

Business Plan

Pilot Project: Remote Distance / Continuing Education Information Support

**OLT and Novanet, Inc.
October 2002**

Nova Scotia Agricultural College
Truro, NS

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Purpose Statement

This project will develop a new service model in the context of the most recent and innovative developments in information technology, with participation of students, faculty, and those library staff who work with a distance/ continuing education clientele. This model will be such that individual differences (skill level, disability, stage of life, experience, work scheduling), geographic location, and level of access to technology are evaluated and accommodated in a customized support program, by library specialists dispersed throughout the consortium, working as a team.

The technologies that have been selected by users for testing and evaluation are:

- #1 Live Help/ Chat Research Assistance (offer also during extended hours)
- #2 Discipline Specific Electronic Collections (e-books, e-journals with direct links to licensed material)
- #3 Online Tutorials (online tutorial for Novanet, viewlets for Web pages, revise Novanet web page)
- #4 Electronic Reserves (small pilot, improvements to Novanet RBR)

Also: Team Approach within the Consortium (include Library Staff, DE Admin, DE Faculty, IT Support as advisors)

Also: Update Novanet Policies/ Procedures (expand Novanet document delivery, bar codes for DE students, patron ID)

Live Help/ Chat Reference Assistance: The highest priority is Live Help/ Chat Research Assistance. This is the use of Chat software to provide online real time reference assistance to remote students and distance learners. We had believed that there would be a steep learning curve for students, but our consultant assures us that the students have an almost flat learning curve and only the library staff have a rather steep one. There was considerable discussion comparing live chat with an e-mail based reference support system. It was felt, in the context of the comments from students, that the particular needs of distance / remote students would be better met by using the chat software. The AAsk a Question® software developed at Grant MacEwan College in Alberta, was written specifically to manage reference support within a consortium. It is quite impressive, but relies entirely on e-mail. It was felt by the Forum that e-mail creates a barrier, as it is perceived that a question needs to be much more carefully articulated than chat, which is more of a dialogue in which questions do not have to be anticipated. In any case, chat reference uses e-mail as a back-up for those hours when the live service is not available. The two software options are HumanClick and LSSI. LSSI is a much more sophisticated software, but also very expensive. HumanClick is less complex and much less expensive but does not provide either transcripts of the session or statistics. There is a possibility of the Project taking over an existing license for the period of the pilot.

Discipline Specific Electronic Collections: It was felt that, at this time, a general core electronic collection for all distance programs in Novanet, although possible for the term of the project, very likely would not be sustainable beyond the project. This perception has not been tested or verified, but needs to be kept in mind. It was thought that we might instead identify several programs offered through distance education which are shared by several institutions within Novanet (business administration, nursing, education were mentioned) and develop AE-Course Packs® which have electronic copies or links to peer-reviewed electronic materials already licensed by academic libraries. Our model might be the product AMDConsult® which is an electronic collection on CD of 40 textbooks and 50 journals for the health sciences, rented to students for \$10 per month. It is a very popular core electronic collection supporting

the new Evidence-based health care approach being used in nursing and medical programs.

Online Tutorials: It was felt that the most helpful initiative would be to develop a generic tutorial on using the Novanet system (catalogue, patron records, reserves, novanet express, keyword vs. browse searching of databases etc.) that could be shared by all Novanet libraries. In addition, it was felt that a new approach might be provided by qarbon.com software that allows the creation of very short 2-3 minute instructions (viewlets) that can be placed throughout a web site to provide user instruction where it is needed. The advantage is, with some experience, new viewlets can be created in about an hour, so editing and adding would be much less difficult than designing and maintaining a full information literacy course. It also was felt that the Novanet web site is so difficult to use that it is a considerable barrier for distance students. A complete revision with web pages tailored to the needs of distance education students needs to be undertaken.

Electronic Reserves for Recommended Readings: This was the number one priority for students; however, the Forum advised that the considerable resources needed to establish and maintain an electronic reserve system would be better spent on developing e-collections, particularly for the Humanities and Social Sciences. The labour involved is very considerable 1) scanning documents to create pdf files 2) editing and correcting the file when the original is pale or damaged, 3) mark-up in html required by distance students (pdf downloading with Adobe Acrobat from off-campus is impossibly slow), and 4) securing copyright permissions (a difficult and expensive task), and at the end of term or semester the materials must be deleted. It was recommended that a small test be made to compare the costs and problems encountered with print vs. online vs. CD as a means of handling reserves. This would provide a benchmark for Novanet in the future.

Team Approach: This can be included in the planning and conduct of the pilot, but it is hoped that this will become normal operating procedure when providing library services to distance education at most Novanet institutions. Involving all stakeholders in this project will provide a model for that change.

Updating Novanet Policies and Procedures to remove barriers for DE: This was seen as a task for the Steering Committee. Changes required will need to be articulated and documented very clearly and in great detail before submission to the Novanet Technical Advisory Committees (Lending Services functional groups first for evaluation, then to the NSOC Committee to be voted onto the priority list, then in time being included in the top 5 priorities for action.) Each item would need to be prioritized among many competing requests for improvements and changes. It is anticipated that this will take about 1 year.

Executive Summary

Mission: Novanet is a consortium of 10 academic libraries in Nova Scotia. The OLT Project was approved by the Novanet Policy Board, as an activity of the Novanet Distance Education Working Group which was charged with improving library support for the distance education population. The chair of the Working Group is a member of and reports to the Policy Board.

Strategic objectives for OLT Remote / Distance Education Information Support Project:

1. To improve services to the Distance Education clientele of Novanet
2. To test and evaluate innovative technologies for a new service model for Novanet.

Technical, financial, human resources: The OLT Project is supported by a (50%) grant from the Office of Learning Technologies, Human Resource Development Canada. The contract is between the Canada Employment Insurance Commission and Novanet, Inc.

Technical Resources: Technical resources are supplied as in kind contributions by participating universities and Novanet, Inc. The office for the project is located at the Nova Scotia Agricultural College (NSAC) in Truro, which undertakes to ensure network access, personal computing, e-mail accounts and office support for the project. Overhead is contributed in kind, and materials and supplies are normally invoiced to the project. Systems librarians at NSAC, StFX, and UCCB have contributed to the project in an advisory capacity. Technical advice and resources at individual institutions may be called upon during the pilot phase of the project. Novanet Technical issues will also be brought to NSOC for their expert advice and comment.

Financial Resources: The OLT Grant is in the amount of \$90,000. Novanet matching funding is \$90,000. In kind contributions, which include salary costs for time spent on the Project by the Novanet Distance Education Working Group, Executive Director, Project Manager, Liaisons, MacRae Library staff, are being tracked carefully and are forecast at \$154,000.

Human Resources: The Project Manager was given a Special Project Leave in lieu of a sabbatical year, January - December 2002 (excluding the busy orientation and user instruction period between September until mid-October). The pilot project will be managed by an Assistant Project Manager under contract. Administrative support under contract is provided by Ms. Laurie Brenton, an experienced office manager, who, in consultation with the accountant for Novanet, set up the books and maintains records of expenditures, prepares financial reports for the quarterly OLT report, helped to coordinate the forum, etc. Forty people attended the forum and many of these (including DE administrative staff, and DE faculty as well as library staff from eight Novanet institutions) have indicated a willingness to participate in the pilot phase of the project. Other library staff may assist as well, at the discretion of Library Directors.

Recent achievements: Novanet now serves over 40,000 post-secondary students, faculty, staff, and the general public. Of these 3770 or 9.45% are distance learners. The achievements of the Project to date include: completion of market research survey of distance education students at Novanet member institutions; completion of a library survey of service and policies targeted for

the distance education clientele; completion of a survey of distance education faculty; Preparation of a summary report on the surveys, published as a discussion paper; planning and hosting a distance education stakeholders forum; publication of proceedings summarizing the forum discussions.

Next steps include the drafting a Business Plan for the Pilot Project, hiring Assistant Project Manager; developing pilot project teams; planning implementation of the pilot project; planning evaluations; running tests and evaluations; preparing final report and recommendations to the Novanet Policy Board.

Benefits of OLT Project to Novanet: It is expected that the Novanet consortium will benefit from the project in a number of ways.

- 1) better understanding of distance education clientele=s demographic profile, needs and preferences as well as the problems encountered in accessing information mean improved services for all remote users.
- 2) more user-friendly interface for Novanet (policies, procedures, web site) for distant learners results in improved interface for all users.
- 3) more standardized approach to serving distance learners within the Novanet consortium results in a clearer understanding by all of the library information support available to distance learners.
- 4) understanding of the technologies that are available helps establish priorities for future development.
- 5) understanding of the issues surrounding the implementation of new technologies in a consortium environment allows us to make informed decisions.
- 6) involvement of individuals at each institution in the needs assessment and pilot project over a period time, builds consensus and support throughout the consortium for recommended changes.
- 7) training and experience with new technologies result in new expertise within the consortium.
- 8) partnerships between DE Administrative staff, DE Faculty and library staff result in improved communication at the institutional level.
- 9) more opportunities for professional development within Novanet allow less experienced library staff to contribute outside the formal committee structure.
- 10) adopting new technologies at a consortium level highlights Novanet as a leader in Canada.

Priorities for future development:

Based on the outcome of the pilot project, recommendations will be made to the Novanet Policy Board, related to the adoption of selected technologies for the Novanet Consortium as a whole.

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Business Description

The overall characteristics of this business that will help us succeed:

First Characteristic: OLT Project is supported by the Policy Board of Novanet, Inc. a consortium of 10 post-secondary institutions. The Presidents of these universities and colleges (CEO=s of the institutions) form the Board of Directors for Novanet, and the University Librarians (CEO=s of the libraries) form the Novanet Policy Board. Although all academic institutions have faced cutbacks and have had to increase tuition fees, the total resources of the libraries alone are in the range of \$360,000,000. Thus institutional support will provide stability.

Second Characteristic: The combined staff resources include approx. 200 highly trained, experienced and dedicated library personnel. Of these more than 20 have indicated a strong interest in improving the delivery of library services to remote and distance learners. They are experienced working in cooperative association and developing policies and procedures by consensus. The technologies being tested and evaluated are a natural evolution of services already offered, updated for a changing information environment. These technologies build on, in some cases, as many 30 years of experience offering similar services using other means of delivery. Thus, Novanet library staff have more than enough training and proven ability to make a project such as this succeed.

Third Characteristic: 13 DE Program Coordinators and DE Faculty participated in the Stakeholders Forum. They expressed a strong interest in working with the Library staff to improve library and information support for Distance Education programs. In addition, the technologies and services being tested will also benefit students taking courses on-campus who for reasons of convenience would like alternate means of accessing information. Since the benefits of these technologies are likely to be shared by all students, provided they are marketed correctly, we would expect widespread support for these services.

The characteristics of the sub projects for the Pilot Project that will help us succeed:

#1 Live Chat / Chat Research Assistance

- answers an articulated need expressed by students
- hardware is in place
- software will be reviewed and selected by the team; team members will be entered in proxy servers at participating institutions to allow shift coverage for the students of multiple institutions.

Accounting Processes and Quality Control: Novanet, Inc. receives accounting services from Interuniversity Services, Inc. which has been administering the Novanet accounts for many years. Novanet has an annual budget of \$560,000. Other transactions are handled through the Nova Scotia Agricultural College accounting system, which is part of the Government of the Province of Nova Scotia. Teams will submit quarterly progress reports.

Ex-officio members of the Project Teams organizing the test and evaluation of the new technology in an applied situation will be one member of the Project Steering Committee and the Assistant Project Manager..

#2 Discipline Specific Core Electronic Collections

- several programs are independently offered by several institutions
- CD mastering equipment and software is available at most institutions
- intent is to link to materials already licensed by academic libraries. Use of licensed digital materials by registered students does not require additional copyright clearance.

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#3 Online Tutorials

- Web page revision has been identified as a need by many committees and planning groups within Novanet, not just the Distance Education Working Group.
- Virtually all libraries have user instruction programs. Many were interested in finding ways to improve online user instruction

- Creating smaller instruction units is manageable within existing workloads, with volunteers providing guidance and content, and the Project providing staff for coding html

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#4 Electronic Reserves

- evaluation will collect and share technical information
- improvement to the RBR will benefit all Novanet institutions.
- faculty and students have endorsed this initiative.

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Also: Team Approach

- DE Administrative staff and DE Faculty (12) have indicated an interest in improving library support for distance education students.
- library staff have indicated an interest in working with DE Faculty and Administrative staff
- Surveys indicated clearly that cooperation is required amongst DE Admin and Faculty, Library and IT support to satisfy the information requirements of remote / distance learners.

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Also: Update Novanet Policies / Procedures

- Steering Committee is willing to provide leadership to guide the change process
- a formal procedure is in place for initiating changes within Novanet
- practical solutions for difficult issues have been identified

Accounting Processes and Quality Control: Novanet, Inc. receives accounting services from Interuniversity Services, Inc. which has been administering the Novanet accounts for many years. Other transactions are handled through the Nova Scotia Agricultural College accounting system, which is part of the Government of the Province of Nova Scotia. Teams will submit quarterly progress reports.

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Hours of Service and Daily Operations

- #1 Chat Reference / Research Support
 - #2 Discipline Specific Electronic Collections
 - #3 Online Tutorials
 - #4 Electronic Reserves
- Also: Team Approach
Also: Update Novanet Procedures

The survey was very specific in indicating that extended hours are necessary to provide services at a time that DE students can access them i.e. during the evenings and on weekends during hours appropriate for their particular time zone. It will be necessary to have a list of the geographic locations (time zones) represented by each cohort of Distance Education students, updated each term. It is expected that there would be an overlap with the normal reference service hours at our respective institutions. Other trials have indicated that a satisfactory result for a pilot can come from as few as 2 hours per day Mon.- Sat. while staff develop their expertise with the technology. Staffing these hours would be a challenge for the Project Teams, particularly as the Chat Reference is the only Alive service@ in the suite being tested and evaluated. It is expected that reference staff, library school students and perhaps retired librarians may provide services during the extended hours. In providing this service the librarian can be Aremote@ as well as the student.

The other Web based services will be designed specifically to be available at least 22 hours per day seven days a week. The discipline specific electronic collections, to be distributed as CDs would be available at any time that the library proxy servers were up and running, normally 22 / 7. The Online Tutorials would be available whenever the Web server is available, normally 22/ 7. The Electronic Reserves would be available whenever the software is available, normally 22/7.

Marketing Information

Post-secondary academic institutions are expected to develop libraries and information resources adequate to support the programs they offer. This is one of the criteria in most professional accreditation programs. Library and information support for distance students is complicated by issues of time. Distributing material through the postal system to distant locations is problematical at best and often inadequate, considering the time constraints within which distance students are expected to complete their work.

In reality, distance students seek materials wherever they can find them. They often attempt to access neighboring academic libraries but until recently were often not welcomed. Fortunately, the **Canadian University Reciprocal Borrowing Arrangement (CURBA)** was approved effective May 1, 2002 to facilitate in-person borrowing across Canada. Distance Education students at Atlantic universities can apply for an ASIN (Atlantic Scholarly Information Network) card which allows them in-person borrowing privileges at universities across the country, and likewise students living in Atlantic Canada but registered as distance students at universities in other areas Canada can apply for an ASIN card that accords them in person borrowing privileges at universities in Atlantic Canada, including Novanet institutions.

The libraries in 10 Nova Scotia post-secondary institutions share one integrated online library system known as **Novanet**. Cooperation and consensus have a long history within the Novanet Consortium. This means that within the consortium distance students have equal access to the collections of 10 universities and colleges, or over 2 million titles.

The **Canadian National Site Licensing Project (CNSLP)** made a collection of scientific journals and databases available in electronic formats to all Canadian Universities as part of a federal upgrading of research infrastructure.

The **Internet and World Wide Web** were once seen as competitors for academic libraries. Over time it has become clear, with survey data supporting this view, that university level material is seldom offered freely over the internet. The criteria is whether the material is peer reviewed. In other words, that it has been deemed to be authoritative and reliable by experts in the field. The Internet has many important uses, but the level of material offered for free, even by governments, is not usually adequate to support university study. The Internet is used as a communication tool, but not as a source of resource materials for university studies. In addition, the cost of providing access to peer reviewed scholarly literature in electronic formats is so high that, in Canada, it usually only can be supported in public institutions.

Strategy for competing

A new service model will demonstrate how Novanet as a library consortium, might become more involved in the standardization and equalization of services provided to remote / distance users. If Nova Scotia universities became known for outstanding and innovative library support services for distance education, they would have a competitive advantage. Some of the services

that could not be offered by individual libraries, may be possible if offered by the Novanet consortium as a whole. If more students within Novanet institutions complete their courses successfully, Novanet institutions would have a competitive advantage.

Market analysis and research: Discussion Paper

The Novanet Distance Education Working Group, when first established, realized that they did not know enough about the distance clientele to make suggestions for improvements in services. Over the course of one winter the group designed or adapted three surveys: DE Students at Novanet universities, DE Faculty at Novanet universities, Library services for DE at Novanet universities. The student survey population was known, and a random sample was selected large enough to allow the results to be reliable for the whole. All faculty were surveyed and all libraries. In addition, a Distance Education Stakeholders Forum was held May 27-28, 2002 which allowed us to test a tentative service model against the experience of a mix of DE Administrative staff, DE Faculty, DE students and Library staff. The Service Model being tested and evaluated is based on these data. The Discussion Paper and Forum Proceedings have been published.

Competitors

Private industry has generated a number initiatives for the distribution of electronic books, but no clear economic model has yet proven successful. Some of the E-Book services include: Questia, Ebrary, NetLibrary, Xanadu, Jones International University E-Global Library. Publishers of peer reviewed journals normally have an electronic version of the publication available to subscribers. The cost makes individual subscriptions beyond the reach of most students.

Market Share

Competition=s strengths and weaknesses

E-Books: We were advised at the Forum that various pricing models are still being tested and each company=s model is different. The market is not yet stable. In the future, students may purchase e-books directly. At this time, we will be testing a pre-selected discipline specific collection of materials, designed and recommended by the program, faculty and library staff.

E-journals: The cost of peer reviewed journals is so high that libraries negotiating licenses at the regional level in Canada are finding themselves too small for reasonable price concessions. So far the only real successes have been at the national level through CNSLP. The CNSLP program is currently working at developing an operational infrastructure that may allow them to expand their licensing model in the future.

The World Wide Web: Distance Education students report that they are unable to find peer reviewed academic material on the World Wide Web. They must go to libraries to access these

resources, which are licensed at considerable cost to institutions.

Novanet=s strengths and weaknesses and advantages

ASIN (Atlantic Scholarly Information Network): working on a virtual library for Atlantic Canada

CURBA (Canadian University Reciprocal Borrowing Agreement)

CNSLP (Canadian National Site License Project)

NOVANET EXPRESS (user initiated document delivery courier service)

COALITION - of content providers (faculty), information service providers (library staff), and distance education administrators.

NOVANET INTEGRATED SYSTEM: many universal policies make it easier for distance students.

NETWORK INFRASTRUCTURE: Web servers, computer hardware and software already in place as well as access to specialized equipment such as scanners and CD mastering equipment.

TRAINED AND EXPERIENCED STAFF: at eight universities willing to participate in the project.

OLT GRANT: to test and evaluate implementation issues for selected technologies

Weaknesses: consensus decision-making is time consuming.

Market segments:

DE Students, DE Faculty, DE Administrators, DE library support staff.

Target Market:

Our target market is primarily 3776 DE Students.

Secondly, we will work with and for 279 DE Faculty.

Thirdly, we will work with DE Administrations at eight (of ten) Novanet institutions.

Products / Services

Live Chat / Research Assistance: Top priority is to develop service guidelines and to deliver for a period of time a Live Chat/ Research Assistance service to Distance Education students at all eight universities. This is the only service component of the project delivered by staff in person.

Discipline specific electronic collection will be developed for one or two programs only. Successful completion would mean the creation of a CD-ROM product that could be distributed to DE students and provide links to existing licensed electronic resources.

Online Tutorials: this would be the improvement of an existing web site with additional pages tailored to the Distance Education faculty and student. Tutorials would be short generic tutorials that could be placed anywhere needed on the web site, as well as a tutorial for the Novanet web site itself.

Electronic Reserves: The Novanet RBR module will be updated to include the 856 fields along with the other holdings information such that NETWORK copies can be placed AOn Reserve@. The electronic reserve service will be marketed to DE Faculty, particularly, and DE students. An effort will be made to identify technical issues that would need to be addressed for Novanet to

offer links to electronic resources from the RBR (Reserve Book Room) module to the full community, e.g. EZProxy issues, Lending Services issues, Cataloguing issues.

Promotions: would be organized for Novanet as a whole but also individually as appropriate at each institution after consultation with professors to determine the format of the course. At the least it will include: brochures for registration packets for all DE students; Web site for DE students; E-mail note to all DE students introducing the Distance library services; Icons on the Novanet Web Site.

Distribution: the preferred distribution will be electronic.

Pricing: There will be no cost to distance education students during the pilot. Distance Education students are already disadvantaged. If the distance education services are expanded to the larger community, the larger community may be asked to pay a registration fee. Preferably the new services would be integrated with existing services.

Suppliers:

HumanClick

ViewletBuilder - www.qarbon.com

EBSCO

NetLibrary by OCLC

ViewletBuilder by qarbon.com

Marketing Goals - measurable defined outcomes

Every distance education student registered at a Novanet institution will receive at a minimum one brochure inviting them to register for Novanet library services for distance education students, and one personal e-mail introducing them to Live Chat. The same information will be sent to faculty with a follow-up phone call and will be posted to the DE pages of the Novanet Web site.

Evaluation - measurable defined outcomes

Implementation planning would take place September 2002 - December 2002; Pre-testing and implementation, extensive marketing, and detailed evaluation plan would be developed January 2003 - March 2003; Full service delivery trial with concurrent evaluation would take place September 2003 - December 2003. Final Report, evaluation, and recommendations would be completed in January 2004.

Market Product Grid

Market Segment	Product								
General	Groups with need	Live Chat	E - Collections		O - Tutorials			E - Reserves	
			Discipline specific	General	Orientation AWhat@	Instruction AHow@	Updates	Licensed resources	Copyright approval required (delays likely)
	Live Chat Staff			X			X	X	
	DE Admin		X				X		X
	DE Faculty		X				X		X
	DE Students:	X	X	X	X	X	X	X	X
by program	Business Nursing Education Social Work		X X X X X		X X X X X	X X X X X	X X X X X	X X X X X	
by distance	Geographic Other	X	X		X	X		X	X
by experience	# DE Courses 1 2-3 Over 3	X X X	X X X	X X X	X	X	X	X X X	X

Financial Information

Technical Resources: Software, E-Resources, Training

I. LIVE CHAT RESEARCH ASSISTANCE

HumanClick:

\$90 per month 12 months, January 2003 -December 2003 \$1,100

LSSI:

\$9,000USD (\$13,755 CAD) - join COPPUL group \$0
 \$6,000USD (est. \$9,170 CAD) for one seat. \$9170
 \$5,000CAD (est. for training) \$5000

Ask a Question (e-mail research assistance)
 (Open source) \$0

Perseus SurveySolutions
 one year, SSFTW-G3-B \$157.52 USD / \$240.14 CAD \$200

II. DISCIPLINE-SPECIFIC ELECTRONIC COLLECTIONS

EBSCO for one year (top up)

OFFER: \$6179 CAD (per 6,509 fte students) = \$6.58 x 939 = \$6179

60 - 90 Day (est. Sept 2 - Dec 2, 2003) Trial would be free for all DE students in Novanet: selected full-text databases: \$0
 Business Source Premier
 Health Source Nursing
 Professional Development Collection (Education)

PROQUEST TRIAL (ABI/INFORM global full text)
 \$12,221 CAD (per 21,052 fte students) = .58 x 939 = \$545
 one year \$24,806 US = \$39,690 CAD (Internet) Trial period is 30 days
 Proquest (CINAHL)

NETLIBRARY (standard is 4 instits x 100 titles x @ \$40US = \$16,400CAD)
 REQUESTED: one year, 40 core textbooks, Business and Business Administration (UG, MA) ; \$20,000
 one year, 40 core textbooks, Nursing (undergraduate); one year, 40 core textbooks, Education (MED)

III. ONLINE TUTORIALS

ViewletBuilder - www.qarbon.com

1 license \$684.94CAD

2-5 licenses \$610.56 (\$1221.12 - \$3052.80 CAD)

6-10 licenses \$534.14 (\$3204.84 - \$5341.40 CAD)

Likely we would purchase 5 for \$3053 \$3100

IV. ELECTRONIC RESERVES

In-Kind / Adaptations to Novanet RBR [Lending & Cataloguing Functional Reps & NSOC]

\$0

V. ADMINISTRATION

Training and Meetings

one workshop per month for one year - Live Chat @ 500 incl travel & expenses \$12,000
 misc. other meetings and workshops

	NOVANET	\$2,250		
	OLT	\$2,250	Contingency	\$3,100
BUDGET:	OLT	\$17,500	TOTAL	
BUDGET:	NOVANET	<u>\$17,500</u>	TECHNICAL:	
		\$39,500		<u>\$39,500</u>

Other Technical Issues

1. Technical Issues related to Live Chat / Research Assistance: The application recommended is HumanClick which is a PC to PC application. Any library staff who were using an Mac would have problems. PCs are the normal standard within Novanet libraries, but if non-library staff are recruited for off-hours this might become an issue.

The network at the institution of each library participating in the Live Chat / Research Assistance trial would have to be willing and able to handle chat software. This is a problem of static IP addresses. So far as we know only the NSAC would not be able to participate (Summer 2002) because of this constraint. HumanClick software would be installed on the PC of choice for each library staff person participating. Only one person could be on duty at a time as there would be only one login and as many copies of the software as staff assigned a Live Chat shift.

HumanClick does not accommodate co-browsing. Rather sample web pages are pushed to the user. However, it is assumed that distance education students have remote access to electronic collections through a proxy server - in most cases EZProxy. Four of the eight institutions with distance education programming have proxy servers (Summer 2002) and this would be a requirement for a library to participate in the trial.

Library staff would need to have excellent typing skills to be comfortable in the chat environment.

2. Technical Issues Related to Discipline Specific Electronic Collections: Word has been received that MDConsult has been bought by Elsevier (June 2002), which will undoubtedly put it out of the reach of most institutions within the Novanet consortium. Still to be investigated is how a link embedded in course material on a CD-ROM would be activated on the network to contact a publisher and title of an e-book, or to contact a publisher and journal title, year and issue of a journal article. It may be necessary to have this done through WebCT or AuthorWare. It still needs to be clarified whether articles to which a registered distance education student is fully entitled to access on campus could be copied for their perusal on a CD-ROM product and what restrictions or conditions might apply. It might be that a policy that the CD must be returned before marks or transcripts are available, no-printing allowed by the software, and a self-destruct mechanism would have to be incorporated. Or it maybe it cannot be negotiated. These are issues that the team will have to investigate.

3. Technical Issues Related to Online Tutorials: At this time the only issue is whether the Policy Board approves a revision, updating and approval of the Novanet Web site, with special pages created for distance education and remote users and whether icons can be placed on GeoWeb and the Novanet web site. Also, whether such changes can be accomplished in the time leading up to the trials.

4. Technical Issues Related to Electronic Reserves: At this time it appears that improvements can be done internally to the Geac Reserve Book Room (RBR) module by the Lending Functional Group. It would require a minor revision of procedures (use of an additional TAG) used for entering items to RBR. In the testing and trial other issues may surface, but on preliminary investigation it appears that this would be relatively easy and straightforward to accomplish. This improvement, although of enormous benefit to the distance education students, would be an improvement also for all faculty and students.

Human Resource Issues*

IN-KIND CONTRIBUTIONS

Project Manager (in kind)

- (NSAC) full-time for one year, part-time thereafter
- except September - mid October

Administrative Assistant

- under contract to project
- September 2002 - January 2004

Assistant Project Manager

- under contract to project
- October 2002 – January 2004

4 Team Coordinators (in kind)

#1 Live Chat Research Assistance

- November 2002 - December 2002 (normal committee commitment est. 6 hrs / mo.)
- January 2003 - March 2003 (normal committee commitment est. 6 hrs / mo.)
- April 2003 - August 2003 (normal committee work plus training, testing, practice sessions est. 60 hrs.)
- September 2003 - December 2003 (normal committee work plus one shift/ week est. 4 hrs./ wk = 60 hrs.)
- January 2004 (summary evaluation report and recommendations est. 35 hrs.)

TOTAL: 185 hrs. over 15 months

#2 Discipline Specific Electronic Collections

- November 2002 – December 2002 (preliminary planning meetings est 4 hrs / mo.)
- January 2003 - March 2003 (normal committee commitment est. 6 hrs. / mo. Includes content selection and consultations)
- April 2003 - August 2003 (product development & solving of technical issues & production est. 100 hrs.)
- September 2003 - December 2003 (normal committee work plus product use evaluation est. 6 hrs. / mo.)
- January 2004 (summary evaluation report and recommendations est. 35 hrs.)

TOTAL: 185 hrs. over 15 months

#3 Online Tutorials

- November 2002 - December 2002 (normal committee commitment plus familiarize with ViewletBuilder est. 30 hrs.)
- January 2003 - March 2003 (normal committee commitment; begin preparing viewlets and organizing content for Web page revision est. 53 hrs.)
- April 2003 - August 2003 (revision of Web pages for DE; online tutorial for Novanet; viewlets as needed est. 50 hrs.)

TOTAL: 133 hrs. over 15 months

#4 Electronic Reserves

- November 2002 - December 2002 (normal committee commitment est 4 hrs / mo)
- January 2003 - March 2003 (normal committee commitment; develop evaluation est. 4 hrs / mo.)
- April 2003 - August 2003 (no work required)
- September 2003 - December 2003 (normal committee commitment; evaluation conducted est. 4 hrs. / mo.
- January 2004 (summary of evaluation and report with recommendations est. 10 hrs.)

TOTAL: 46 hrs. over 15 months

24 Team Members (in kind) (assume 6 members on each team)

- normal committee commitment est. 3-6 hrs/ mo.

Technical Consultants (in kind)

- * estimated high and calculated as number of hours X actual salary (reported only in the aggregate).

Appendix I Library Sites Served

Novanet serves 28 post-secondary libraries throughout Nova Scotia.

Atlantic School of Theology (Halifax)

Dalhousie University Libraries (Halifax)

Sexton Library (engineering, computer science & architecture)

Killam Memorial Library (arts, humanities, science, social sciences)

Sir James Dunn Law Library

W.K. Kellogg Health Sciences Library

Mount Saint Vincent University Library (Halifax)

Nova Scotia Agricultural College (Truro)

MacRae Library

Nova Scotia College of Art and Design (Halifax)

Nova Scotia Community College Library Services

Ackerley Campus Library (Dartmouth)

Annapolis Valley Campus Library (Lawrencetown)

Burridge Campus Library (Yarmouth)

Cumberland Campus Library (Springhill)

Halifax Campus Library (Halifax)

Institute of Technology Library (Halifax)

Kingstec Campus Library (Kentville)

Lunenburg Campus Library (Lunenburg)

Marconi Campus Library (Sydney)

Middleton Campus Library (Middleton)

Pictou Campus Library (Stellarton)

Shelburne Campus Library (Shelburne)

Strait Area Campus Library (Port Hawkesbury)

Truro Campus Library (Truro)

Saint Mary's University (Halifax)

Patrick Power Library

Ferguson Library for the Print Handicapped

St. Francis Xavier University

Angus L. MacDonald Library

Coady Institute Library

University College of Cape Breton Library (Sydney)

University of King's College Library (Halifax)

Appendix II Personnel and Organization

Steering Committee

NSCC

Ann Roman

Metro Regional Librarian

Phone: 902-491-4968

Fax: 902-491-4903

Akerley Campus, NSCC

Learning Resource Center

21 Woodlawn Rd.

Dartmouth, NS B2W 2R7

romana@akerley.nsc.ca

Years of Library Experience: 11 years
(6 years as librarian)

STFX

Pam MacLean

Extended Library Services Assistant

Phone 902-867-3890

Fax: 902-867-5153

Angus L. MacDonald Library

PO Box 5000

Antigonish, NS B2G 2W5

pmaclean@stfx.ca

Years of Library Experience: 22 years

DAL

Gwyn Pace

Document Delivery / Circulation Librarian

Phone: 902-494-6625

Fax: 902-494-3576

Killam Memorial Library

6255 University Avenue

Halifax, NS B3H 4H8

gwyn.pace@dal.ca

Years of Library Experience: 19.5 years

MSVU

Marnie MacGillivray

Reference / Instruction Librarian

Phone: 902-457-6200

Fax: 902-457-6445

Mount Saint Vincent University library

166 Bedford Hwy

Halifax, NS B3M 2J6

marnie.macgillivray@msvu.ca

Years of Library Experience: 3 years

NSAC
Bonnie Waddell
Chief Librarian
Phone: 02-893-6670
Fax: 902-895-0934
MacRae Library, NSAC
P.O. Box 550
Truro, NS B2N 3E5
bwaddell@nsac.ns.ca

Years of Library Experience: 30 years

DE-Liaisons

SMU
Cindy Harrigan
Head of Instructional Development
Phone: 902-496-8789
Phone: 902-420-5544 (Ref Desk)
Fax: 902-420-5561
Saint Mary=s University
Patrick Power Library
Halifax, NS B3H 3C3
cindy.harrigan@stmarys.ca

Years of Library Experience: 12 years

AST
Rev. Dr. Davena Davis
Library Director
Phone: 902-496-7948
Fax: 902-423-7941
Atlantic School of Theology
624 Francklyn St.
Halifax, NS B3H 3B5
ddavis@astheology.ns.ca

Years of Library Experience: 32 years

UCCB
James Watson
Information Services Librarian
Phone: 902-563-1675
Fax: 902-563-1826
University College of Cape Breton Library
1250 Grand lake road
PO Box 5300
Sydney, NS B1P 6L2
jwatson@uccb.ns.ca

Years of Library Experience: 6 years

NOVANET, INC.
Phone: 902-453-2369
1550 Bedford Hwy #501
Bedford, NS B4A 1E6

Project Manager

Bonnie R. Waddell
Chief Librarian
MacRae Library
Nova Scotia Agricultural College
P.O. Box 550, Truro, Nova Scotia
B2N 5E3
Phone: 902-893-6670
Fax: 902-895-0934
E-mail: bwaddell@nsac.ns.ca

Years of Experience: 30 years

Administrative Assistant

Laurie Brenton
Administrative Assistant
Novanet Remote / Distance / Continuing Education
Information Support Project
Phone: 902-893-3394
Fax: 902-985-0934
E-mail: lbrenton@nsac.ns.ca

Years of Experience: 11.5 years

Assistant Project Manager

name, training and experience

Pilot Project Team Leaders

#1 name, training, experience

#2 name, training, experience

#3 name, training, experience

#4 name, training, experience

Appendix III The Nova Scotia Distance Education Market

Nova Scotia post-secondary institutions compete in the national and international market for enrolments in their respective distance education programs. Some marketing efforts have been done jointly, e.g. University Distance Education Courses (AAU - Association of Atlantic Universities); Nova Scotia Universities International (NS. Dept. of Economic Development) <http://www.educationcanada.cmec.ca>. The distance education survey conducted by this project indicated clearly that at least among Nova Scotia institutions, most programs are drawing their students from different regions of the province and country and internationally and, with the exception of education and nursing, the programs are quite distinctive. Two post-secondary institutions in Nova Scotia are not members of the Novanet Consortium, Acadia University and the Université de Sainte Anne. The first has the unique Acadia Advantage= program whereby every student is issued a laptop computer upon registration, which they keep for their entire time at Acadia. The second is unique by being the only french language post-secondary institution in Nova Scotia.

Outside Nova Scotia, the main competitors for us in Canada are Athabaska University, established to provide only distance education courses, Memorial University of Newfoundland (MUN) and the University of New Brunswick (UNB).

Trends in the Distance Education Market are reflected in a Statistics Canada Survey entitled: The Adult Education and Training Survey for 1992, 1994, 1998 [data from the 1990 survey are not comparable]

Survey Year	Enrolments	Participation Rates	C.V.
1992	511634	2.69	5.10%
1994	419434	2.15	6.30%
1998	550789	2.52	5.80%

Note: The definition of the adult population for these three years of survey data is as follows:

--- all persons aged 17 and older living in Canada at the time of the survey

EXCEPT:

--- persons aged 17-19 in full-time attendance at an elementary or secondary school and who did not have any employer support for their studies.

--- persons aged 17-24 in full-time attendance at a post-secondary school and who did not have any employer support for their studies.

The trend is that the enrolments appear to be stable over a number of years.