politics and how that impacts national politics - 17

Create more positions within government for librarians, including a Minister for Libraries, Have more librarians/archivists/information professionals be involved in the parliamentary process - 4

Be a centre of challenge - we need to protest, organise protest, and provide space for protest of actions which threaten the public voice. Petitions should be available in libraries participate in activism for issues that intersect with library issues (e.g. access to healthcare, housing). - 3

Librarians need to write their alma maters to advocate for post-secondary libraries. As alumni we can effect change.

Librarians need to use their public libraries.

Libraries and librarians need to engage on social media and support library events, programs, and causes. - 7

Create a statement of philosophy that embodies the spirit and ethics of librarianship that all librarians can use to create a unified voice and distribute to all political parties as a gesture of our impact and solidarity - 9

Educate politicians on the value of libraries. - 5

More transparency across the board

Have a larger amount of resources and funding available dedicated to advocacy - 5

Seeking 'champions' like well known authors to promote libraries, - 3

Media visibility for libraries, public media campaign that redefines the role of the library and librarians as central to the future of a robust democratic and innovative society. Help the public understand that libraries must remain brick and mortar to provide for community spaces and opportunities; to market ourselves better as places of learning and information; - 21

Look past the differences between libraries and focus on the commonalities. - 7

When advocating, use words that are meaningful to stakeholders- no acronyms! - 5

Remember that we are not our users - do a better job of listening to what they are telling us and act on that. - 3

Give public tours to funding organizations and powerful figures in the local community

Libraries need to advocate and be providers of algorithmic literacy so people understand AI and the way in which data is used and manipulated.

Advocate for the reintroduction of school librarians in Alberta schools

Talking about literacy every chance we get, - 2

Stressing that the library is free and open to all regardless of income and should remain so

Regional representatives (provincial public library services departments need to be more assertive in securing their share of provincial funding for public libraries.- 2.

Push hard to support / fund on-reserve libraries for Indigenous peoples.

Emphasize that libraries are good spaces for informal and self-directed learning

Emphasize that libraries are good collaborative spaces for maker space technology

Consortially license electronic resources for small centres, rural and remote libraries (academic and public), so more people have access to excellent research materials.

Idées de mesures pour la possibilité 7 : collaboration (pays)

Les principales idées de mesures que nous pouvons envisager pour concrétiser cette possibilité dans notre pays sont les suivantes (le nombre indique le nombre de fois qu'une suggestion a été faite) :

Ensure community groups are engaged, properly served, and supported through programming - 12

Check on our neighbours & help them out in cases where we have the expertise to do so

Build a shared community/platform where libraries across Canada can build relationships, network, share strategies, and solve problems. - 23

We need to talk, we need to agree and share our values, goals and aspirations, among each other, among our greater communities and among the people who can affect change. - 4

Provide opportunities for future leaders in the library field to participate in courses - 2

Get involved with other Library School Alumni, Associations, Students, and Users - 2

Ensure Diversity in Profession and diverse voice are heard;

Professional development by providing opportunities for intellectual freedom, copyright, technology and cross-cultural training opportunities - 5

Really work on understanding the importance of the "library ecosystem" <https://goo.gl/XbZmcw>.

Continue to support development of CFLA. - 5

Communicate CFLA's actions broadly within and beyond the profession. - 6

From school library point of view - make sure that discussions about the future of libraries and librarians ALWAYS considers the unique value of school libraries. - 3

More opportunities for face to face contact for librarians from academic, public, college, special libraries, etc to mix - 14

Spend "a day in the life" - shadow someone from another library field or another region at work - 10

Don't separate Librarians from other staff members or other information management professionals - 3

Smaller targeted group sessions instead of relying solely on conference attendance. - 4

An open source Canadian wide ILS system should be considered. This would provide a national union catalogue and excellent country-wide ILL service, which would illuminate our documentary heritage across the nation. Furthermore, electronic records could be added that would give patrons a single place to access their public library, special library, and post-secondary library collections. These federate results could be filtered by location and library system - 3

We should work towards a national bargaining position for electronic resources to increase our purchasing power and to provide electronic access to as many patrons as possible.

Continuance of canadianlibrarianship.ca;

Sharing of best practices and tools relating to policy, strategic planning and organizational growth - 2

Associations need to reduce registration costs for conferences for non-members to encourage more out-of-province attendees, or provide funding to attend conferences - 4

Greater unification of associations; - 2

Greater English/French association collaboration - 2

Have more librarian-in-residence residencies across a range of professions and disciplines;

Have provincial granting organizations accept applications from libraries and librarians in the same way that they accept applications from arts organizations and artists;

Create a national fund for collaboration exclusively for librarians and collaborative partners; - 3

Have a free, nationally funded conference/regional workshops - 5

Create and collaborate on common goals across the region - 7

Utilize Facebook & other social media as outreach - 3

Librarians need to reach out to like-minded community organizations and businesses (museums, schools, day cares, municipal service branches etc.) for partnerships— 9

We need to get the young librarians meeting interprovincial counterparts to discuss local issues on a regular basis.

Design opportunities for people at different stages in their careers to work together on projects.

Investigate more shared systems - not necessarily ILS/LSP, but analytical systems, customer feedback

systems, etc. - 3

Engage staff at all levels in design thinking and embrace innovation and change as part of the staff culture. - 2

We all need to support the TRC calls to action and bring forward new and better initiatives to do so.

Do more civic literacy

Advocate funding for digitization of important and local historical and cultural documents to be shared nationally - 2

Host rallies / protests to advocate for key issues and in response to government policies;

Be more generous in sharing resources between library types - 5

More opportunities for new grads to do international work placements;

Government outreach on all levels. - 4

Focus groups.

One national or at least provincial library card.

Coordinate collection development and share catalogues. - 2

Integrate with the universities for access to scholarly material in the smallest and most remote libraries.

Adopt universal barrier-free practices such as no card fees and no fines

Nationally our federal government should return to investing in "connecting Canadians" further enhancing access to broad bandwidth in our vast rural areas and supporting public libraries to provide this and to teach digital literacy through funding paid internship employment programs

Ensure that there is a provincial/territorial librarian for each and every province/territory;

Support librarians in northern and rural areas;

Address harassment as a serious issue,

Pay commensurate with ability

Provide full-time entry level positions

Work together to establish well-funded on-reserve libraries for Indigenous peoples - 2.

To consortially license e-resources across Canada, paying particular attention to rural and remote centres. - 2

Libraries collaborating within region to hire perambulating experts who are willing to help with new technology and introducing the public

Have PD be a required part of work.

Participate in this Global Vision as the backbone for our own values and strategies.

Idées de mesures pour la possibilité 7 : collaboration (régions)

Voici les mesures que nous pouvons prendre pour améliorer la collaboration dans l'ensemble du domaine des bibliothèques dans nos régions (le nombre indique le nombre de fois qu'une suggestion a été faite) :

Build bridges with and between non-profits in communities across the region to facilitate sharing of best practices.

OLS-North fall conference - unique opportunities to network and share information and experiences

A vision board workshop would be a powerful way of allowing our customers, our staff and our profession to share what we aspire to.

Providing a forum for meetings and communications across sectors - could be virtual - 12

Encourage more libraries to join organizations

Pick a single issue for all colleagues to agitate around, advocate for, and engage our communities with - ebook pricing, staffing levels, budgets, whatever. The key is to get everyone rowing in the same direction for a campaign period.

Interviews with media when a resource is made available digitally, such as a WWI archive of commemorative material

TED talks featuring library 'mover and shakers'

Re-brand libraries as community hubs.

Work with the CFLA (Canadian Federation of Library Associations) to create bold messaging that all library sectors can use. - 2

Create network that is regionally based, - 4

Settler librarians need to visit and assist our First Nations librarians on their reserves

Federation of French-language associations with appropriate substructures

Support holding regional conferences along with a scholarship for librarians travelling from a distance of more than 200 km - 7

Seeking partners in non-traditional avenues - 3

Librarians need to hold governments, at all levels, accountable for any drastic changes they seek to how libraries operate - 2

National issue discussions (eg: building community assessment) needs to be aimed at different levels

Providing free meeting room space

Forge stronger relationships with school board administrations

Support the CFLA initiative to have an annual policy forum

Regular stakeholder round tables with specific goals and actions and accountability

Better community marketing/outreach

Shared ILS and electronic resource.- 3

Reciprocal use of library cards across the province - 2

Visit neighbouring libraries and introduce yourself.

Develop cross-collaboration across library systems.

Reach out to other information professions and build a shared sense of purpose.

Break down barriers to users such as fees and fines

Lobby all governments to work towards equalizing support for municipal libraries - 2

Full reciprocal lending of collections and other resources

Create funding that would allow for O&M and Capital expenditures instead of capital only

Paid multisystem training/networking for front line staff

Regular stakeholder round tables with specific goals and actions and accountability

A region wide invite your local politicians to your library day

Professional wage scale

Pour le Québec, soutenir la création d'une instance semblable à Partnership qui travaille en étroite concertation avec celui-ci (pôle francophone de Partnership)

Idées de mesures pour l'ensemble des possibilités

On a demandé aux participants de faire part de leurs réflexions sur les possibilités individuelles décrites en détail dans le Rapport sur la vision mondiale.

1 Nous devons être les champions de la liberté intellectuelle

We must be champions - Protect a balanced collection of information sources and views; no filters on Internet access; balanced diversity of programming; cultural inclusion and expression;

BE VISIBLE, Share your stories, and most importantly share why intellectual freedom is so important

This is increasingly threatened in today's political climate. Libraries must be seen as leaders in this area. Current opportunity in Ontario? Cancellation of TRC curriculum writing by Ministry of Education and repeal of the sexual health curriculum.

Share best practices and policies so coherent/consistent messages of our role to public

1. Have librarians defined as champions of intellectual freedom in every collective agreement across the country; 2. Teach what intellectual freedom means in MLIS courses at ALA-accredited universities in Canada; 3. Insist upon the principle of intellectual freedom as a core competency/tenet of librarianship across all sectors and disciplines

Publicly opposing censorship in public policy and in the library itself, providing art free of censorship in the library, having effective collections maintenance purchasing guides that embrace diversity, great de-selection policies that embrace diversity in the community, displays (digital and physical) that promote diverse books.

Track and highlight incidents where privacy has been impacted, and use that information to highlight the issues and advocate for library services and principles that address them.

Maintain the stance that libraries are places of free thinking and access to information

Know what we can do and what we can't do with intellectual freedom

We need to highlight challenges to intellectual freedom and take action by writing op eds, and developing more comprehensive frameworks for responding to IF challenges so the framework covers collections, programming ,exhibits the internet etc.

Advocate at all levels of government, model for others (I cringe when libraries violate copyright by taking images off the internet and use them in their publications), be vocal in the news when intellectual freedom is being challenged

1. Host authors/speakers who may spark controversy; 2. create more opportunities for community conversations about difficult topics; 3. advocate for intellectual freedom in the community; 4. educate stakeholders about intellectual freedom; maintain barrier free collections

Use the (US) Knight Foundation approach to journalism and newspaper threats as a model for the library community.

Free access; free speech; inclusion & diversity

Educate. Create position statements and sample policies. Lobby governments about providing appropriate copyright law. I know we do this already, so I guess just do it more and better.

Intellectual freedom: promoting access to political information provided by internet as an alternative to mainstream media

A national body (or a national librarian) to comment on matters of censorship, etc, as they come up in media, parliamentary debate, etc.

To champion intellectual freedom we need to: provide a toolkit to all libraries to prepare for IF challenges, such as through media training; update our IF philosophies to better articulate the balance between IF and social justice; provide an IF challenge support fund; make ourselves known as a media voice on IF issues alongside civil liberties orgs

Respect of privacy

2 Nous devons mettre à jour nos rôles traditionnels à l'ère numérique

Look at the reorganization of regional systems - does it or does it not need modernization in the age of digitalization

Re-examine current roles and services and determine where technology and partnerships could be leveraged to improve access for library clients

Teacher-librarians do a good job of this, but outside perceptions sometimes revert to stereotypes. IE: "That's reflective of the fact that students are using traditional libraries less and less as technology changes" NS Minister of Education Zach Churchill.

Providing training to ensure staff understand the changing nature of libraries in the digital age, targeting marketing to explaining this change, redesigning library space to accommodate this change (less focus on books, more focus in prime space of community gathering/learning), providing programs that target to the change and not just book clubs, putting a large amount of staff resources into digital services rather than arts and crafts.

We need a national discussion about the changing role of the librarian, and offer curriculum/course support for it.

3 Nous devons mieux comprendre les besoins de la communauté et concevoir des services à impact

Get out and build relationships with local groups; Harness the interests, experiences and skills of our staff and invite them to build community engagement opportunities based around them. Make use of shared knowledge to find services/training/skills that suit the community. Invite community members/groups to adopt parts of the collection to curate and ensure collections are relevant. make sharing success a part of the process when creating services.

1. Engage with Federal and Provincial cultural ministries. 2. Create a system (action list, surveys, mission statements etc.) to use when engaging municipalities. 3. Advertise to the public to showcase library collections and programs. 4. Write our political representatives and give them an informed opinion regarding the importance of libraries. 5. Engage with our MLIS alma maters to ensure they know that libraries are essential to our society.

We need to understand community needs better and design services for impact - we need to find out from our users and from non-users what their information needs are and meet them as best we can

We need to support models of libraries that the community wants, not what we think we should offer; ask and listen first. We should fund communities to determine their own wants for library services.

Surveys; interviews; outreach across demographics; partnering with organizations & agencies;

Take the time to thank patrons, people who give donations, and those who partner with your library

Ask, not tell, people what they need or want and deliver on their needs and delight them with whichever wants you can achieve.

Each library consider media visibility in its actions, such as when holding special events, opening a facility. Tell the story in the media communication. Involve end-users.

Meet more often with the community to get a pulse on what today's users want & tailor programs accordingly.

Be active not passive in our approach to community engagement, Be willing to let go of old policies/programs/services/ideas that no longer serve our communities or our libraries, encourage a culture of learning in your library, Encourage trying new things and be willing to fail, Encourage ideas from the community for ways to better the library

Get away from cookie-cutter systemized programming and determine which type of programming works better for each location;

Research services that can help and follow there with daily needs.

Teach people new skills (fix-it days, grow own food programs, home made cleaning products, etc.), offer things free that they would have to spend money on (tools, exercise equipment, etc.), allow the public an opportunity to trade for what they need (clothing swaps, costume swaps), get more community input

Conduct user surveys to determine what services clients value and what are the gaps.

Understanding barriers that keep people from using the library and providing solutions to those problems. Whether it be forgiving fines for people who can't afford them or providing more introductory technology courses that give people skills that help them use the library

One of the most vital ways we can support our communities is in the creation of ways to collaborate. Provide a digital platform, the means to communicate. ALA thinktank group on Facebook is a great example of a group that is successfully providing support, fostering discussion and sharing knowledge. Get senior managers on board, have them model collaboration, and provide/support the means for staff across the country to collaborate. Where are the special interest groups? the IFLA communities?

Collaborative projects with archives and museums

Get out in our community and find out what they desire to see; be prepared to listen when people present ideas; keep an open mind; set goals and time frames on when to address these needs based on time and financial constraints; put action plan in place

Stop telling users what is good for them and give them what they want.

Community engagement; promotion; outreach; support

4 Nous devons suivre les changements technologiques en cours

Teach the public about digital privacy, algorithmic literacy, and the reality of mass surveillance online as a digital literacy priority

Be innovative in application of new technologies, keep on top of technology trends, incorporate technology into programs and services, view technology not as a means to an end but as opportunities for exploration and growth, broaden the concept of literacy to include 21st century literacies such as technology and higher order thinking

More focus on expanding digital collections, and marketing of those digital collections

More training for older staff who are unwilling to learn new things- particularly in areas of technology.

We must stress the need for funding of technology and technology based programming in library spaces. We must advocate for the new role of libraries as free spaces for people of all socio economic backgrounds to access technology and services. We must champion our role in information literacy by creating educational materials, programs and creating awareness of our role in information literacy. We must stress the value of digitizing efforts for historical data by demonstrating the value of the access to information it provides. We must welcome IT professionals into our spaces and collaborate with them.

Send new technology home with staff most likely on a rotating basis so they become very fluent in how it works. Lend out new technology to customers - making sure to provide all necessary parts such as mobile internet access.

Access to digital divide trainers - would be a good opportunity to have a minor in it for library tech program - or the librarian program for that matter as it would be a good entry point.

Tech changes: Support staff to learn ahead and report back

We must keep up with ongoing technological changes - this is costly but perhaps we can consider corporate sponsors who provide the tools we need

Access to relevant technology innovations and training to use them effectively - webinar etc - inservice certification

Providing access to technology learning databases and rating resources in terms of accuracy and helpfulness

1. National ILS. 2. National e-library. 3. Encourage all libraries to adopt BIBFRAME as soon as it is ratified or if that takes too long find other ways of making the wealth of information in MARC records available to the semantic web. 4. Fund a national library website that showcases 3 items every month. 5. Start advertising library services on social media, search engines and other new avenues of promotion. Start small and conduct a quantitative analysis of this process to determine what sort of ads get the most views. Coordinate this with circulation statistics to see if a link can be inferred. If advertising is effective, provide documentation explaining how to best advertise library services in the 21st century.

Introduce more digital media.

5 Nous avons besoin de plus et de meilleurs promoteurs des bibliothèques à tous les niveaux

Gathering impact measures and not just activity statistics, in a concerted and comparable way.

Develop a kit for municipal councillors that all libraries could use

Develop a template for needs assessment across the provinces and a way to translate into actions

More and better advocates: 1. increase learning opportunities for all staff including volunteers. 2. encourage local boards and councils to value budgeted amounts for trustee learning - support Trustees Associations and disseminate their information to volunteer trustees. 3. encourage public libraries to engage in election discussions with their publics. 4. Keep ourselves informed through listservs and blogs (such as Princh) and websites such as ALTA and LAA. 5. be involved in our respective professional associations and keep our politicians (at all levels) in the loop

Seek out high profile supporters, such as celebrities and iconic figures; Develop a national marketing strategy for libraries;

More town hall meetings with community members

Train staff in advocacy, ensure staff know the purpose/goals/aspirations of the organisation and are able to articulate them, work to build relationships within the community and also with change makers; ensure the library has the means to share success with relevant people.

Decision makers need to take more bold positions and generalize those stances within their organizations so as to act as an example to front line staff

Advocates at all levels: leverage library mover and shakers to popularize / explain libraries today to the public

Write or phone to our government officials

Educate, educate, educate. Both at the professional level, but also the public level. We need national spokespeople who will jump into the fray whenever library funding is threatened anywhere.

We need to think beyond, "what level of government should fund this?" and push for multi-level funding and support. Libraries should also pay into services that support under-served communities (e.g., on-reserve

libraries). We need to say: what would be the vision for providing service to groups, and modifying our institutional policies to make those services happen.

A provincial librarian is in each province, (elected or appointed) to advocate for libraries, free public library memberships, credentials required to be called a librarian, etc

Ensure one librarian is always present in municipal councils and the provincial legislature. Post information learned to a central forum/social media channel.

Develop and provide advocacy training to staff and our communities. With experience may come effectiveness.

We need to become the reporters of our profession and better collaborate with media (social and traditional) to share the story of our work. We must develop tools and strategies for our profession that can be widely spread among professionals to show value.

Actively advocate with government for the management of information, especially digital formats. Too often, Communications departments determine what is maintained and what is not - and we're losing our history because someone redesigned a website.

Empower team members

6 Nous devons nous assurer que les parties prenantes comprennent notre valeur et notre impact

Sharing ideas on how to work with stakeholders

Showcase what libraries do on a larger platform; showcase the stats that politicians etc. love to see; some sort of meet and greet for stakeholders to physically see/experience what libraries do

Consult more and widely with stakeholders to identify real needs, not assumed ones.

Promote the library as the hub of the community - the place to go for everything

Surveys, panel discussions, open forums, online feedback

Spend more time understanding stakeholders issues, needs, and beliefs.

1. use newsletters, infographics, both print and online to engage stakeholders - card holders, politicians, library users. 2. provide digital literacy sessions, opportunities for parents, children, seniors, etc to be better digital citizens. 3. provide excellent outreach services to vulnerable populations: not just a cart of books for the 'library' at the nursing home, but intentional engaging programs to enhance quality of life. 4. Open board meetings where public contribution is encouraged and open house events at our libraries to highlight potential and inform citizens

Develop easy-to-understand and easy-to-use economic cheat sheet for the economic impact of libraries across Canada;

Develop resources for measuring and communicating value and impact. This is a current priority of CFLA member association Canadian School Libraries.

Fund and promote research in libraries

Get our library patrons involved to help us

Need templates. Staffing on ground scarce and cannot dedicate to this type of project - it becomes an off the side of the desk project along with union contracts, cataloguing, collection management.... you get the drift.

We need to get better at telling our stories in ways that are meaningful to our stakeholders. This means getting out of our library heads and into theirs - and embracing their language.

Better marketing, telling more individual stories utilizing your super-customers and prime supporters, reports on impact rather than outputs/outcomes, focus on providing support to vulnerable populations and what the financial impact that provides in a community.

Get better at capturing the outcomes for users and the impacts in our community

We need to ensure stakeholders understand our value and impact - we need to constantly remind the public and the government how important literacy is and how important it is to keep libraries free for all to use, whether it be for computer access or for items to borrow

Develop indicators for impacts and assessment tools and then a national strategy for collecting and marketing the information

Develop business intelligence strategies and tactics to collect and use data more effectively in service delivery.

Demonstrate positive outcomes to funders by collaborating with clients to find real examples of where libraries are making a difference.

7 Nous avons besoin de développer un esprit de collaboration

National and Region forums

Attend community association meetings. Develop centrally located asset maps of organizations which serve the public.

Move from a focus on content through collaboration and then creativity (publishing, making, hosting, personal development)

1. Online space of Canadian library staff. 2. Create a team that travels to every Provincial library conference and engages people with well developed community building material. 3. Host a national webinar or conference call and advocate with all library systems to allow at least one representative to participate. 4. Produce a YouTube video that documents five ways library staff can engage with other library staff. 5. Create a competition that sends a winner from every region to a week long retreat where they learn about each others regions and are given the responsibility of communicating what they learn back to their systems/regions..

Communication across sectors

We tend to be bound by our vendor environments and skillsets to our own little tech universes. There is so much more we could do if we banded together to invest in coding expertise to extend our existing systems or create joint systems.

Mentorship; sharing of ideas through affordable communication platforms; participate in sharing ideas

More collaboration between library schools & computer science faculties

Eliminate false hierarchies

We need to foster professional collaboration on community needs.

Ensure all libraries feel welcome, no matter size or education.

8 Nous devons remettre en question les structures et comportements actuels

Become more modern in our thinking & actions. Let go of old ideas & beliefs.

Expansion of duties, responsibilities, minimize bureaucracy

Address stagnant leadership

Increase diversity in the library workplace

1. Create a Librarian Laureate position; 2. Recommend more librarians to sit on SSHRC grant jury committees; 3. Flatten the hierarchies of libraries by adopting Indigenous ways of knowing in upper management; 4. Refuse to accept non-open-access resources; 5. Implement strategic hiring for more diversity in upper library administration

Always be learning, find new thing/trends in the field that will help direct the future of our profession

Reduce the number of precarious workers (part-time, term, casual, etc) in the library field and commit to acquiring and training the best employees possible

Training (staff and public), more investments in technological equipment, software etc.

1. eliminate library card fees. 2. eliminate overdue fines - not just for children. 3. Adopt more inviting approaches to engaging people of all ages in our libraries - rather than punitive actions. 3. be open - open the door, open the book, open the WiFi, just be open. 4. Use open source products. 5. Learn all the time, regardless of age

Many politicians now believe that everything is available for free on the internet. That idea needs to be challenged.

9 Nous devons maximiser l'accès au patrimoine documentaire mondial

Collaborative digitization to ensure continued and continual access;

LAC needs to get back in the game of ensuring the preservation and access to Canadian materials. Libraries and archives need to start preserving and making available to the public not just print, but also digital content (websites, movies, tv shows, etc.) Other countries are currently better at this than we are. More training for everyone across the province in digitization and preservation.

We need to position Library and Archives Canada and its documentary heritage network as the go-to source; consider how LAC or another platform could be like Digital Public Library of America; provide better funding and supports for local historical digitization; consider a more robust model built on a platform like Our Digital World to provide digitization as a service/platform; partner with Historical Canada so that LAC is promoted alongside its famous "minutes" video vignettes.

10 Nous devons mieux comprendre les besoins de la communauté et concevoir des services à impact

Creation of toolkits; mentorship;

Leadership Training

Let younger professionals lead the conversation

Professional development; educational grants;

Facilitate our younger colleagues efforts to try new things - decision-makers need to 'find a way to say YES' to ideas

1. Develop free, fully-funded scholarships, internships, and work study opportunities for young professionals entering librarianship; 2. Creating national and international mentoring opportunities for young professionals; 3. Accept non-LIS degrees in libraries; 4. Encourage failure as necessary route to success; 5. Take risks in hiring graduates without professional experience

Take chances on recent graduates, Give young professionals the chance to innovate, encourage experimentation and creative problem solving, utilize the enthusiasm of young professionals, encourage participation in professional development opportunities

Make classes or online service to allow the young professionals to learn, develop and lead.

Free mentorship programs through CFLA

Leadership opportunities: mentorship; internships/practicums; affordable PD/making people aware of affordable PD

Create more leadership positions for young librarians

We should ask young professionals (esp those from under-represented demographics within the field) what they see as serving their communities, and resource those young leaders to work toward it. Those leaders can help mentor other young people in their communities, and show them that libraries are important places for people to make a difference.

Une conversation mondiale

Ce rapport est créé dans le cadre d'un processus interactif au moyen d'un sondage en ligne mené du 1^{er} au 11 juillet 2018. Il s'inscrit dans le cadre d'une conversation mondiale lancée par l'IFLA sur la façon dont un domaine des bibliothèques unifié peut relever les défis de l'avenir, alors que nous sommes actuellement à la phase 2.

Au cours des deux prochaines années (2017-2018), l'IFLA fera participer le plus grand nombre possible de bibliothécaires et autres intervenants à cette conversation mondiale. Les participants sont encouragés à poursuivre la conversation dans leurs propres réseaux et organisations et à partager les résultats avec l'IFLA. Au début de 2019, les résultats de tous les ateliers et discussions en ligne seront présentés au Conseil

d'administration de l'IFLA, qui utilisera les idées de mesures pour créer des stratégies, des processus et des programmes de travail concrets pour l'avenir.

Pour en savoir plus sur la conversation mondiale et pour télécharger des documents d'appui à vos propres activités, visitez <https://www.ifla.org/globalvision>.

Restez à l'affût des nouvelles concernant la discussion sur la vision mondiale de l'IFLA en suivant [#iflaGlobalVision](#) et assurez-vous de voter en août, lorsque la plateforme de vote en ligne sera disponible sur le site : <https://www.ifla.org/globalvision>.