UNIVERSITY OF CALGARY

Beyond the Silos of the LAMs:

The Evolving and Converging Environment for the Libraries, Archives, Special Collections, and Museums at the University of Calgary

Marilyn Nasserden

March 25, 2011

VRA + ARLIS/NA Conference, Minneapolis, MN

Overview

- Libraries & Cultural Resources' Vision
- Organization charts
- Co-location of LAMs in Taylor Family Digital Library

- Developing unique research collections
- Discovery of and access to LAM collections
- Centralized metadata services
- User services provided by archivists, librarians and curators

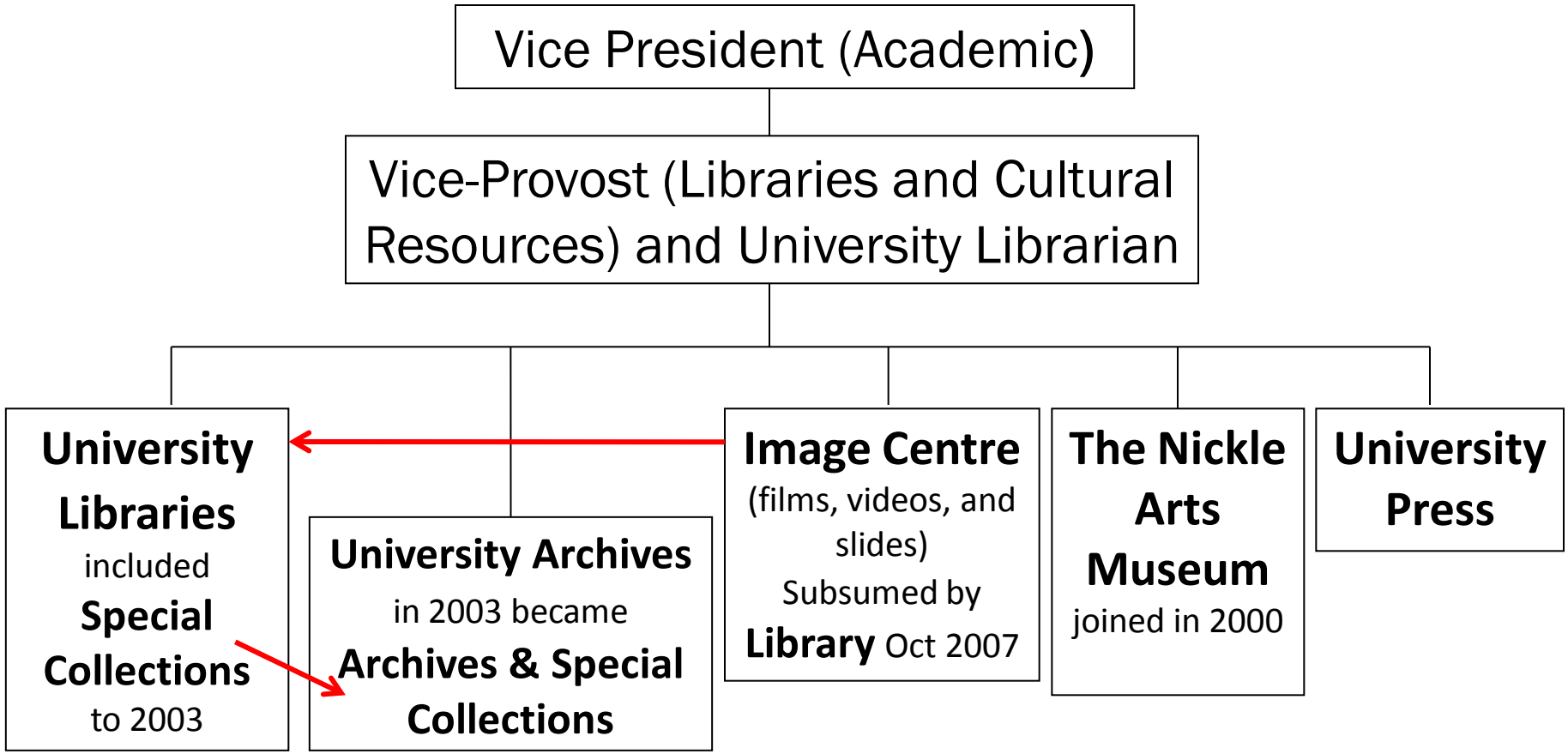
UNIVERSITY OF CALGARY

LCR Vision

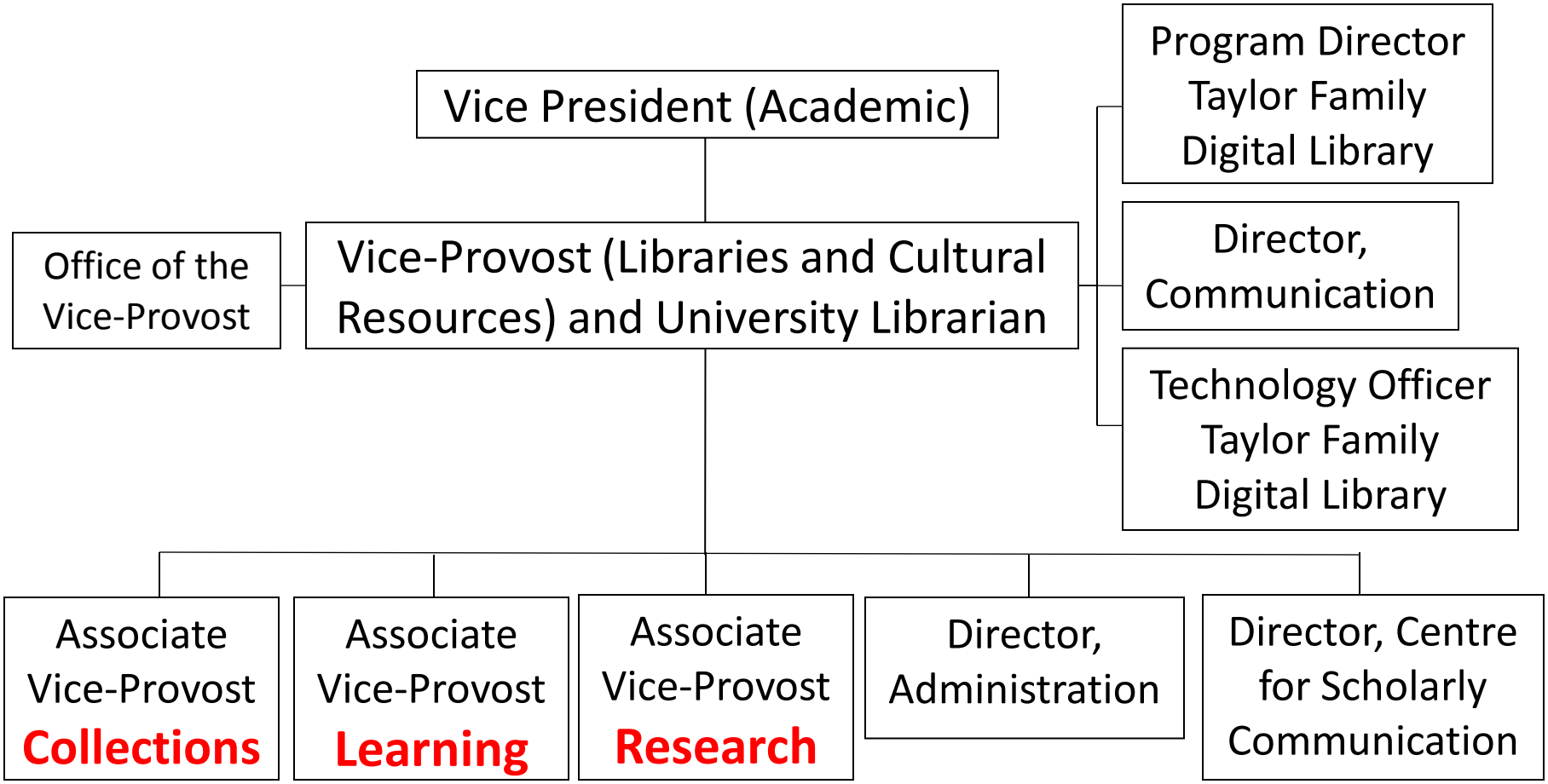
*"Libraries and Cultural Resources is a **leader** in the development of **innovative** information resources and services, locally, nationally, and internationally. In a **converged** environment, it successfully incorporates the resources and services of libraries, museums, archives, special collections, and a university press to provide outstanding support for scholarship, learning, and the creation of knowledge. Libraries and Cultural Resources is a key component of the University's excellence in research, teaching, international involvement, and return to communities."*

From http://lcr.ucalgary.ca/vision

LRC Organization Chart 1998-2010

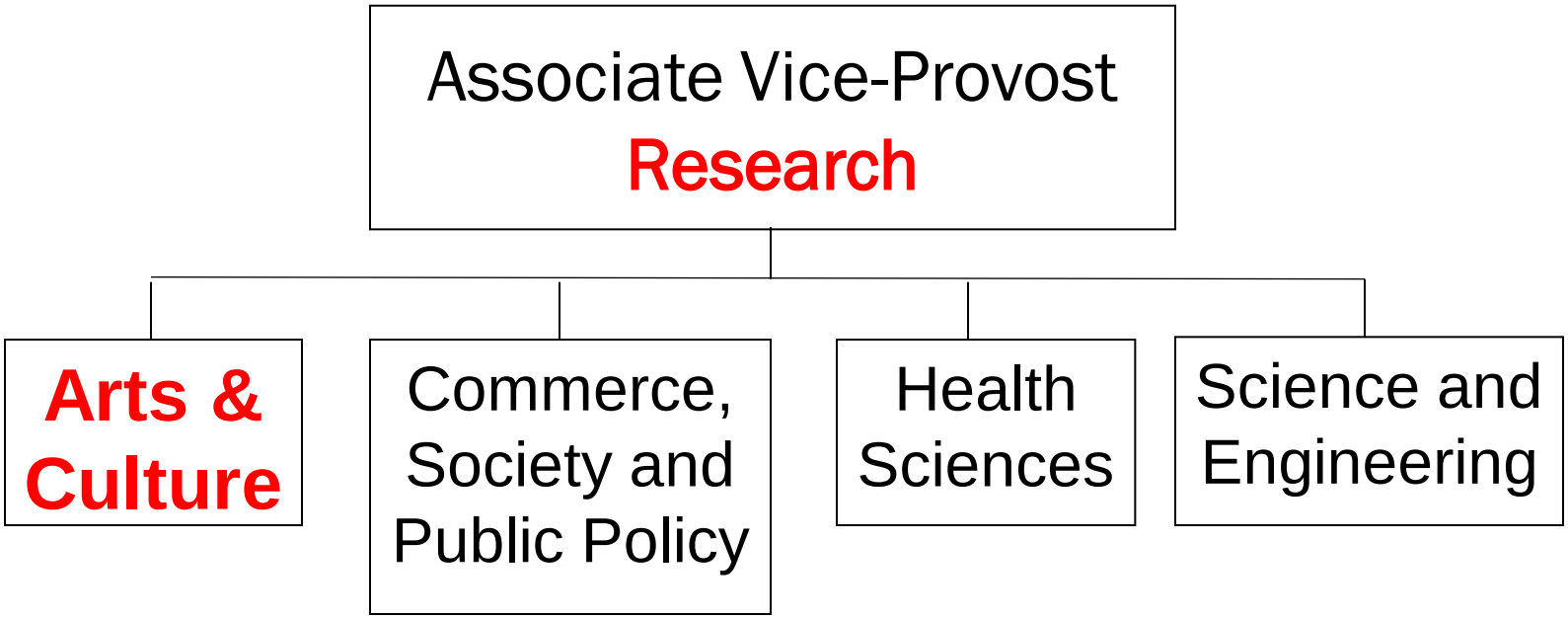


LRC Organization Chart 2010-



From http://lcr.ucalgary.ca/org-chart

LCR Organization Chart: Research



All supported by the Collaborative Data Research Centre (MADGIC)

LCR Organization Chart: Research

Arts & Culture

(33 staff)

- Archives and Special Collections (9 staff)
- The Nickle Arts Museum (10 staff)
- The Military Museums Library & Archives (2 staff)
- Humanities (& part of Social Sciences) Liaison Services: Library (4 staff)
- Visual & Performing Arts: Library (7.8 FTE)

UNIVERSITY OF CALGARY

LCR Vision: Guiding Principles

- Commit to Being Digital
- Unique Resources
- Integrated Discovery
- Enhanced Involvement in the Research Endeavor
- Scholarly Communication
- Converged Archives, Libraries and Museum

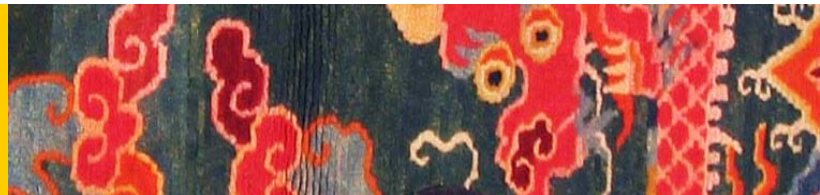
From *State of LCR* by Thomas Hickerson, April 2010

UNIVERSITY OF CALGARY

Taylor Family Digital Library

CONVERGENCE FOR LIBRARIES & CULTURAL RESOURCES

Taylor Family Digital Library: The Nickle Arts Museum



Developing Unique Research Collections

- In 2008, funds established to purchase material for The Nickle Arts Museum and another for Archives and Special Collections (base budget of $100,000 each; often exceeded) - in response to growing emphasis on primary source collections and their use in inquiry-based learning
- Carved out of existing materials budget; not new money
- Facilitates adherence to the University's financial accountabilities

UNIVERSITY OF CALGARY

Developing Unique Research Collections: Scope of Criteria for Selection or Acquisition

- Criteria for acquisition of primarily text collections for Library are easily tied to disciplines and courses (user-based) as are Special Collections in many cases
- Instead museum objects may be acquired to fill a gap in the collection and if the collection is good, it will find its users. A smaller group of people may need the object but it has a larger significance as they can't get it anywhere else

UNIVERSITY OF CALGARY

LAM collections: Discovery & Access

- Unique collections are often hidden
- Libraries share data while archives and museums may keep their data within their own environment
- Users are telling us that they don't know where to start their research when there are 800+ resources
- Users want one place to search everything
- Yet they want relevant, authoritative results
- They want full text retrieved in the results
- They want it all to be easy and quick (like Google but better)

LAM collections: Discovery & Access

University of Calgary Library Catalogue

- Late 2009, *fonds* level records for most University Archives, Special Collections and Canadian Architectural Archives (CAA) were added; adding of box level records is ongoing. Dublin Core format
- No archival folder level records or finding aids and no museum records are in the Library Catalogue and no plans to do so as they don't work in the MARC format
- Librarians and archivists are working together to make this happen

LAM collections: Discovery & Access

Summon for unified search discovery

Includes:

- MARC records from library catalogue,
- Dublin Core (DC) records from institutional repository (Dspace),
- DC records for local LCR digitized collections (CONTENTdm),
- Archival records directly from Archives Society of Alberta (fonds level) as well as from library catalogue,
- Part of museum collection, LibGuides, and commercial databases

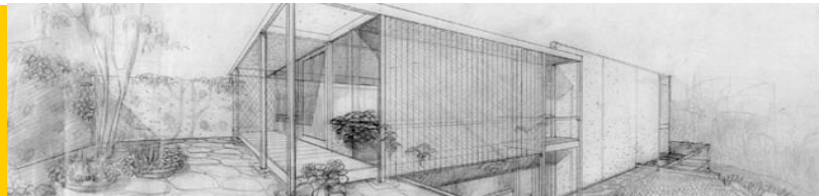
LAM collections: Discovery & Access
Summon in converged environment

- Text especially from commercial databases is overwhelming results, so unique resources remain hidden - although faceted browsing helps
- Metadata needs to be “right”; multiple issues
- Needs to accept EAD hierarchical archival records and finding aids
- Thumbnail display of images desired

UNIVERSITY OF CALGARY

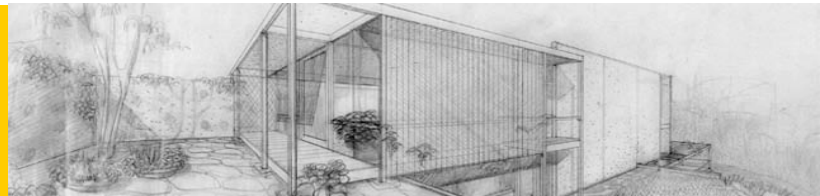
Centralized Metadata Services

- Library metadata group began working with archival and museum staff on metadata for discover systems
- Metadata needs to be “right” to facilitate unified search
- Multiplicity of metadata content standards
- Archives and Museums often expressed lack of ongoing technical and metadata support and insufficient staff
- **Identified need to develop a metadata strategy for LCR**



Centralized Metadata Services:
Creation of Special Materials Metadata unit

- To share and develop metadata expertise and staff
- To process archival, museum, and media resources
- Staff to come from Archives & Special Collections and Visual & Performing Arts as well as from existing (Library) metadata staff
- Unique resources so copy cataloguing not an option
- Difficulty in separating archival physical processing for this unit from intellectual processing
- Museum would like technical support, assistance adding image files to records…but…



User Services Provided by Archivists, Librarians and Curators:
Arts & Culture, Research services

- Model in beginning stages of development
- Focus groups held to gather research support data from library, archives and museum staff. This data is being analyzed.
- Expectation that our research program will develop organically through LAM convergence – and then we'll determine how to transform that to a sustainable program

User Services Provided by Archivists, Librarians and Curators:

Arts & Culture, Research services: Liaison role

- Librarians traditionally fill liaison function
- Liaison and instruction roles assigned (for archival collections) to archivists for subjects with strong archival collections, e.g. Canadian Architectural Archives

User Services Provided by Archivists, Librarians and Curators: Learning Services

- Model in beginning stages of development
- Reference and instruction apply to LAM environment in the 21st century. Unified search such as Summon will help.
- Expect to combine unique resources with subject expertise
- Different approaches: curators do a lot of interpretation in the creation of exhibitions; academic archivists may tend to describe collections objectively to avoid influencing researchers' questions; librarians somewhere in the middle.
- Hoping that as a converged unit we can bring more strength to what we can deliver for instruction; learn from each other

LCR Vision: Convergence

Providing outstanding support for Scholarship, Learning and the Creation of Knowledge, Libraries and Cultural Resources is a key component in the University's Excellence in Research, Teaching and Community Service.

We are not limited by traditional roles. Our responsibility is to Exercise Leadership in realizing the University of Calgary Mandate drawing on our Expertise, Imagination and Resources.

We will fulfill this vision through a convergence of our Libraries, Museum, Archives, Special Collections and University Press and through Campus, Community, National and International Partnerships.

We Should Imagine Greatness

From *State of LCR* by Thomas Hickerson, April 2010

Interviews with LCR colleagues:

Lisa Atkinson, Archivist, Arts & Culture
David Brown, Integrated Systems Specialist, Collections
Karen Buckley, Archivist, Arts & Culture
Geraldine Chimirri-Russell, Curator, The Nickle Arts Museum
Helen Clarke, Associate Vice-Provost, Collections
Jerremie Clyde, Liaison Librarian, Arts & Culture
Heather D'Amour, Head, Metadata Development, Collections
Ann Davis, Director, The Nickle Arts Museum, Arts & Culture
Thomas Hickerson, Vice-Provost (LCR) and University Librarian
Saundra Lipton, Liaison Librarian, Arts & Culture
Paul Pival, Public Services Systems Librarian
Darlene Warren, Associate Vice-Provost, Learning Services
John Wright, Director, Centre for Arts & Culture

Selected Bibliography:

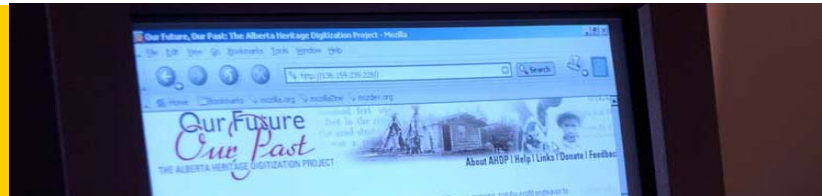
Fraser, Linda. *Tearing Down the Walls: The Convergence of Cultural Institutions at the University of Calgary.* Presentation for ICAM 15, May 2010, Paris. Online: http://www.icam-web.org/data/media/cms_binary/original/1284050952.pdf

Law, John. *Academic Libraries and the Struggle to Remain Relevant: Why Research is Conducted Elsewhere.* 2009. Published online: http://www.serialssolutions.com/assets/publications/Sydney_Online_paper_Law_2009.pdf

Pival, Paul, David Brown and Aaron Wood. *Discovering the Next Generation of Library Search*. Presentation for Alberta Library Conference 2010, Jasper, AB.. Online: https://dspace.ucalgary.ca/handle/1880/47820 (ppt)

Warren, Darlene. "Convergence and Collaboration in Information Services at The University of Calgary" p. 81-100 in *Convergence and Collaboration of Campus Information Resources* edited by Peter Hernon and Ronald R. Powell. Westport, Connecticut: Libraries Unlimited, 2008

Zorich, Diane M., Günter Waibel, and Ricky Erway. *Beyond the Silos of the LAMs: Collaboration Among Libraries, Archives and Museums.* 2008. Report produced by OCLC Programs and Research. Published online: http://www.oclc.org/research/publications/library/2008/2008-05.pdf

Questions? Comments?

Thank you.