Working Together: Joint-Use Canadian Academic and Public Libraries

Rachel Sarjeant-Jenkins (rachel.sarjeant-jenkins@usask.ca)
University of Saskatchewan

Keith Walker (kwalker@mhc.ab.ca)
Medicine Hat College

Abstract

The research purpose was to learn about existing joint use public-academic libraries in Canada including their establishment, structure, benefits, and challenges and to determine the requirements for successful partnerships. Following a literature review, a short survey was conducted to gather data on the number, location, and types of public-academic library partnerships. In-depth telephone interviews were then held with key personnel from joint use libraries to learn more about the libraries and the nature of the partnerships. The research surfaced three unique examples of joint use public-academic libraries. In addition, key requirements for successful partnerships that were posited through the literature review were supported by the research data – commitment, a shared vision, and a need that requires fulfillment. Possible limitations of the research are the initial survey's reliance on responses from academic library directors and the survey timing. There is limited information about partnerships between Canadian public and academic libraries and no single document that brings together data on partnerships across Canada. With this study, public and academic libraries will learn of successful joint use Canadian public-academic libraries along with the key requirements for sustainable partnerships.

Keywords: Partnerships; Public libraries; Academic libraries; Joint use libraries; Collaboration

Introduction

While Canadian joint use public-school libraries are well established and documented, there is limited documentation on similar partnerships between Canadian public and academic libraries. This notable disparity led to a 2011 national study with two primary goals: uncovering existing joint use public-academic libraries in Canada and learning more about their establishment, structure, benefits, and challenges; and determining the requirements for successful partnerships.

For the purposes of the study, the researchers defined a library partnership as a collaborative relationship between libraries ranging from an informal understanding or agreement to accomplish a specific task or activity to a structured formal agreement where the partnering libraries "jointly invest resources, experience mutual benefit, and share risk, responsibility, authority, and accountability." [1] A joint-use library is an example of a formal library partnership where

"two or more distinct library services providers...serve their client groups in the same building, based on an agreement that specifies the relationship between the providers."[2]

With information gathered from the study, the researchers hoped to provide public and academic libraries with examples of successful joint-use public/academic libraries along with the key requirement for sustainable partnerships.

The study provided some additional benefits beyond the initial study goals. The general questions asked in the survey resulted in significant information on the number and type of partnerships of all kinds that are currently in place between academic and public libraries. This information provides public and academic libraries with examples of ways to expand the depth and breadth of services to their clients.

Literature Review

The literature review focused on contemporary English-language scholarly literature regarding joint-use academic/public libraries. Much of the literature on joint-use libraries is structured as case studies. Examples of successful academic-public joint-use libraries can be used, however, to highlight reasons for establishing joint-use partnerships and elements that lead to a partnership's success.

In her article "Joint-Use Libraries: Balancing Autonomy and Cooperation," Karen Dornseif speaks of the desire on the part of both partners to provide library patrons with better service, facilities, or resources and the partnership goal of maximizing results.[3] This is reiterated in several articles where the authors emphasize the positive aspects of developing and sustaining joint-use libraries: maximizing resources and delivery, improving services, and providing more than the two libraries can do on their own as the rationale for developing and sustaining joint-use libraries.[4]

To ensure successful partnerships, the importance of engaging front-line library employees and having senior administration committed to the partnership is discussed by a number of authors.[5] High levels of trust, flexibility in finding mutually beneficial solutions, and support for the vision of the partnership are also raised as critical partnership features.[6] Interestingly, the articles do not speak to the partners necessarily having the same reason for the partnership – although they are definitely complementary. In "Reaching for a Vision" and "Seminole Community Library" the authors mention the growing importance for academic institutions to connect with the community; partnerships with public libraries are a way for academic libraries to support that mandate.[7] Imhoff brings forward the idea that partnerships often occur between libraries that have experience in partnering. She also mentions personal relationships, saying that partnerships will occur because people within the partnering libraries know each other.[8]

This review of the scholarly literature on joint-use public-academic libraries provided a framework for this study on academic-public library partnerships in Canada.

Methodology

Initially, a search for published information on contemporary partnerships between public and academic libraries in Canada was conducted, with a focus on partnerships between individual libraries. Searching in the library catalogues of the University of Saskatchewan and Medicine Hat College, the *Library Literature and Information Science Full Text and Retrospective, Library and Information Science Abstracts,* and *Emerald* databases as well as general internet searching resulted in six non-scholarly publications on public-academic library partnerships in Canada. Of those six, four referred to partnerships between libraries in the province of Ontario and two to partnerships in Alberta; three publications highlighted joint-use libraries.[9]

Following the search for publications, the researchers conducted a short survey of library directors of academic libraries to gather data on the number and location of public-academic library partnerships as well as information on the types of partnerships in existence. This initial broad approach was to ensure that all possible iterations and interpretations of joint-use libraries were captured. The decision to survey only academic libraries was based on two assumptions: focusing on one library sector would ensure a consistent perspective from survey respondents; and with less than 300 academic libraries in Canada (as opposed to 3000 public libraries) the data would be easier to manage.[10] In addition, the researchers limited their survey to public, not-for-profit academic libraries, including religious-based institutions and Collèges d'enseignement général et professionnel (CEGEPs), across Canada; they did not include for-profit post-secondary institutions as it was felt that the profit-generation mandate for those institutions could potentially impact the approach of the institution to partnerships.

The list of Canadian academic libraries was obtained from the 25th edition of *Libraries Canada*. Each institution was entered into a spreadsheet organized by province/territory with the name of the institution, the library director's name and

email address, and the library's website address. The names of the directors were checked against their library's website as listed in the directory. If the web address was incorrect then a search was done to find the correct address.

A letter introducing the study and containing the key research questions was sent to library directors in the form of an email (see Appendix A). For libraries in the province of Quebec a certified translator translated the letter into French (see Appendix B). The salutation was changed for each letter to make the request more personal. All letters were sent from one email address so that responses and questions could be easily managed. As the responses were received they were checked off on a master list generated from the spreadsheet; this allowed for responses to be tracked by province and ensured that follow-up messages would not be sent to those who had already responded.

The survey was sent out on August 22, 2011 with a deadline date of September 2. Although this time period, at the end of summer, may have impacted the response rate due to staff holidays or the start of the new term, it was felt that this timing was better than earlier in the summer holiday period or later into the first busy month of classes. Reminder notices were sent three days prior to the end date to those who had not yet responded.

The survey was initially sent out to 271 libraries in the ten provinces and three territories of Canada. Unfortunately, contact could not be made with 22 libraries despite numerous attempts by email and by telephone. In the end 249 libraries were successfully contacted.

In total, 449 emails were sent. The survey was re-sent to 178 libraries for a variety of reasons: the first contact person had changed positions or retired, the email address had been changed, the initial contact person directed the survey to an alternate, and reminder emails were sent to those who had not responded by August 31.

The response rate was 44% with 109 of the 249 libraries responding to the email. To gather data on libraries that did not respond to the survey, the researchers reviewed the contents of the in-dividual library websites to see if partnerships with public libraries were mentioned. This resulted in identifying an additional six examples of academic-public library partnerships.

Through the review of publications, the national survey, and website search, the researchers learned of three public-academic joint-use libraries. In-depth telephone interviews were then held with the libraries' directors or other key personnel to learn more about the libraries, their governance, the nature of the partnerships, and the partnerships' sustainability. An initial set of interview questions was established; follow-up questions developed out of the interviewees' responses (see Appendix C).

Research Results

The goal of the research was twofold: to determine what joint-use academic-public libraries existed in Canada and how they were structured, as well as the requirements for a successful partnership.

Three examples of joint-use libraries surfaced through the research. These library partnerships differ significantly in structure, providing three unique examples of how academic and public libraries can work together in bringing library service to their constituents from the same physical site.

While the purpose of the survey and extended interviews was to bring to the forefront information on Canadian joint-use academic-public libraries, the survey results also provided information on the number and variety of other partnerships between academic and public libraries.

The research surfaced 21 academic libraries from across the country with either formal or informal partnerships with public libraries – excluding province-wide consortia; a total of 19.3% of responding academic libraries. When participation in provincial consortia is included in the study, the number of partnerships more than doubles to 56 libraries or 51.4% of responding libraries.

Academic-public library partnerships
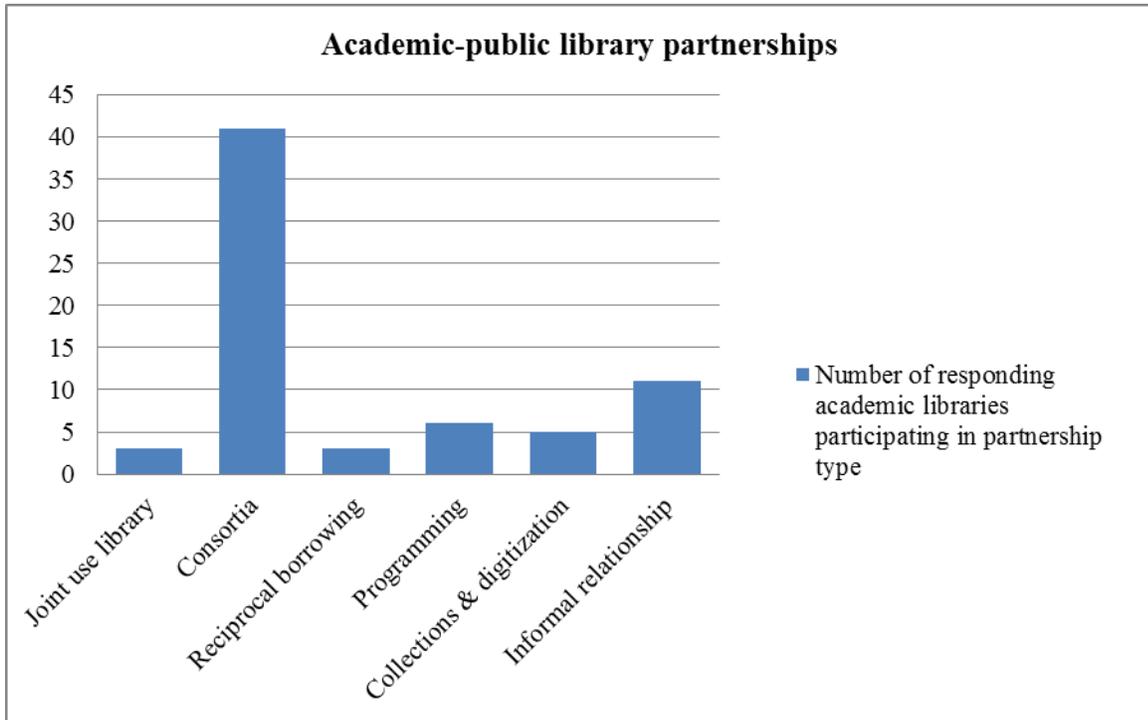
The research also demonstrates the variety of partnerships between public and academic libraries in Canada. These partnerships are wide ranging: aside from the three joint-use libraries, there are province-wide and regional consortia for reciprocal borrowing, purchasing of e-resources, provision of virtual reference, shared catalogues, and shared library management systems; one time and recurring shared programming opportunities; shared collection development; the location of public library collections in academic libraries and academic library collections in public libraries; and informal relationships.

Specific Academic-Public Library Partnerships

Join-use library - Ontario

The city of Brantford, located in southern Ontario, struggled with economic downturn, the loss of major manufacturers, and high unemployment; in the 1990s the downtown had collapsed and attempts at revitalization had failed.[11] To help increase options for local people to access further education, a group of determined citizens worked with various universities in the surrounding area to encourage the development

of a satellite campus in Brantford. At the same time, the City of Brantford was focusing on ways to revitalize the downtown core. Late in 1998, Wilfrid Laurier University signed an agreement with the City to establish a campus of the University in the downtown of Brantford, which opened in September 1999. One challenge for the fledgling campus was to ensure that Laurier Brantford students had access to the same resources and services as students on the main campus in Waterloo. With only 39 students at Laurier Brantford in that opening year, the university could not justify the establishment of a separate university library. With the Brantford Public Library (BPL) as a major player in the downtown, establishing an agreement for library service to be delivered through the public library seemed feasible. Not only was the partnership one of practicality for the university library, it was also an opportunity for Brantford Public Library to align with the City of Brantford's strategic priorities and enhance its role in the revitalization of the downtown.[12]

The partnership between the libraries was formalized through a Memorandum of Understanding (MOU) approved by the Brantford Public Library Board and the Wilfrid Laurier

University Senate and Board of Governors. This document is reviewed and renewed annually to allow for the easy incorporation of such changes as the annual fee paid by Wilfrid Laurier to BPL based on the number of full-time equivalent students. The partnership sees the university library located within and as a part of the public library. There is a university library collection, currently comprised of approximately 10,000 items, along with computers set up specifically for Laurier students. All circulation and general reference is done by BPL staff; however, there has always been one or two Laurier librarians associated with the Laurier Brantford campus for instruction, collection development, and research assistance. There is an element of reciprocity within the agreement as well. Every Laurier Brantford student, regardless of their place of residence, receives a BPL card and citizens of Brantford are eligible for a community borrower card from Laurier providing them access to the print collections of the Tri-university Group of libraries – Wilfrid Laurier, University of Guelph, and University of Waterloo.[13]

As with any partnership, the BPL – Wilfrid Laurier University partnership has experienced, and is experiencing, challenges. Initially, the libraries needed to determine how best to manage two different circulation systems and catalogues. Space for the growing Laurier collection needs to be found within the Brantford Public Library. For the university library there have been ongoing challenges with providing librarian support for Laurier Brantford students and faculty. Initially a librarian was designated part-time for Brantford and part-time at the Laurier campus. Very quickly this service proved inadequate for the reference and instructional needs of the increasing numbers of students and programs; there are now 1.5 librarians designated by the university library for Laurier Brantford and assistance is required from the librarians based at the main Laurier campus. With the rapid growth of the student body at Laurier Brantford, the university library has found the financial requirement of the partnership a constant challenge.[14]

The BPL-Wilfrid Laurier University partnership has seen a growth in student numbers of nearly 7000%, from 39 students in 1999 to approximately 2700 in 2011. The challenge for the partnership is sustainability as enrolment and the number and variety of university programs grow. Both libraries value the partnership and do not want to lose the positive aspects of the connections. The space issues and the limited hours of access to the university's print collections are causing some strain and may lead to a reconfigured, but continued, partnership; by mutual agreement the vision may change but the commitment to the partnership continues.[15]

Joint-use library – Manitoba

Moving west, to Manitoba, there are exciting developments between the University College of the North and First Nations communities in the centre and north of the province. One of Canada's newer universities, the University College of the North (UCN) evolved from an existing community college in 2004. As the library at the UCN developed, there was a growing awareness of the need to improve the services to the people of northern Manitoba.[16] This area of 466,000 square kilometres (180,000 square miles) is home to approximately 83,000 people – 67% of whom are First Nations with a large percentage under the age of 15 – and there were only six public libraries.[17] The university wanted to establish a presence within communities and help residents see the university as their institution; at the same time the university was committed to helping increase literacy levels.[18]

The UCN library has worked with local communities to establish two joint use university-public libraries. Through this initiative libraries have been introduced into communities where none had existed. Both the university and the community had a shared vision of increased literacy levels and active involvement of local community members. The university wanted to establish a positive presence in communities within its geographic service area; the communities wanted to increase the educational and employment opportunities of their citizens.

The joint use libraries are located in regional centres; the first one opened in Norway House in 2009, the second on the Chemawawin Cree Nation at Easterville in September 2011. Each library houses a permanent public library collec-

tion funded by the community plus two rotating collections, one of academic material to support the university programs taught at the different sites, the other of public library material as additional support for educational needs. First Nations people are hired as library staff. The university library provides ongoing training for the local library staff and assists with further education funding if the local staff do not have the required credentials.[19]

These joint-use libraries are established within the parameters of a formal MOU outlining the responsibilities of the university along with those of each community. Each community covers the costs for the library facility and some of the personnel costs, while the university pays the remainder of staff salaries, benefits, and training. In addition, the university library provides electronic resources, technical services, the integrated library system, and all administrative functions. A library board governs each library with representation from the community and the university. It is the library board which interviews and recommends the staff to hire; this means that the libraries are not required to work within the university's selection procedures.[20]

The development of these first joint-use libraries between the UCN and the communities of Easterville and Norway House has sparked interest from other communities. Discussions have been held between UCN and three other communities. The emphasis in developing the first two joint-use libraries was in providing resources to a region and not a single institution, community or user group; as the university develops further partnerships with communities, it wants to ensure that this focus remains.[21]

Joint-use library – Alberta

In Alberta, a different kind of joint-use partnership exists between the Edmonton Public Library (EPL) and the University of Alberta Libraries. Reflecting the movement of other universities in Canada, the University of Alberta Libraries considered establishing a recreational reading collection for university students. There was some concern among the librarians about their lack of experience in selecting leisure collections and about a possible negative response

from faculty about spending university acquisitions funds on leisure materials. With their history of partnering with EPL, it was a natural step for the university library to approach EPL as a possible partner in this initiative. For the university library an added benefit to enhancing its partnership with EPL was how well the partnership supported the university's goal of increased civic engagement.[22]

Following meetings between the two libraries and an aligning of visions – the university library originally envisioned an unstaffed hold pick-up space while EPL was thinking of a space that was branded and staffed – a unique example of joint-use came into existence in 2008. eplGO is a mini-branch of the Edmonton Public Library housed within the University of Alberta's Cameron Science and Technology Library. eplGO was set up primarily as a holds pickup location with a small print and audiovisual collection, limited reference, and no programming. It is a separate functioning unit within the Cameron Library, with its own staffing and circulation. While EPL pays for the furnishings, computers, staff, and collections for eplGO, the University of Alberta Libraries provides space and associated services.[23]

A key element of the University of Alberta-EPL partnership is the L-Pass. University of Alberta students register for an EPL library card online where they agree to the provision of their personal information to EPL. In the registration process their University of Alberta student card barcode is transferred to the EPL database and becomes their EPL library card. There is no charge to university students to become members of EPL. To compensate EPL for these new memberships, the University of Alberta has negotiated an annual payment to the Edmonton Public Library. This financial compensation was an essential part of the partnership agreement, as EPL would only commit to eplGO if staffing costs could be recovered.[24] It is this element in the agreement that makes this partnership structure uniquely Albertan since Alberta is the only province in Canada where there is a public library card fee (some communities in Quebec also charge a library card fee but it is not a province-wide practice).[25]

eplGO has been extremely successful. With minimal promotion, it has reached a point where it is circulating more items than some of EPL's smaller branches. In contrast to the Cameron Library's 24-hour service, eplGO is open during the day through the week and still experiences approximately 8000 visits per month. But the benefits have not been experienced solely by the public library. The location of eplGO within the Cameron Library has resulted in increased visits to the Cameron Library by faculty and graduate students who may not otherwise come into the physical library space. The fall of 2011 saw the largest number of L-pass registrations ever, 6000 students, demonstrating that eplGO is clearly serving a student need.[26]

The success of eplGO and the services surrounding it have resulted in interest from other academic libraries in Edmonton. MacEwan University library introduced the L-Pass in September 2012, and has installed a lending kiosk at their City Centre Campus. This is a fully networked automated book/audio-visual dispenser that EPL supports; essentially serving as a mini EPL branch at the MacEwan City Centre Campus.[27]

The survey responses highlighting other partnerships between public and academic libraries can be divided into five broad partnership types.

Consortial Partnerships

Many academic libraries interact formally with public libraries through province-wide consortial agreements managed through a central agency. In these situations, partnering with public libraries is tangential, occurring through both libraries' membership in the larger group. While participation in large consortial partnerships does not require personal relationships between all the partners, membership in the consortia is predicated on the provision of some service or resource that will benefit the individual library, a belief in the role and mandate of the consortia, and recognition that involvement in the consortia takes time and financial resources. In the provinces of Ontario, Quebec, and Alberta are found smaller consortial partnerships involving more direct interactions between academic and public libraries.

Reciprocal Borrowing

While there are a number of examples of reciprocal borrowing agreements on a province-wide or regional scale through consortial partnerships, three survey respondents described reciprocal borrowing agreements on a local level.

Programming

Six respondents spoke of partnering with a public library in programming. Two talked of recurring programs; more common, however, are the one-off programs, although partnerships between the same libraries often occur on multiple occasions.

Collections and Digitization

The study identified four libraries with collections located in partner libraries. Two are academic library collections in public libraries in Ontario and two are public library collections in academic libraries. Additional shared collections occur through digitization initiatives either locally or through a province-wide consortium.

Informal Relationships

Eleven responding libraries stated that while they may not have formal or semi-formal partnerships with public libraries, they do work together on an informal basis. For some libraries these relationships are simply information sharing between library colleagues or encouraging the use of the public library by college/university students. Other libraries have slightly more structured informal partnerships. The study also identified several instances of collaboration between academic and public libraries in bringing a provincial or regional conference to their area. While this is not a formal library partnership, it does foster relationship building and the opportunity for information-sharing or partnerships in the future.

Reviewing the three joint-use partnerships not only demonstrates three unique joint-use library structures, but also supports the literature in highlighting three key elements for establishing and maintaining successful partnerships.

Commitment: the enthusiasm and commitment of both partners is crucial for a partnership to survive and thrive. Where this does not exist, the partnership will founder. In addition, senior management in each library must be convinced of the value of the partnership in order for the partnership to function well and remain sustainable in the face of challenges.

Shared vision: for a partnership to flourish the partners must share the same vision of the partnership. Different visions can lead to frustration and a sense that the partnership was unsuccessful, resulting in a reduced commitment to the partnership. Sometimes, as seen in the University of Alberta Libraries and Edmonton Public Library joint-use partnership, the differing visions are recognized early in the process and changes are made to bring the partners' visions into alignment. At other times the differing visions may not surface until later in the partnership. As a result one partner feels that the partnership has been a success while the other partner is left with a sense of lost opportunities.

Satisfy a need: partnerships are inspired by a need of one or both partners. This need acts as the motivator to both establish and sustain the partnership. When the need no longer exists, the partnership will change or dissolve. The 'need imperative' is clearly seen in the joint-use partnerships. Wilfrid Laurier University Library needed to provide library services to a small number of students in Brantford; the Brantford Public Library wanted to assist in the rejuvenation of the downtown. The communities in central and northern Manitoba saw the value of increasing local literacy levels; the goal of increased literacy is important to the University College of the North and supports the university's desire to build relationships with people within its primary geographic service area. The University of Alberta Libraries wanted to respond to a need of the student body and help the university achieve its goal of increased civic engagement; the Edmonton Public Library wanted to provide library service to the large population of university students.

The broad survey responses on academic and public library partnerships also demonstrate a fourth factor in partnership development: part-

nership experience leads to further partnerships. The more experienced a library is with partnerships, the more likely that library will consider partnering with others to provide a service or respond to an emerging need. Often partnerships develop where partnerships already exist – as one interviewee stated "collaboration breeds collaboration".[28] An example of multiple partnerships between the same two libraries is shown by the relationship between the Edmonton Public Library and the University of Alberta Libraries. Survey responses also show that informal interactions between libraries often pave the way for more formal partnerships.

Even where partnerships between academic and public libraries do not currently exist, responses to the e-mailed survey showed a definite interest in learning what other academic libraries are doing in this area. This demonstrates a growing realization of the value in building connections between academic and public libraries. Research that brings to light the variety of existing partnerships helps libraries understand how they might partner, the benefits of partnering, and the key elements for successful partnerships between public and academic libraries.

Conclusion

Partnerships between public and academic libraries can lead to expanded services and collections for library clients, they provide opportunities for libraries to provide the *more and better* of which Peterson and Breivek speak.[29] Although there is limited documentation on joint-use public-academic libraries in Canada, the research demonstrates that partnerships between these two sectors do exist and surfaced not only joint-use libraries but also robust and recurring examples of a variety of other library partnerships.

In analysing the information gathered through interviews with key personnel involved in the joint-use libraries there are three recurring themes which translate into three key elements necessary for successful partnerships between libraries.

1. Commitment of both partners to the partnership and support for the partnership at senior levels within each library;

2. A shared vision for the partnership and what it can achieve; and,

3. Both partners must have a need they desire to satisfy. The needs can be different but it is the need that is the motivator for developing and sustaining the partnership.

Although not critical to successful partnerships, it was clear from the research that libraries practised in partnering will be more likely to partner in the future.

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Appendix A – Research letter and initial survey questions, English

Dear _____,

In order to learn more about the breadth of library partnerships in Canada, we are surveying academic libraries across the country to discover the partnerships between academic and public libraries. We know that partnerships are wide-ranging, from consortial agreements, to sharing resources or staff, working together on programs, the sharing of physical spaces, and more. We are interested in it all!

Initially, our goal is to compile this information to provide an overview of Canadian public-academic library partnerships. As we progress further in our research, we hope to determine the motivating factors behind the creation of these partnerships, the anticipated benefits, and whether those benefits are realized. We feel that this information will benefit libraries, institutions, and communities as they strive to provide the best library services and learning environments for all their constituents.

At this time we are investigating the public-academic library partnerships currently in existence or that were in existence in the past. To assist us in our study we ask that you please answer the following questions:

a) Does your library currently partner with a public library or libraries? If yes, please describe the partnership(s).

b) Did your library partner with a public library or libraries in the past, but the partnership no longer exists? If so, please describe the partnership(s).

Please reply by email by Wednesday, August 31, 2011. Thank you for your participation in this survey. If you are interested in further details about this study, please contact either of us; our contact information is listed below. We hope that if your library has been involved in a partnership with a public library that you will be willing to be contacted for our follow-up survey in the near future.

Sincerely,

Rachel Sarjeant-Jenkins   Keith Walker
Assistant Dean (Client Services)   Director, Library Services
University of Saskatchewan Library   Medicine Hat College
306.966.2449   403.504.3539
rachel.sarjeant-jenkins@usask.ca   kwalker@mhc.ab.ca

Please note: By responding to this e-mail you are consenting to the use of your data for the purposes of this study. This data may be included in a published paper or public presentation.

Your participation is voluntary; please answer only those questions that you are comfortable with. You may withdraw from the research project for any reason, at any time. Your right to withdraw data from the research project will apply until the data has been aggregated and analyzed. After this, it is possible that some form of research dissemination will have already occurred and it may not be possible to withdraw your data. Upon your withdrawal, any data that you have contributed will be destroyed at your request.

In the dissemination of the research results you will not be identified; however specific libraries shall be identified in order to highlight the public-academic library partnership. While this information will not

be overtly linked to a participant, unless the participant has provided explicit permission, it may be possible for someone to connect the information to you.

Research data will be stored at the University of Saskatchewan Library for a minimum of five years. Should the data be destroyed after the five years, it will be destroyed beyond recognition.

This study was approved by the University of Saskatchewan Behavioural Research Ethics Board on 10 August 2011. If you have any questions about your rights as a participant, please contact the Research Ethics Office at 306.966.2084.

Appendix B – Research letter and initial survey questions, French

Madame,
Monsieur,

L'objet de notre étude porte sur l'étendue des partenariats entre les bibliothèques partout au Canada. Pour cela, nous menons un sondage auprès des bibliothèques universitaires d'un bout à l'autre du pays afin de mettre en lumière les partenariats existants entre les bibliothèques universitaires et publiques. Nous savons bien qu'il existe de nombreux types de partenariats : des accords de consortium, à l'échange de ressources ou de personnel, à la collaboration sur des programmes en passant par le partage de locaux, et bien plus encore! C'est précisément ce que nous voulons savoir.

Au départ, nous voulions recueillir ces renseignements dans le but de fournir un aperçu général des partenariats entre les bibliothèques universitaires et publiques au Canada. Plus notre recherche avance, plus nous souhaitons maintenant cerner les facteurs qui motivent la création de ces partenariats et savoir quels avantages les partenaires espèrent en tirer et s'ils en bénéficient ou non. Nous croyons que cette information sera utile aux bibliothèques, aux institutions et aux collectivités qui s'efforcent d'offrir les meilleurs services de bibliothèque et milieux d'apprentissage possible à l'ensemble de leurs clientèles.

Pour l'instant, nous nous intéressons de plus près aux partenariats actuels et passés entre les bibliothèques universitaires et publiques. Pour nous aider à réaliser notre étude, nous vous demandons de bien vouloir répondre aux questions suivantes :

a) Votre bibliothèque est-elle actuellement en partenariat avec une ou plusieurs bibliothèques publiques? Si oui, veuillez décrire le ou les partenariats.

b) Votre bibliothèque a-t-elle déjà établi par le passé un partenariat avec une ou plusieurs bibliothèques publiques, mais qui n'est plus en vigueur aujourd'hui? Si tel est le cas, veuillez décrire le ou les partenariats.

Veuillez répondre à ces questions par courriel d'ici le 2 septembre 2011. Nous vous remercions de votre participation à ce sondage. Pour tout détail supplémentaire au sujet de cette étude, n'hésitez pas à communiquer avec l'une des personnes-ressources dont les coordonnées sont indiquées ci-dessous. Nous espérons que si votre bibliothèque est déjà en partenariat avec une bibliothèque publique, vous serez disposé à répondre à notre sondage de suivi sous peu.

Nous vous prions d'agréer, Madame, Monsieur, nos meilleures salutations,

Rachel Sarjeant-Jenkins
Vice-doyenne (Services à la clientèle)
Bibliothèque de l'Université de la Saskatchewan
306-966-2449
rachel.sarjeant-jenkins@usask.ca

Keith Walker
Directeur, Services bibliothécaires
Collège de Medicine Hat
403-504-3539
kwalker@mhc.ab.ca

Note : En répondant à ce courriel, vous consentez à ce que vos données soient utilisées aux fins de cette étude. Celles-ci pourraient faire partie d'une publication ou d'une présentation.

Votre participation est volontaire; veuillez répondre uniquement aux questions avec lesquelles vous êtes à l'aise. Vous pouvez vous retirer de ce projet de recherche pour quelque raison que ce soit, et ce, en tout temps. Vous avez le droit d'extraire des données du projet de recherche avant qu'elles ne soient cumulées et analysées. Après, il se peut que la recherche ait été diffusée d'une manière ou d'une autre et qu'il soit

alors impossible de supprimer des données. Advenant un retrait de votre part et si vous le souhaitez, les données que vous nous avez fournies seront détruites.

Votre nom ne sera pas mentionné lors de la diffusion des résultats de l'étude; toutefois, certaines bibliothèques pourraient être citées afin de souligner la présence de partenariats entre le milieu universitaire et public. Même si les renseignements n'auront pas de lien direct avec les participants, à moins que ceux-ci nous en aient donné la permission explicite, il se peut que quelqu'un puisse faire un lien entre vous et les renseignements présentés.

Les données relatives à la recherche seront entreposées à la bibliothèque de l'Université de la Saskatchewan pendant un minimum de cinq ans. Si les données sont détruites après cinq ans, elles le seront au point d'être méconnaissables.

Cette étude a été approuvée le 10 août 2011 par le Comité d'éthique pour la recherche sur le comportement de l'Université de la Saskatchewan. Pour toute question au sujet de vos droits à titre de participant, veuillez communiquer avec le Bureau de l'éthique de la recherche au 306-966-2084.

Appendix C – Telephone interview questions

1. Who initiated partnership? Where did the impetus come from? (and when?)

2. Why did the library choose to participate in the partnership?

3. Could you tell me some more about the process you went through to set up the partnership?

    a. Is there a formal agreement? Is there an end date or is this viewed as an ongoing/long-term partnership?
    b. What resources did each library commit?

4. What challenges did you face in establishing the partnership? Barriers? Roadblocks? [financial, human resources]

5. Has the partnership achieved the original goals?

6. Does the current partnership differ from the initial concept/idea? If so, how?

7. Has the partnership resulted in unforeseen benefits? Issues?

8. In what ways has this partnership influenced your view on interlibrary collaboration? Would you look at other interlibrary collaborations