Desktop Access to Electronic Information Resources in the Government of Canada: Opportunities and Challenges

The Virtual Library

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Overview

- The Department

- The Library

- The Virtual Library

- Evolution of Virtual Library & Library Services

- Challenges and Opportunities

The Department

- To develop & coordinate Canada's international policy

- To promote Canada's values & culture abroad

- To provide assistance to Canadians – consular services

- To help Canadian companies succeed in global market

- Maintain international peace; work to build a more peaceful &   secure world

www.international.gc.ca

Staff Profile

- Over 10,000 globally

- Ottawa headquarters, Canadian diplomatic & consular offices in over 270 locations in approximately 180 foreign countries

- Highly dispersed & transient

- Rotational & non-rotational

- DFAIT, PIMs, and locally-engaged staff

- Locally-engaged staff – various languages

Jules Léger Library

- Staff of 25

- Clients

  - Departmental – Headquarters & Canadian missions abroad

  - External – OGDs, researchers, academics, foreign diplomats in Canada

  - 60% departmental; 40% external

- Topics wide-ranging: foreign relations to international trade, peacekeeping, security & international law, etc.

Challenges: 1995

- Challenge to deliver timely & relevant information to foreign service & commercial staff at headquarters & Canadian missions abroad

- Duplication of resource purchases throughout Department

- Inequitable distribution & access to information resources

- Departmental clients overwhelmed by variety & quantity of electronic resources

- Service requirements rapidly evolving

The Virtual Library

Challenge

- Provide bilingual research services to a highly dispersed client base 24/7

- Provide bilingual information resources – relevant & reliable

- Provide the skills & tools to use them effectively

Solution

- The Virtual Library

  - Pilot project in 1996

The Virtual Library

- Available on SIGNET (Secure Integrated Global Network) desktops at headquarters & missions

- DFAIT's secure private client server network

- Citrix Presentation Server – seamless access

- Information resources previously scattered throughout missions or headquarters now shared globally

- 24/7 access to over 120 commercial databases – trade, political, cultural & economic information

Selected Statistics

- 11,000 log-ins per month

- Consistent usage throughout the year

- Does not include indirect usage through email alerts

- Used equally by headquarters & Canadian missions abroad

- Beijing, Mexico, Washington, Tokyo, New York, Paris, Berlin

More Statistics

- Most frequently used applications consistent over the years

  - **Factiva, FPInfomart, Eureka** news services

  - **World Trade Atlas/Global Trade Atlas** trade statistics

  - **Oxford Analytica** political & economic analysis

  - **Telephone Directories**

  - **Dictionaries** English, French, Spanish, bilingual

  - **EIU** country reports & updates

  - **Stratfor** security & intelligence analysis

Budget

- Budget for information content steady since 1999

- Clawback in 1998/99 to increase acquisitions budget for VL resources

- 91% of budget is spent on most popular applications

- Consensus that VL is an important operating asset for the Department

- Needs sustainable basis given its strategic impact on the work of the Department

Architecture Standards & Codes ▶
Economist Intelligence Unit ▶
General Reference ▶
Government Canada ▶
Government USA ▶
International Organizations ▶
Language - Style ▶
Legal ▶
Library ▶
Media ▶
Periodicals ▶
Statistics ▶
Strategic Analyses ▶
Technology ▶
Telephone Directories ▶
Trade Reference ▶
Travel ▶
TRIAL PRODUCTS ▶
VIRTUAL LIBRARY - HELP ▶
Internet Explorer

Programs ▶
Documents ▶
Help

Logoff...

Start

Cansim ▶
International Monetary Fund ▶
Canadian Statistics
Census 2001
Energy Statistics Handbook
Global Trade Atlas
Statistics Canada Publications
UN Monthly Bulletin of Statistics Online
World Development Indicators
World Trade Analyzer
World Trade Analyzer User Guide
World Trade Atlas

Balance of Payments Statistics ▶
Direction of Trade Statistics ▶
International Financial Statistics ▶
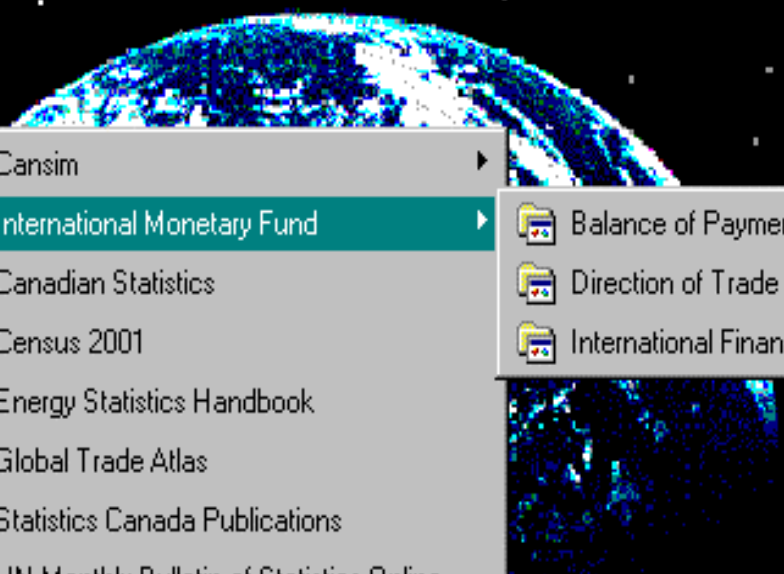
SIGNET
MetaFrame XP

Terminal Server

Virtual Library Team

- Library – Management & administration; research support & training

  - Manage product licenses, budget, negotiations; evaluation of products;

  - Value for money – usage; content; functionality;

  - Client coaching; training; input

  - Marketing

  - Outreach; coaching

- Technical support, maintenance & development

  - Authentication (IP address, passwords)

Portfolio
Research Service

- Developed to assist departmental employees

- Launched in 1999

- Coaching, specialized skills & knowledge to use tools

- Five Portfolios reflecting departmental business lines

  - Global Issues & Political Affairs; Africa & Middle East

  - Public Diplomacy & Communications; Europe

  - Legal & Consular Affairs; Latin America

  - Trade & Economic Policy; Asia & Pacific

  - Trade Relations & Investment; North America

Portfolio Research Service

- Specialized reference/research expertise in client subject areas

- In-depth knowledge of relevant information tools

- Awareness of issues & language of field

- Identifiable point of contact for clients & feedback

Outreach

- Ongoing

- Heads of missions & mission staff

    - Mission outreach through distance coaching (shadowing) and on-site visits

- Headquarters

    - Foreign Service courses

    - Info-Fairs for outgoing officers; training programs for LES

    - General awareness – e.g. info-booths

- Group presentations & one-on-one coaching

- Web based courses

Challenges

- Client expectations & demands

    - Copyright awareness

    - Status quo – new products

    - Cost-sharing; cost recovery

    - Continuous input from clients invaluable

- Funding

    - Exchange rates; renewal increases

    - Support & training – ongoing

- Marketing & communication

- Technical – client authentication; servers

International Cluster Consortium

- Departmental studies on sustainability/viability of VL

- 2005/06 "ICC – Shared Service VL Pilot Project"

- DFAIT, CIDA, CIC, PCO – "international mandates" & LAC

- Pilot – results

    - Management & resource issues; shared reference; technical constraints/considerations

MetaFrame Presentation Server - Microsoft Internet Explorer provided by DFAIT   EN English (Canada)

File   Edit   View   Favorites   Tools   Help

Back   Search   Favorites   Media

Address   https://gocsvl.dfait-maeci.gc.ca/Citrix/MetaFrame/site/default.aspx   Go   Links

Shared Virtual Library / Bibliothèque virtuelle partagée

Applications

Top   Up

User Guides Guides d_usager

Utilities Utilitaires

EIU Country Reports

Factiva

NewsCan

Log Off

Welcome

Welcome to the Shared Government of Canada Virtual Library. The application box contains icons for the Virtual Library applications that are available to your organization. Click on an icon to launch an application. Click on a folder icon to view its contents.

Should your experience any problems with this site or require further assistance with any of the application provided within the Shared Virtual Library, please contact Marie-Claire Lauzon at 944-2460 or mailto:marie-claire.lauzon@international.gc.ca

Message Center

The Message Center displays any information or error messages that may occur.

Local intranet

start   MetaFrame Presentat...   11:49 AM

Start   7 Microsoft Offi...   Microsoft PowerP...   My Pictures   untitled.bmp - ...   untitled.bmp - Paint   EN   2:22 PM

Next Steps & Opportunities

Departmental

- Citrix migration – servers being relocated

- SIGNET Web

- Intranet – new interface?

- VL awareness; research support & coaching

- Policy development – content; financing of specialized content

Next Steps & Opportunities

Government wide

- Shared virtual library

    - Centralized management of licenses

    - Reduction of costs – consortial purchases

    - Sharing of training, reference & research services