Edmonton Japanese Community Association Library:

Evaluation and Plan 2008

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Executive Summary

       The Edmonton Japanese Community Association (EJCA) has had a small library collection in a dedicated room (the Gordon Hirabayashi Library) for many years mostly consisting of donated materials and mostly in Japanese language. Of late, the library has become quite unused and disorganized so the EJCA board requested ideas and assistance in revitalizing the library to increase its usefulness to members.

       This report has been prepared by David Sulz, currently a Master of Library and Information Studies (MLIS) student who also has long-term interest in Japan and Japanese-Canadians through two related post-secondary degrees and experience living and working in Japan. Information and ideas were gathered from many sources including books and journals, MLIS course materials, discussions with library experts (both academics and practitioners) and, most importantly, personal contact with organizers of similar libraries and EJCA members themselves.

       A "library" is a storehouse of information for users. There is no one right way to organize a library and its systems; so much depends on the organizers and the users, and the ongoing commitment of time, effort, and money is theoretically without limits.

       The benefits enjoyed by the EJCA library include a belief among members that a library is a good thing, a sizeable collection of materials that are not available elsewhere, a dedicated space, a good-sized population of potential users, similar libraries facing the same challenges and willing to co-operate, and various sources for acquiring new material. The challenges include a lull in member interest; no consistent access times; access to the centre only by automobile; a widely diverse user population in terms of age, language, and interests; a bilingual collection in probably the most difficult language to accommodate [Japanese]; many out-of-date materials; a lack of similar libraries with suitable models to follow; turnover and changing of expertise of volunteers; lack of consistent technology expertise; and no direct source of revenue for the library.

       The report outlines many of the issues relating to library organization, relates these to the EJCA situation, and suggests recommendations for both the short and long terms. As well, there are several appendices with more detailed information and several templates to assist in getting the library up and running quickly. Overall, the recommendations are guided by three concepts: organic (or internal) drivers, incrementalism, and sustainability. That is to say, ideas must come from within the EJCA, be small-scale and modular to use scarce resources efficiently, and be understandable to future volunteers as experts come and go.

       The following sections of the Executive report present a few ideas to implement immediately to get the library working in the short-term followed by recommendations to implement in the longer term to improve the efficiency and usefulness of the library.

Immediate Recommendations

R1: Improve Access Immediately

i)   Gordon Hirabayashi Library Room
     (1) Regular Hours
     (2) Borrowing should be simple and self-serve
ii) Website

        (1) Collection and access details (e.g. hours, borrowing)
        (2) Collection highlights (reviews)
        (3) Links to on-line resources
     (see www.ualberta.ca/~sulz/EJCA_library_webpage/EJCA_library.htm for sample)

iii) Throughout Centre
        (1) Book exchange shelves
        (2) Pamphlets and Brochures (e.g. print-out of website)

R2. Form a Library Committee or Library Study Club

A library needs to be used and library users tend to appreciate being involved in library workings. As well, volunteers desire challenging and personally enriching tasks that allow them to contribute their skills and interests.

The Library and Culture Study group has three functions: make the library accessible, use the material to learn about Japan and Canada, and maintain and expand the collection and services.

(see template in Appendices and Sample Templates section for more detail)

R3. Draft Vision, Mission, Goals and Library Policies

Sample Draft:
VISION:

Increase knowledge of various aspects of Japan, Japanese-Canadians, and Japan-Canada relations to EJCA. Tells a story of place and people. Create space that welcomes exploration, reflection, and sharing.

MISSION

Collect and share information in Japanese and English about Japan, Japanese culture, Japanese-Canadians, and Japan-Canada relations to support EJCA club activities and for the general interest of members.

GOALS & STRATEGIES (Short-term)

1) Make library materials physically more accessible by:
        a) increasing open hours and making them consistent
        b) publicizing open hours
        c) improving check-out and return procedures
2) Maintain the collection more actively by:
        a) forming a library group of interested members
        b) sorting and weeding the collection
        b) acquiring new materials
3) Increase use of the collection by:
        a) publicizing the library in print and on the website
        b) forming a library and culture group to use library materials
4) Make searching the collection easier by:
        a) organizing materials
        b) selecting and implementing a better catalogue and circulation system.
    (see template in Appendices and Sample Templates section for more detail)

R4. Choose Appropriate Catalogue / Circulation System

There are many options for cataloguing. The basic requirement is to keep track of items. Catalogue systems can also help locate items. A computer based catalogue is best because it allows for easier editing and searching. Although many EJCA users may not have access to a computer, the collection is small enough to browse so user searching is not essential.

Continue to use the handwritten catalogue for completeness and consistency but pilot a computer based system such as LibraryThing. An EJCA account is set up and guidelines are included in the full report below.

General Recommendations:

Physical Space
1) Designate space for scattered items (e.g. record player, paper files).
2) Ensure room is not used as a temporary storeroom.
3) Install a surge-protected power bar on or near the table for laptops.
4) Provide a footstool for reaching items on higher shelves.
5) Locate the check-out materials and catalogue in a more obvious spot and label in both Japanese and English.
6) Designate a spot for items needing reshelving or processing.
7) Provide a box or slot for returning books when the library room is closed.
8) To make space more efficient: cabinets or drawers for paper files, lockable cabinets. or shelf doors for valuable items, and a place with hooks for users to put bags or jackets while working.
9) Bus route maps could be available at the front desk and a link to the ETS trip planner added to the website. If possible, EJCA visitors should be able to access the on-line ETS trip planner from a computer in the centre.

Library Users
1) Better marketing of library: to serve this diverse membership that, in total, utilizes the centre at all hours of every day requires extra effort in marketing through newsletter and website updates as well as personal contact.
2) Ensure information and material are in both English and Japanese when possible and in various forms (e.g. on paper and on-line).
3) Library should be open at regular hours that parallel when clubs use the centre (as much as possible).
4) Consult clubs about materials that would be useful to them.

Staffing
1) Immediately set up minimal requirements so library can be open as a self-serve honour back system (i.e. arrange for opening/closing, basic tidying, self-serve check-out materials, and a book return box outside the library but still secure).
2) Organise a library committee or study group with a minimum of 3-4 members. The goals should be to meet regularly to improve the library organization as well as discover, share, and use library materials.
3) Set and publicize library open hours. To start, it could be times when centre manager is on duty plus a designated evening or weekend that the library club agrees to meet.

Library Access and Circulation
1) Create a self-serve check-out system that is in a visible and obvious location (see templates).
2) Ensure instructions are in Japanese and English
3) Designate a book return box outside the library so books can be returned outside library hours and kept secure until they can be re-shelved.

Collection Contents and Maintenance
1) Weed collection of items that do not fit the mandate (i.e. vision, mission).
2) Weeded items should be sold or given away to members first (e.g. shelf outside library, bazaar), then other libraries, then disposed of.
3) Limit size of physical collection (e.g. under 5000 items) for various efficiencies: space, findability, catalogue maintenance. Also, even a conservative valuing of $10 per book means $50,000 in assets are located at the centre.
4) Create links to useful web resources for the library in general and for each club to be available on the library webpage. Focus on quality over quantity.
5) Be careful buying cookbooks as experience from other collections suggests they go missing more than other items.
6) Explore options and considerations in expanding the format of items to potentially include music, newspapers, magazines, vertical files, brochures, government-documents, archival items, maps, photos, and objects. Remember these might require different storage and handling.

Shelf Organisation
1) Mostly retain current organization system. It is established, easy for processing items, and the collection is compact enough that patrons can browse easily.
2) Items in a series should have a 3 part code: category – item number – volume number. All items in a series should have the same first two parts but a different third part so they can be shelved together no matter when they are received. For example, the shin heike monogatari series might be A-234-1, A-234-2, A-234-3. This would apply to literature series, video series, manga series, etc.
3) Category N (Nikkei, formerly H) takes precedence over other categories regardless of whether the item is fiction/non-fiction or in English or in Japanese.
4) Designate items of special interest to particular clubs and locate these together with some indication (e.g. coloured dot sticker, club name on label). These items should still be catalogued regularly by category so they have a unique ID and can be easily put back in the regular collection.
5) Adjust categories according to following chart (the category letters were chosen to reflect the subject type except for A,B,C to avoid changing too many book categories):

Cat.	Type (J)	Type (E)	Changes
A	小説	Novels	minimal: group series, add vol.#
B	文庫本	Mini-paperback (A6)	minimal: group series, add vol.#

	ぶんこぼん		
C	エッセー新書版 しんしょばん	Essay, 5"x7"s	minimal: group series, add vol.#
~~D~~	図鑑,~~その他~~ ずかん	~~Illustrated Reference, Other~~	Move to other categories
~~E~~	~~英文の本~~	~~English~~	Move to other categories
~~F~~	~~レコード~~	~~Records~~	Move to MU
~~G~~	~~マンガ~~	~~Manga~~	Move to MA
H	趣味 しゅうみ	Hobbies (clubs)	new category – add new and old
LE	英語	English (language learning)	new category – add new and old
LJ	日本語	Japanese (language learning)	new category – add new and old
MA	マンガ	Manga	minimal – add "A"
MU	音楽	Music	new category – add new and old
N	日系人	Nikkei (Japanese-Canadian)	minimal – change "H" to "N"
SC	社会カナダ	Social, Canada – Culture/History/Travel	new category – add new and old
SJ	社会日本 しゃかいにほん	Social, Japan – Culture/History/Travel	new category – add new and old
V	ビデオテープ	Video	add DVDs
Z		Reference (dictionaries, atlases)	new category – add new and old

Catalogue System
1) Continue to add new items to the handwritten notebook until all items are transferred to a new system so there is at least one complete inventory.
2) Develop metadata standards (i.e. information need about items). The minimum is book number (ISBN), title, author but any additional information is useful (subjects, title translations). Japanese title and authors should be in original Japanese, transcription (i.e. roma-ji), and an informal English translation
3) Pilot LibraryThing or LibraryThing for Libraries if available (see conventions below and in templates) BUT export to MS Excel often so data is backed up, easy to print, and possible to switch over to an MS Excel worksheet as a catalogue if LibraryThing is not adequate (to avoid wasted time). Sanae Ohki should be involved in the piloting for constant comparison to her MS Access database which may turn out to be more appropriate but will require modification. LibraryThing will require some modifications to adapt to EJCA but perhaps not as much as Access database would.

An EJCA library is set up in LibraryThing, www.librarything.com/catalog/EJCA that will allow up to 200 items for free (to add items use Login: EJCA password: Edmonton). See these for examples:

http://www.librarything.com/catalog/sulzberry (Japanese examples)

http://www.librarything.com/catalog/pridecentreedmonton (the creator and maintainer of this site is a library and cataloguing professional in Edmonton who has figured out many ways to adapt its use and is willing to share his knowledge).

4) Print out Excel version of catalogue as items are added to LibraryThing as not all users will be able to access an online catalogue. These printouts should reflect various criteria and be available in a binder labeled in Japanese and English (see CJCA example in appendix). For example, all Nikkei-related books, all hobby books, etc.

Equipment and Supplies

Immediate:

- Book return box or slot outside the library. Ideal would be a slot from outside the centre into a secure room (e.g. office or library) so items could be returned at any time. However, a box will do for now.
- Vertical file cabinet for items that do not stand up (e.g. articles, brochures).
- Power bar with surge protector under middle table (there is only 1 outlet in the room).
- Footstool to reach higher shelves.
- Labelling material.

Long-term:

- Space for patron bags and jackets.
- Rolling bookcart for items to be reshelved (it can be moved outside the library if space is needed).
- Bulletin board (whiteboard) outside library to show hours.
- Library stamp or bookplates to show to identify items as belonging to EJCA.
- Computer (or 2) with video watching and CD listening capabilities including headphones.
- Lockable shelves (e.g. glass doors) to protect items that are more valuable to library – requires permission or assistance to borrow.

Website / Print Presence

1) Add library information to the EJCA website under the "Centre" tab which already includes information about the layout, access to, and use of the centre.
2) Guidelines and details about who maintains the website and how content will be edited by whom should be clarified.
3) The library information should probably be divided into 3 pages. One page will quickly become overwhelming and adding pages/moving information will be more work in the future. Suggested pages and information:
    - Main Library Page:
        - Mission
        - Highlights and New Materials
        - Donations
        - Photos
        - Collection Description
        - Hours and Access
        - Volunteering

- Current Events Page:
    - Patron Submissions

- Resource Links Page:
    - Reference: dictionaries, libraries, article databases
    - Culture
    - Language
    - EJCA club specific

Budget

1) Keeping in mind that a budget is a plan to achieve the Vision and Mission, the following "budget" attempts to identify the items needed to achieve the Mission of the library. This budget is purely speculative as there are no previous budgets to base it on and revamping the library will change everything. Costs were hopefully over-estimated; many items can be made cheaper with in-kind donations. None of these estimates should be taken too literally until several months (or a few years) of operation and budgeting give a better picture.

Item	Notes and Assumptions	Amount
Financial		
Computer (one time)	At least one computer should be available. It will mainly be used for cataloguing and circulation purposes although as the catalogue is available on-line, users may wish to search and use on-line resources. Given the small library space, uncertain open hours, and existing wireless network in the EJCA, a laptop may be most efficient since it can be used anywhere and used for other needs. A careful policy may be necessary to avoid conflict over which uses have priority.	$2000
Books (yearly)	Book prices vary widely but perhaps $30 per book incl. shipping would be a good start. There are 16 EJCA hosted groups so designate 3 books per group per year (50 books / year). This will of course vary.	$1500
Computer Replacement (yearly)	Computers wear out and become obsolete so setting aside money annually for replacement may be useful.	$500
Webhosting (yearly)	Possibly included in general EJCA budget?	$100
Printing and Photocopying (yearly)	Assume $0.15 per page. With no previous data, this is impossible to estimate. At the very least, the catalogue needs to be printed occasionally for non-computer users. 5000 items with 30 per page would take 150 pages (another reason to keep the collection size down). Estimate 2000 pages per year.	$300
Supplies (yearly)	Labels, pens, paper, tape. Also difficult to estimate with no previous data.	$100
Equipment / Furniture (yearly)	Power bar and footstool immediately. Replacement of chairs and tables over time.	$100
Volunteer Appreciation (yearly)	Volunteers may not expect to be paid monetarily but it is essential to acknowledge their efforts and make their volunteering time pleasant. At least one recognition event yearly should be held and meetings should	$200

	be supplied with tea if not simple snacks.	
	Very Approximate Total	**$2000 + $2800/y**

Human Resource and In-kind		
Open/Close, Tidy, Replenish Check-out Supplies	Depends on access hours and could be done by the centre manager or designated person from EJCA clubs. Assume 15 mins per opening period and that library will be open 4 times a week.	4 hrs/mth
Reshelving	Depends completely on access hours and circulation but assume open 4 times per week and 10 items per week.	4 hrs/mth
Cataloguing	Depends on system chosen but assume 5 minutes per item including labelling and entering in system; 12 items per hour. Given there are a few hundred items (say 200) to recatalogue according to new scheme and in backlog, this might require 20 hours a month. Again, this is just a guess until experience shows otherwise.	20 hrs/mth
Marketing Library	Includes writing a blurb for the Moshi Moshi newsletter and webcontent.	4 hrs/mth
Assisting Users	Even a self-serve system will generate questions about using the library.	4 hrs/mth
Planning	The library needs ongoing commitment so main volunteers should meet bi-weekly for an hour or so. Total time commitment depends on how many members attend (assume 4 people for 1 hour biweekly).	8 hrs/mth
Rough Estimate of Volunteer Commitment		**44 hrs/mth**

Sources and Resources
1) Send letters to the NAJC, Japan Foundation, and the Japanese Consulate which outline the Vision and Mission of the EJCA library requesting information about possible support.
2) Create a list of library "needs" that can be posted on the web and in the centre (e.g. computer, magazine subscriptions).
3) Create a Library Committee / Club (as above) and invite people not usually contacted by the EJCA (high-schools with a volunteer requirement, high school Japanese language students, student groups at the UofA or MacEwan representing Japanese exchange students or students in Japan studies).

Collaboraration
1) Explore cooperation with other Japanese Canadian Associations (e.g. Calgary, Manitoba, Japanese Canadian National Museum have expressed interest).
2) Explore exchange with Edmonton Public Library or Academic library. EJCA can provide some language expertise in return for use of catalogue space.

Introduction

What is a library? A place to borrow books. A place to take kids to learn. A place to get information. A place to socialize. A place to discover new movies and music. A place to read the news from all over the world. A place to use a computer. A place to listen to interesting speakers. A place to take our books when we don't need them anymore. A place to get expert help in finding information. A place to access electronic resources that we have never heard of before. In other words, a library is many things to many people and each is different.

The opposite question - what **isn't** a library – is an equally interesting question. It is **not** easy. It is **not** automatic. It is **not** to be taken for granted. And, it may **not** even be necessary in a given situation.

At its most basic, a library is a storehouse of information, typically to be borrowed and returned free to the patrons. Individual libraries are distinguished by the information in the storehouse and the systems available for patrons to find and use particular information. It could be a room with books on shelves that patrons browse and promise to return or the systems can be infinitely more complex.

There is no one right way to organize a library and its systems, so much depends on the organizers and the users. Library organization takes an ongoing commitment of time, effort, and money that is theoretically without limits; something more can always be done and everything could be done differently. For all the best intentions and efforts, however, a library may never get used if the collection and the systems do not suit the users. And, these "users" are so diverse that library organizers must decide which users they wish to please most, how many users warrant what degree of effort, and whether in fact a borrowing library is even worthwhile. Some believe a collection of information, in and of itself, is worthwhile even if there are very few interested organizers and users. Others might think the time, money, and effort is better spent on other pursuits and the collection could be divested in any number of ways.

The EJCA library has benefits and challenges that make such choices quite difficult. Among the benefits are: a belief among members that a library is a good thing, a sizeable collection of materials that are not available elsewhere, a dedicated space, a good-sized population of potential users, similar libraries facing the same challenges and willing to co-operate, and various sources for acquiring new material.

Some challenges are an apparent lull in member interest in taking over library organizing; no consistent times that the centre is open or that the majority of members would be at the centre; access essentially only by automobile; a widely diverse user population in terms of age, language, and interests; a bilingual collection in probably the most difficult language to accommodate; many out-of-date materials, and a lack of similar libraries with suitable models to follow.

Given these benefits and challenges (which are expanded upon below), three interlocking guiding principles are recommended in making decisions about future library developments: organic (or internal) drivers, incrementalism, and sustainability. Organic drivers mean that ideas and plans must come from within the EJCA, whether in response to user needs or volunteer interests. Incrementalism means that changes should be small-scale and modular because large-scale innovations use up valuable resources (time, effort, money) and may be unappreciated in the end. Finally, sustainability means that changes and innovations must be understandable to future volunteers – too often systems are implemented that are understandable only to the creator or other experts and they fall apart when the expert leaves the organization.

This report explores many issues relating to the library at the EJCA with the goal of providing some guidance on future direction. The Executive Summary is a brief overview of the recommendations. The body of the report examines the current situation and explores ideas. Several appendices are attached to capture the important sources and information that was found. Finally, there are some templates that can provide a starting place.

Project Overview

The Edmonton Japanese Community Association (EJCA) has had a small library collection in a dedicated room (the Gordon Hirabayashi Library) for many years mostly consisting of donated materials and mostly in Japanese language. Use and maintenance of the library has varied over the years but lately has become quite unused and disorganized for a variety of reasons mostly related to a lack of volunteer availability. In May 2008, the EJCA board put out a call for ideas and assistance in revamping the library to increase its usefulness to members. With an allocation of roughly 40 hours, they were looking for;
- A review and assessment of current materials
- Recommendations regarding:
    - the library layout
    - a consumer-accessible cataloguing system
    - equipment and furniture requirements
    - lending policies and procedures
    - necessary staffing
    - an estimated ongoing budget for future equipment, furniture, and acquisitions.
- Help implementing changes through development and provision of training

I (David Sulz) was engaged for this seemingly simple task for my interests in the two relevant areas: libraries and Japanese studies. I am currently doing a Master of Library and Information Studies (MLIS) at the University of Alberta and have long been interested in both Japan and the history of Japanese-Canadian relations. I have two degrees from the University of Victoria; a Bachelor of Arts focusing on Pacific & Asian Studies, Economics, and Japanese language as well as Master of Arts with a focus on Japanese immigration to Canada. I have visited and lived in Japan for a total of five years, translated several works from Japanese to English, and been involved with several Japan-Canada related organizations as a volunteer and guest speaker. In other words, my interests lie both in the content covered by the EJCA library as well as issues of accessing and organizing information in a bilingual, Japanese-English setting. I am also fortunate to have connections with various experts in the library and the Japan studies fields.

As research on this project progressed, it became evident that the parameters were, perhaps, a little over-ambitious; at least one library expert indicated the time frame would be sufficient for an overview and suggestions for most of the items but full implementation and training would take months. Furthermore, although there are several examples of associations or libraries in Canada (and the US) that share many similarities with the EJCA, they all face the same issues and none have yet devised satisfactory solutions and systems. For example, there are Japanese Community Associations, the Japan Foundation library in Toronto, the Japanese Canadian National Museum (Burnaby, B.C.), various academic and public libraries, and churches and other cultural clubs that have Japanese (or other bilingual collections), large amounts of donated materials, a wide diversity of users and expectations, lack of space and volunteer time, and irregular opening hours.

So, there is no shortage of libraries and associations with similar issues as the EJCA; however, there is a notable shortage of excellent solutions. It was hoped that contacting libraries with similar issues would reveal several examples of libraries and associations that had worked the various challenges and come up with solutions that could be easily transferred to the EJCA situation. Indeed, the various contacts revealed many places have been grappling with these issues for some time and have tried to implement many ideas from the most simple to the most high-tech. Although no one was able to offer the definitive solution, it is obvious there is a strong willingness to share knowledge and desire to possibly work together to find solutions across organizations.

In brief, the Gordon Hirabayashi Library at the EJCA holds great potential for providing knowledge and recreation to members at several possible levels from self-serve borrowing with no staff or organization to a vibrant knowledge community actively using various materials to learn about the content as well as the fascinating world of information organization. Where the EJCA library activities eventually fall depends on the level of interest and commitment arising from the members themselves. A library run and used by committed volunteers will be much more successful than one merely provided in the belief it would be good for members without understanding the members or being involved themselves.

Project Resources

Information and ideas for this project were gathered from many sources including books and journals, MLIS course materials, discussions with library experts (both academics and practitioners) and, most importantly, personal contact with organizers of similar libraries and EJCA members themselves.

Similar Libraries

Several smaller libraries with both Japanese and English collections were identified and contacted in the hopes they had already solved many issues that face the EJCA library. The following questions were emailed to the Calgary Japanese Community Association (CJCA), Manitoba Japanese Canadian Cultural Centre (MJCCC), Japanese Canadian National Museum (JCNM), and the Japan Foundation Library in Toronto.

1) Catalogue:
   a) How do you keep track of your items?
   b) Do you catalogue your books in Japanese and English?
   c) For Japanese items, do you use the original title and/or phonetic (kana) and/or romaji and/or a translation into English?
   d) If you use software to keep track, what do you use?
   e) Do you plan on making your catalogue web accessible?
2) Borrowing:
   a) How do users sign-out items: is it honour-back, self-serve, or is circulation tracked somehow?
3) Administration:
   a) Who looks after library matters?
   b) Is there a library club/committee or a designated person?
4) Staffing:
   a) Is there someone in the library when it is open or is it self-serve?
   b) If it is staffed, is it volunteer or paid?
5) Open hours:

a) Regular hours and/or by special arrangement?
6) Users:
a) Who are the main users? Are Japanese or English materials more popular?

Although very detailed answers were provided by CJCA, MJCC, and JCNM, the consensus seems to be that they all face the same problems as the EJCA and none have developed systems that are quite satisfying. Relevant information from these correspondence are incorporated throughout this report with almost complete transcripts (lightly edited) provided as an appendix.

EJCA member opinions
It seems obvious that the current and potential users of a library would be a valuable source of information; however many libraries do a poor job of consulting this group. There are many issues to consulting users that include having users agree to share opinions, whether these opinions are realistic and represent more than the individual, how to create questions that give useful information and are not seen to be a waste of time, and distributing the question by various means so more people can respond (e.g. email, paper, personal conversation).
For this report, members were encouraged to give input in several ways:
- a short questionnaire was included in the Moshi Moshi newsletter in Japanese and English (see appendix for actual questions and responses).
- a paper version of the same questionnaire was distributed to volunteers at the Heritage Days Japan pavilion.
- Members were engaged in conversation using the above questions at Heritage Days, the Spring Festival at the Devonian Gardens, during EJCA events (e.g., Seniors' Club and Redress Celebration).
- Informal brainstorming sessions were held with key volunteers (e.g. board members, Japanese exchange students).
As above, relevant information from these opinions are incorporated throughout the report with more details provided in an appendix.

Current Situation and Recommendations

The Gordon Hirabayashi Library at the EJCA Centre might be described as a small, well-stocked though recently neglected, bilingual collection of mostly Japanese fiction used mostly by a minority of EJCA members who are aware of its existence and speak Japanese. Apparently, the volunteer(s) who tended the library for many years recently stepped down and there has been no one to take over resulting in the library being mostly closed and under-utilised. Following are analyses of the library's physical space, user profiles, borrowing policies and trends, collection makeup, and challenges followed by recommendations.

Physical Space

The library is a small room within the EJCA centre which is located at 6750-88 Street in Edmonton between a residential area and a large park area that includes the Argyll Velodrome complex. The EJCA centre is centrally located but quite isolated. Most members get to the centre by private automobile and there is ample parking. There is a bus stop about 800m away with service from route 81 that has a 30 minute frequency but would require most members to make at least one transfer. In other words, members go to the centre specifically for events, not on their way somewhere else.

The EJCA centre itself has many facilities including a large kitchen area, a gymnasium, several meeting rooms, and a Japanese garden. It is used by the many EJCA-affiliated clubs as well as rentals to outside groups. In other words, there are many reasons for people to be at the centre although there are times when non-members are using the centre without EJCA members present.

The room itself is cozy but sufficient for the library when efficiently organized. The south and north walls are inset bookshelves that are deep and have adjustable shelf heights. Currently there are 48 shelves but the effective shelf space has been increased by stacking unused videos at the back of several shelves to utilize the height and depth to create two shelf levels within one. There is a work table set up in the middle of the room with chairs as well as a few lounge-type chairs along the east and west walls. A nice window overlooks the garden. There is only 1 electrical outlet in the room.

On first glance, the room looks disheveled and unwelcoming – there are boxes of books and equipment piled on the chairs and the table is often covered with various materials including recently returned items as well as items that were looked at but not reshelved. The walls are mostly bare and uninspiring except for posters in Japanese and English with library instructions. Many of the shelves are well-organized with books neatly arranged although there are several shelves that are empty or are being used to store other material such as books for sale, boxes of materials, and papers. The catalogue and sign-out notebooks (see below) are stored on a shelf that is not always visible.

Recommendations:
1) Designate space for scattered items (e.g. record player, paper files).
2) Ensure room is not used as a temporary storeroom.
3) Install a surge-protected power bar on or near the table for laptops.
4) Provide a footstool for reaching items on higher shelves.
5) Locate the check-out materials and catalogue in a more obvious spot and label in both Japanese and English.
6) Designate a spot for items needing reshelving or processing.
7) Provide a box or slot for returning books when the library room is closed.
8) To make space more efficient: cabinets or drawers for paper files, lockable cabinets or shelf doors for valuable items, and a place with hooks for users to put bags or jackets while working.
9) Bus route maps could be available at the front desk and a link to the ETS trip planner added to the website. If possible, EJCA visitors should be able to access the on-line ETS trip planner from a computer in the centre.

Library Users

The library is intended for use by EJCA members. There is no indication of membership restrictions (e.g. nationality, cultural heritage, language) on the website where the EJCA is described as a "dynamic organization supporting an evolving community that sustains a sense of well-being built upon awareness of Japanese heritage in Canada." In reality, EJCA members can be described in several ways depending on their connections to Japan, language ability, age, and membership in an EJCA affiliated club. Importantly, there is no one time when all members would potentially visit the centre; club activities take place almost every day from morning to evening although individual groups meet anywhere from twice a week to once a month. This is a particular challenge because other comparably small organizations like churches or special interest groups have at least one time that members are likely to be onsite.

In terms of connections to Japan, some Japanese-Canadians have a family history in Canada several generations deep that may or may not include experience of the World War II era internment

while others may have become citizens very recently. EJCA members also include Japanese living in Canada through marriage, work, or study and may or may not have an intention to return to Japan. Finally, there are members who have no Japanese heritage themselves but are married to a Japanese, lived in Japan, or have an interest in studying Japanese language or culture. Each of these broad groups would have very different ideas of what the EJCA library should provide. For example, some might prefer Japanese material to keep in touch with home while others want English material about the Japanese-Canadian experience in Canada.

<div style="border:1px solid">

EJCA Members by Japanese Connection

- Japanese Canadians
  - historic (i.e. internment / redress)
  - long-term (less Japan connection but family history)
  - recent (strong connections to Japan)
- Japanese in Canada
  - work or marriage (no immediate intention to return to Japan)
  - study or work (intend to go back to Japan)
- Non-Japanese
  - spouse has Japanese heritage
  - personal connection (lived, travelled, studied, connections)

</div>

As for language, there is a range from unilingual English speakers to unilingual Japanese speakers with every combination of ability in between including fluently bilingual. Indications are that the majority of members are English speakers but there are significant numbers of Japanese speakers as well. Below is a list of the materials that members of various language abilities would likely prefer.

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Desired Material by Language Ability

Japanese first language
  - access to Japanese material to keep in touch with home (e.g. magazines, recent fiction and non-fiction, children's books).
  - information about Edmonton, Canada and the West in Japanese.
  - English language learning material.
English first language
  - learn about Japan in English (e.g. translations of fiction and non-fiction, videos about Japan).
  - learn Japanese culture in English or Japanese (with illustrations and photos).
Semi-bilingual
  - study in Japanese (need English descriptions to locate relevant works).
  - study in English (need Japanese descriptions to locate relevant works).
Fluent bilingual
  - variety of materials in both issues.

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The EJCA has many active clubs that use the centre for meetings and practices. It is likely that many club members would appreciate library materials related to their club activity. Although the common language of all clubs is English, some clubs use Japanese almost 100% because all

current members understand Japanese although the club would operate mostly in English if some members did not understand Japanese.

EJCA Clubs and Main Language		
mixed language	mainly Japanese	mainly English
• art club (J: 80/20) • awa-odori dance (J: 80/20) • keifu-kai calligraphy (J: 95:5) • wakabakai dance (J: 30/70) • seniors' club (E: 80/20)	• donguri-no-kai (parent/child) • karaoke • ping-pong	• bonsai • chanoyu (tea) • chigiri-e paper art • kendo • karate • naginata • go • taiko

Finally, there is a wide range of ages within the EJCA membership from very young children of members and youth members of clubs to adults and seniors with mobility challenges.

As to who actually uses the library, conversations with, and responses from members indicate that few current members even know the library exists and, if they do, find that it is usually locked whenever they are at the centre. A cursory look at the sign out books suggests most users are Japanese taking out Japanese books but this may be because the library is typically opened during certain club times (e.g. senior's club) and the majority of the current collection is Japanese with very few English books despite most members speaking English. Unfortunately, there are no times that a majority of users are likely to be at the centre; individual members may visit the centre as seldom as once every few months or as often as several times a week at times anywhere from 10am until 10pm.

Recommendations:

1) Better marketing of library: to serve this diverse membership that, in total, utilizes the centre at all hours of every day requires extra effort in marketing through newsletter and website updates as well as personal contact.

2) Ensure information and material are in both English and Japanese when possible and in various forms (e.g. on paper and on-line).

3) Library should be open at regular hours that parallel times clubs use the centre as much as possible.

4) Consult clubs about materials that would be useful to them.

Staffing

It seems the library benefitted from dedicated volunteers for many years but they have moved on. Given the low check-out numbers and lack of member use or knowledge of the library, it seems it has been under-staffed for awhile. Here are a few staffing options to get the library utilized again.

Ideal: Library is open specific hours with library staff present (i.e., staff is found to fit library schedule).

Recommended for now: Library is not staffed regularly but is open when centre manager is on-duty or designated clubs* are meeting. Check out is self-serve on the honour system with library staff occasionally present.

Other:

- Library is open when library staff can be present (i.e. library hours are dependent on staff availability). This could range from the open hours being set for a given period (e.g. a few months) to completely random hours.
- Library is open when centre manager is on-duty or designated clubs* are meeting but check-out can only be done when there is library staff present (i.e. library is mostly for reading on-site).
- Library is for on-site use only (i.e. no check-outs).

"designated club" above means the leader or members are willing to keep an eye on the library (ie. open/close, tidy up, deter theft and vandalism).

There are an infinite variety of tasks possible in a library depending on available resources (e.g. staff numbers, staff interest and expertise, budget). The recommended option above could be achieved with the centre manager taking on the minimum day-to-day tasks below and the library committee taking on the rest. If library staff is found, they can take on portions of the rest.

Minimum Day-to-Day Tasks
Unlock / lock library
Make sure there are enough check-out forms
Tidy library
Be available for simple questions

Enhanced Day-to-Day or Minimum Month-to-Month
Re-shelve books
Process/catalogue items
Create volunteer task descriptions
Organise volunteers (recruit, train, schedule)
Track down overdue items
Weed the collection
Act as contact person for questions
Collect requests and order items
Act as contact for library meetings

Enhanced Month-to-Month or Longer Term
Information signage/sheets about library and how to borrow materials
Book plates for donations
Creating displays
Organizing and re-organizing materials
Track budget
Update policies

There are several sources for staff. The ideal would be a group of members interested in both organizing/staffing the library and using the resources in it. Another source is individual members which could include high school students who need to put in volunteer hours as a school requirement.

Recommendations:

1) Immediately set up minimal requirements so library can be open as a self-serve honour back system as in #4 above (i.e. arrange for opening/closing, basic tidying, self-serve check-out materials, and a book return box outside the library but still secure).

2) Organise a library committee or study group with a minimum of 3-4 members. The goals should be to meet regularly to improve the library organization as well as discover, share, and use library materials (see templates).

3) Set and publicise library open hours. To start, it could be times when centre manager is on duty plus a designated evening or weekend that the library club agrees to meet.

Library Access and Circulation

The intention is for library use by EJCA members only. However, given there are no library (or membership) cards, minimal supervision capabilities, a self-serve library set-up, and centre rentals to outside groups it is possible for anyone to take library material. As noted above, the library has lately been more often closed than open given a lack of volunteers especially willing to take on organizing and administering the library operation. There are no indications anywhere of library hours; it seems to only be open when someone with a key is around and willing to watch over it.
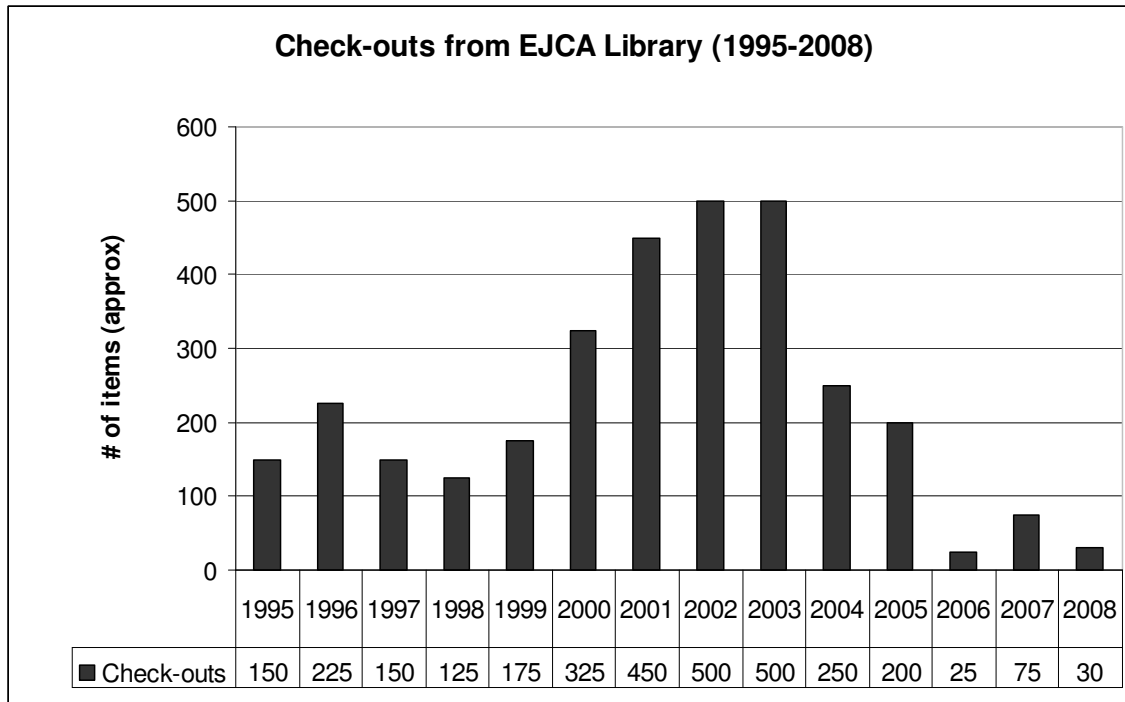
According to current policy, borrowing is free to EJCA members with a 1-month loan period except videos that are $1 per week. Although the Japanese text says videos are lent for 2 weeks, this inconsistency is irrelevant because few people borrow videos these days because of the shift to DVDs and most of the library collection is VHS. Also, it is not clear why there would be a rental fee for videos other than custom because videos are no more expensive than books these days and often cheaper.

Items are checked out in a notebook where the borrower enters the date, book title, book number (from spine label), and their name and phone number in paper notebook. A final column is reserved to indicate the date the item was returned to the return box. There is a separate notebook for videos. The instructions for checking out are posted on the wall.

This system is great from a simplicity standpoint but has a few easily-remedied problems.

1. The checkout notebook is only in Japanese. The cover label says 貸し出し帳 and the columns to enter the check-out information is all in Japanese. In other words, English speaking users could not identify it in the room.
2. The columns for book title and borrow name are too narrow.
3. There is no return box evident inside or outside the library.

As for the volume of borrowing, the graph below shows book check-outs from 1995-2008 based on a rough estimate from the check-out notebook. In general, the heyday of the library was 1995-2005 with relatively heavy use for about three years in the middle. The last 3 years have been dismal in terms of borrowing likely due to the loss of really keen volunteer organizers resulting in the library being seldom open. Video borrowing likewise had it's heyday from 1996-2001 although it seems most of these were the same few people borrowing many videos. As noted above, VHS borrowing is in severe decline.

Check-outs from EJCA Library (1995-2008)

	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008
■ Check-outs	150	225	150	125	175	325	450	500	500	250	200	25	75	30

Even in the library's heyday, it seems circulation was only about 30-40 items per month or about 1 per day. This suggests there is little advantage to be gained by immediately implementing complicated and labour-intensive policies and strategies. Of course, there is no indication of how often the library was open and whether these times corresponded to times when many people were at the centre. It is possible that circulation would increase dramatically with regular open hours, marketing, and new materials. It is also possible that potential users have no interest in borrowing books or have time to make special trips to the centre during open hours or browse the library before or after their practices/meetings.

All libraries have to deal with material going missing either through innocent forgetting or outright theft. There are many ways to reduce this depletion from ensuring patron provide accurate contact information when borrowing items to electronic sensors such as RFIDs (radio frequency ID) that are familiar to most shoppers as tags that beep if they are not desensitized.

Recommendations

1) Create a self-serve check-out system that is in a visible and obvious location (see templates).

2) Ensure instructions are in Japanese and English

3) Designate a book return box outside the library so books can be returned outside library hours and kept secure until they can be re-shelved.

Collection Contents

A rough estimate of items based on counting shelf items and viewing the catalogue notebook shows roughly 4500 items although there are scores more in boxes that have been donated since listing ceased. Currently item formats include hardcover, softcover, VHS, DVDs, and slides but could in future include music, newspapers, magazines, vertical files, brochures, government-documents,

archival items, maps, photos, and objects. Items are divided into 9 categories (see table below) and given a sequential number based on when they were received. While this numbering and listing system is useful for re-shelving and inventory, it is not helpful for searching or locating items on similar topics.

Categories and Number of Items			
Cat.	Type (as found in library)	Type: translated to English for this report, not found on library materials.	# items
A	小説	Novels	685
B	文庫本 ぶんこぼん	Mini-paperback (A6)	2226
C	エッセー新書版 しんしょばん	Essay, 5"x7"s	461
D	図鑑, その他 ずかん	Illustrated Reference, Other	168
E	英文の本	English	110
F	レコード	Records	26
G	マンガ	Manga	180
H	日系人	Japanese-Canadian	25
V	ビデオテープ	Video	423

There is a handwritten listing of books in a pink binder labeled 発録名簿 and 会員名簿; which is difficult for English speakers to identify (the labels refer to "title list" and "member list" respectively). Each book is listed with its book number, title, author, and publisher in its publication language (i.e. Japanese or English). While users can visually scan the title list for books, the collection is too large for this to be practical. As well, items no longer in the collection can only be crossed out, which leaves the list messy.

Another issue is the several book series where the individual items were numbered individually as received so the series might not be sequential. Some series have indeterminate length (e.g. new volumes are continually added) while others are finite (e.g. 上、中、下 or *jou, chu, ge* meaning upper/first, middle, and lower/last) although the individual items may not have been received at the same time.

There are several interesting-looking series collections that may or may not have a place in this library collection but do take up considerable space.

Samples of Series in the Collection	
Title	Notes and Questions
学習百料大辞典 vol. 1-9, pub. Showa 39 (1964)	Encyclopedia set. Nicely bound hardcover. Is it complete? Is such an old encyclopedia useful enough to take up space?
世界文学全集 vol 1-25, pub. Showa 40-41 (1965-1966)	World Literature, Complete Works. Translated to Japanese. Nicely bound hardcover. Is it useful to EJCA members?

専門料理4 random issues from 1992-2002	*senmon ryori* ("specialist cooking") magazine. Contains recipes and many photos.
Japan Video Topics: 1997-2008 (12 per year): VHS to mid 2005 / DVD to present	Provided free by Japanese consulate. 4 x 15 min segments per video. Each episode has a paper text summary as well as a full English script (not likely useful for viewers) but the binder with summaries may not be completely up-to-date. A letter from 21 November 2006 asks for stats on viewing to justify sending these out – someone should make sure these are done because this looks like a great series. Is it also available on the web? Might be interesting for a culture club to meet and view each new episode.
新平家物語 by 古川英治vol 1-14, pub. 1951-1954	shin heike monogatari ("new tales of the heike"). Hardcover in beautiful slip cases. Is this series complete? It might also have been produced as a TV series.
新平家物語 by 古川英治, vol 1-12	Paperback version of shin heike monogatari ("new tales of the heike") above. May not be complete or other volumes are mixed elsewhere on the shelves.
Kodansha Children's Classics: Japanese folk tales translated to English in illustrated format (6 volumes)	Great resources for children.
Western Canadian Literature for Youth Series: 10 volumes (2 copies of each).	Anthology of readings on various topics. Wonderful series but no connection to Japanese? Discard?
Flora and Fauna of Alberta (1978) - slides	10 slide carousels of Alberta animals and plants – no relation to Japanese. Discard?

Recommendations:
See recommendations under collection maintenance.

Collection Maintenance (acquisitions and weeding)

Library collections are a valuable resource but also consume valuable resources. The costs of having items include the space and furniture requirements, insurance or replacement costs, as well as time and effort in organizing the collection and for users to locate information. There are also costs to disposing of material; aside from the time and money required to move items somewhere else, there is the cost of users not being able to find what they want as well as the potential hard feelings that might arise if donated materials are discarded without the donor being aware of this possibility.

Weeding
The biggest challenge for the EJCA library is determining what is in the collection and what various users might want. Once the Mission Statement is established, there are items that are immediate discard candidates (e.g. the slides of Alberta Flora and Fauna and the Western Canadian Literature for Youth). After that, however, things get tricky. One might argue that classic foreign literature translated to Japanese series can go because who would want to read Shakespeare in

Japanese - but it's possible that Japanese speakers might find this as interesting as translations of modern fiction into Japanese (of which there is quite a bit in the collection). Another issue is that some apparent "novels" may actually have content that is very relevant to this collection. For example, I noticed a book in the novel section, 密航泉水案丸 by 新田次郎 or Mikkousen Suian Maru by Nitta Jiro (book #A547) that is actually a historical fiction about Japanese immigration to Canada; I also happen to know this is a very difficult book to find in Japanese. The only items that should be weeded immediately are duplicates and items obviously outside the mandate.

Here a few approaches that might be taken to identify further weeding:

1) Get circulation numbers up and see what moves.

2) Library club makes best guess or analyses books and moves "potential weed" items to a designated shelf and solicits member input on that shelf.

3) Since no one really knows what is in the library, don't overthink the weeding and just do it.

4) Potentially get rid of most Japanese literature – sell at bazaar or put on an exchange shelf.

Acquistions

Donations: The library has historically acquired items through donations from members. While this is certainly an inexpensive way to get material, it does have significant time and space costs. Time is required to sort through items to decide what to keep as well as process and shelve the materials. Space is required to store the items until they can be sorted as well as the shelf space occupied. Another challenge with donations is the expectation of the donor; not all items fit the collection and should be weeded but this must be made clear to the donor. Donors must be made aware that donated items become the property of the EJCA library to use in the best way – which may include selling, giving away, or discarding. A donation form template is included at the end.

Purchases: The better way to ensure a collection matches user needs is to purchase items specifically in response to user requests or analysis of potential user needs. The EJCA hosts many clubs that could benefit from library resources (see above) so contact should be made with each club to assess the degree of interest in the library acquiring resources for them and suggestions for types. Importantly, the library must commit to making the library accessible to these groups whether through open hours during their meetings or entrusting a group member with a library access key.

There are many sources for books on Japan and Japanese Canadians. Aside from regular bookstores, special note should be made of:

- **Nikkei Books** (Toronto): Specializes in Japanese Canadian works - redress, history, fiction, poetry, children's books, cookbooks.
  Contact: Jennifer Hashimoto, j.hashimoto@sympatico.ca, 74 Delaware Avenue Toronto, ON, M6H 2T1 (416) 538-1377
- **Sophia Books** (Vancouver): Source for almost any Japanese resources
  Contact: 725 Nelson Street Vancouver, British Columbia V6Z 2A8
  (604) 684-4032
- A list of other sources compiled by the Japan Canada Society can be found at <<http://www.japansocietycanada.com/information/resources/media.html>> and includes stores, media outlets, and publishers mostly in Canada.

Virtual Resources

Web-links to useful resources should be added to the EJCA website. These could include language resources (e.g. dictionaries), club resources (e.g. taiko drumming, ikebana examples), music and video resources, etc. The challenge is to identify a few really useful sites rather than many sites – more is not better in the web world. This is a project that could be undertaken by individual groups or

a library club. The possibility of doing this depends on the particular set-up the EJCA has for making changes to the website.

<u>Recommendations</u>
1) Weed collection of items that do not fit the mandate (i.e. vision, mission).
2) Weeded items should be sold or given away to members first (e.g. shelf outside library, bazaar), then other libraries, then disposed of.
3) Limit size of physical collection (e.g. under 5000 items) for various efficiencies: space, findability, catalogue maintenance. Also, even a conservative valuing of $10 per book means $50,000 in assets are located at the centre.
4) Create links to useful web resources for the library in general and for each club to be available on the library webpage. Focus on quality over quantity.
5) Be careful buying cookbooks as experience from other collections suggests they go missing more than other items.
6) Explore options and considerations in expanding the format of items to potentially include music, newspapers, magazines, vertical files, brochures, government-documents, archival items, maps, photos, and objects. Remember these might require different storage and handling.

Shelf Organisation

Currently, the library shelves are organized according to the scheme mentioned under "collection contents" above. Essentially, books are arranged partly by size (fiction) and partly by subject (non-fiction) according to 9 categories and then further arranged by chronological, alphanumeric book numbers assigned as books are added to the catalogue list (i.e., a letter to designate the category and a sequential number, for example A-234).

Advantages:
- new items are easily assigned a number (i.e., the next number in the list)
- easy to ensure each item has a distinct number ID
- items are easily reshelved
- shelf space is maximized with book heights within a category being similar
- much effort has already gone into labeling about 4500 items with this system

Disadvantages:
- books by the same author or in the same genre are not necessarily located near each other (this is a common way for users to find books of interest)
- arrangement is peculiar to this library so familiarity with other library organization will not help the EJCA use

There are many, many other ways a library collection can be organized. Fiction is almost always organised alphabetically by author although additional division by genre is common. The problem with most classifying schemes is that categories conflict so, for example, books by one author may be found under various categories. The most familiar systems for non-fiction are the Dewey Decimal (used by many public libraries) and Library of Congress (used by many academic libraries); the Nippon Decimal Classification system was developed for collections with mainly Chinese and Japanese language books and based on the Dewey Decimal Classification Scheme.

The advantages to using an established system are that handbooks exist, users are familiar, and "copy cataloguing" is possible (i.e. using the same catalogue number as another library). On the other hand, the handbooks are expensive, the level of detail is staggering, and many of the EJCA materials would fall into only a few categories. A table is included in the appendix comparing the main categories of three major systems and some sub-categories that might apply to the EJCA. Bookstores generally use a customised system organised by topics they determine themselves. Custom systems may require more creativity to create and be more challenging for volunteers to categorise items consistently; however, users quickly become used to any system especially if it makes sense in a given context.

It should be possible to maintain the current EJCA classification with some modifications but it will be necessary to monitor user satisfaction as circulation increases. to see if items should be arranged by author or even divided into genres (e.g. mystery, war stories, love stories, romance) might be helpful but it must be remembered that this would entail an awful lot of effort and time. The "non-fiction" categories at the EJCA library (i.e. illustrated reference/other, English, records, *manga,* Japanese-Canadian, video) mostly work well with the current small collection but will need to be revised as the collection grows.

Recommendations:

1) Mostly retain current organization system. It is established, easy for processing items, and the collection is compact enough that patrons can browse easily.

2) Items in a series should have a 3 part code: category – item number – volume number. All items in a series should have the same first two parts but a different third part so they can be shelved together no matter when they are received. For example, the shin heike monogatari series might be A-234-1, A-234-2, A-234-3. This would apply to literature series, video series, manga series, etc.

3) Category N (Nikkei, formerly H) takes precedence over other categories regardless of whether the item is fiction/non-fiction or in English or in Japanese.

4) Designate items of special interest to particular clubs and locate these together with some indication (e.g. coloured dot sticker, club name on label). These items should still be catalogued regularly by category so they have a unique ID and can be easily put back in the regular collection.

5) Adjust categories according to following chart:

Cat.	Type (J)	Type (E)	Changes
A	小説	Novels	minimal: group series, add vol.#
B	文庫本 ぶんこぼん	Mini-paperback (A6)	minimal: group series, add vol.#
C	エッセー新書版 しんしょばん	Essay, 5"x7"s	minimal: group series, add vol.#
~~D~~	~~図鑑, その他~~ ~~ずかん~~	~~Illustrated Reference, Other~~	Move to other categories
~~E~~	~~英文の本~~	~~English~~	Move to other categories
~~F~~	~~レコード~~	~~Records~~	Move to MU
~~G~~	~~マンガ~~	~~Manga~~	Move to MA
H	趣味 しゅうみ	Hobbies (clubs)	new category – add new and old

LE	英語	English (language learning)	new category – add new and old
LJ	日本語	Japanese (language learning)	new category – add new and old
MA	マンガ	Manga	minimal – add "A"
MU	音楽	Music	new category – add new and old
N	日系人	Nikkei (Japanese-Canadian)	minimal – change "H" to "N"
SC	社会カナダ	Social, Canada – Culture/History/Travel	new category – add new and old
SJ	社会日本 しゃかいにほん	Social, Japan – Culture/History/Travel	new category – add new and old
V	ビデオテープ	Video	add DVDs
Z		Reference (dictionaries, atlases)	new category – add new and old

Notes on new categories:
- Most category letters are somewhat mnemonic (e.g. MU for music, N for nikkei, V for video).
- Some letters were not changed due to the number of items already catalogued and the extreme work this would cause (i.e. A, B, C).
- Japanese and English language learning resources are under L because it might be useful to have them located near each other.
- Z is Library of Congress code for reference works.

Catalogue System

In this section, cataloguing and circulation are somewhat considered together under the concept of tracking what items are in a collection and where each item is (circulation and borrowing is often included in cataloguing systems but see "library access and circulation" above). Cataloguing a collection is, strictly speaking, probably not essential; items can be put on shelves in any order and users can always find, borrow, and return items themselves if knowing the what and where of items is not important or worth expending resources. There are, in fact, many advantages to not having a catalogue system such as absolutely minimal resource (i.e. time, money, effort) requirements other than opening the door and the occasional tidying up. In essence, cataloguing is about creating efficiencies but every efficiency comes with a resource cost; the challenge is to balance the benefits and the costs given the resources available.

For administrators, cataloguing keeps track of items by listing what is in the collection and where it is for inventory and possibly space planning. For users, a catalogue indicates what is available (either immediately or potentially) and helps locate the item. There are endless refinements possible to improve the details; most refinements relate to increasing the access points (ways to find an item) and pinpointing the location of items in time and space. At the most basic, a catalogue system can be a handwritten list of titles and an indication of where each is (e.g. on a shelf, on-loan,

missing). At the other extreme, a catalogue can indicate almost any feature of a book (e.g. title, size, language, whether it has illustrations, subject, similarities to other items, other people's opinions on it) and any detail of its movement (e.g. who has it, how many times it has been touched, where it is).

Cataloging a bilingual collection introduces further challenges such as the potential doubling of information (i.e., all information in both languages) and issues around characters used in different languages (e.g. accents and special characters). Japanese creates even further challenges due the structure of the language. For instance, Japanese uses 4 distinct sets of characters often interchangeably and almost any word can be written in kanji (Chinese characters), hiragana or katakana (Japanese phonetic alphabets known collectively as kana), or romaji (roman letters). To further complicate matters, kanji characters can have several very different ways of reading depending on the situation (e.g. 生 can be read as sei, shou, iki, ika, ike, uma, o, ha, ki, nama, na, and others) and there are many homophones (i.e., same pronunciation) that can only be distinguished by the *kanji* characters used. All this is to say, that cataloguing Japanese especially in a mainly English library requires several more information fields and system capabilities that increase the challenges of using a computerized system despite the incredible technological innovations that have been developed for the Japanese language.

The following pieces of information would be the most useful and necessary for a catalogue system at the EJCA library where materials, users, and administrators are in either or both of Japanese and English. These notes apply to the more complex cataloguing of Japanese works so English works will be simpler.

Field	Notes
Catalogue number	According to broad subjects above (x-#-# or category-item-volume).
Unique Book ID #	Catalogue number, or ISBN, or random barcode number
Title1: original Japanese	Meaning can only be derived by seeing original text in any combination of kanji, kana (hiragana, katakana), and romaji
Title2: Roma-ji Transcription	To know how to pronounce the title because kanji have many different readings that even some Japanese don't know; this would often be done in kana in a Japanese system but all Japanese people learn roma-ji so a kana field is not necessary. Roma-ji would also assist English speakers identify and locate Japanese items.
Title3: English Translation	Rough translation to help locate topics (especially in cases for language learning or illustrations are the main value)
Author: Kanji/Kana	
Author: Roma-ji	Many Japanese name pronunciations are unique and can not be guessed.
Location:	e.g. on-shelf, due back, missing
Borrower information	Name and contact info (could be card number)
Subjects	Consistent and controlled but no need for extensive cataloguing in this small collection. Entire set of subjects should be visible to users and cataloguers as a browse function to know what is possible to search.
Language	English, Japanese, Bilingual
Format	E.g. book, video, CD

Other fields that are common but not essential in this case might be: publication year, publisher, number of pages, keywords. Fields that might be useful if possible could be reader comments, links to other books in the collection. The possibilities of fields to add are limitless.

Catalogue Types (pros and cons)

A wide range of catalogue solutions exist from a simple handwritten notebook to full-blown OPAC / ILS combinations (i.e., online public access catalogue / integrated library system) costing hundreds of thousands of dollars that can keep track of millions of items and users in intricate detail. There are computer people who will create custom catalogues using a variety of database software that can work on a single computer, a network of connected local computers or over the internet. There are pre-built software packages to purchase or available "free" (free alternatives might be unreliable, or full of advertising, or require extensive technological knowledge).

The following table presents several categories and examples of catalogue systems that could be used at the EJCA library. The points to keep in mind are as follows:

- How much computer knowledge is sustainable at the EJCA? A computer whiz might be available to implement a system but what if s/he leaves, will future volunteers be able to continue?
- How many resources are you willing to spend on maintaining a catalogue at the expense of acquiring more materials or providing other services and activities?
- How useful is the ability to search the catalogue on the web? Will users search at home? What will happen if someone outside the EJCA (or outside Edmonton) sees items on the web catalogue and requests to borrow?
- How important is subject or title searching to users anyway? Perhaps they prefer to browse the shelf.

Catalogue Types, Examples, Pros/Cons	
Handwritten (e.g. notebook)	
Pro: No learning curve No technology issues Cheap	Con: Difficult to edit Difficult to search Only 1 copy, difficult to share Difficult to update (erase or scratch out)
Word document	
Pro: Easy and familiar computer application Cheap software (often included) Easy to print copies	Con: Needs computer Not everyone familiar Difficult to search (ctrl-f) Difficult to sort items
Spreadsheet (Excel)	
Pro: Easy and familiar computer application Cheap software (usually included) Easy to update	Con: Needs computer Not everyone familiar Difficult to search (ctrl-f)

Simple sorting possible (by column) Used by CJCA (Calgary) – share expertise	Difficult print layout (too wide for paper)

Custom Database (Outlook, Filemaker Pro)

Pro: • Common software (incl. in MS Office) • Easier sorting • Custom reports and lists • Sanae Ohki created one for Japanese language school that could be adapted	Con: • Software not as familiar • Doesn't look like "library" database • Organisation of database is peculiar to the creator (difficult for others to change)

Web-based Free (e.g. LibraryThing, LibraryThing for Libraries)

Pro: • Web-access for off-site use • Many users can access simultaneously • Free or cheap ($10 per year unlimited, $20 for lifetime membership) • Already set up • Lots of users for support • Custom Tagging for subjects • Users can write reviews • Copy cataloguing ("borrow" work done by other libraries (incl. Japanese) • Japanese and English possible • Tags and Subjects and Comments • Barcode capability • Reviews and Recommendations possible • Export to Excel files • Used by PrideCentreEdmonton – Ken Gariepy has done a lot of work figuring out how to use it.	Con: • Data not stored on own computer • Limited cataloguing fields • Borrower tracking limited • Company viability (out-of-business, start charging more) • How to deal with requests over email • Can users and cataloguers see list of available subjects?

Web-based custom (see ACAL – Alberta Centre for Active Living)
  www.centre4activeliving.ca/library/catalogue.html

Pro: • Customizable • Personalised support with good consultants • Web-access (off-site, simultaneous users)	Con: • Cost • Not necessarily "do it yourself" • IT expertise required or expensive consultants • Company viability (out-of-business, start charging more) • More difficult to update records

Small-scale Proprietary (e.g. Delicious Library, Books for MAC OSX)

www.books.aetherial.net	
Pro: • Inexpensive • Library-like interface • Some members already use (e.g. Taku has Books) • Other organizations use (e.g. MJCCA – Manitoba) uses Delicious Library • Possible web-access (off-site use, simultaneous users) • Japanese capability • Copy cataloguing (get information from other libraries/bookstores)	Con: • Only for MAC computers • Company viability (out-of-business, start charging more) • Limits on items that can be entered
Small-scale Proprietary: expensive (e.g. ResourceMate3.0)	
Pro: • Relatively inexpensive (approx $500) • Looks like real library software • Many input fields (headings can be changed) • Copy cataloguing (get information from other libraries/bookstores) • Designed for small libraries (e.g. church) • Good support at present • Japanese possible	Con: • Company viability (out-of-business, start charging more) • Japanese capability requires some fiddling with computer settings and not consistent • Limited number of heading fields (but still lots)
Open-source OPAC / ILS (e.g. Koha, Evergreen)	
Pro: • Full ILS/OPAC (same as in big libraries) • Free • Good support community • Future expansion (consortia, web) • Used by many public libraries (BC system uses Evergreen) • Many samples and demos • Should support Japanese material • Format familiar to librarians • Copy cataloguing	Con: • More-than-basic IT knowledge required (e.g. needs PHP, apache, mysql download for server) • Linux-based (Windows install possible but might be a little tricky) • Designed for librarians so not intuititive for layperson

Recommendations:
1) Continue to add new items to the handwritten notebook until all items are transferred to a new system so there is at least one complete inventory.
2) Develop metadata standards (i.e. information need about items). The minimum is book number (ISBN), title, author but any additional information is useful (subjects, title translations). Japanese

title and authors should be in original Japanese, transcription (i.e. roma-ji), and an informal English translation

3) Pilot LibraryThing or LibraryThing for Libraries if available (see conventions below and in templates) BUT export to MS Excel often so data is backed up, easy to print, and possible to switch over to an MS Excel worksheet as a catalogue if LibraryThing is not adequate (to avoid wasted time). Sanae Ohki should be involved in the piloting for constant comparison to her MS Access database which may turn out to be more appropriate but will require modification. LibraryThing will require some modifications to adapt to EJCA but perhaps not as much as Access database would.

An EJCA library is set up in LibraryThing, www.librarything.com/catalog/EJCA that will allow up to 200 items for free (to add items use Login: EJCA password: Edmonton). See these for examples:

http://www.librarything.com/catalog/sulzberry (Japanese examples)

http://www.librarything.com/catalog/pridecentreedmonton (note: the creator and maintainer of this site is a library and cataloguing professional in Edmonton who has figured out many ways to adapt its use and is willing to share his knowledge).

4) Print out Excel version of catalogue as items are added to LibraryThing as not all users will be able to access an online catalogue. These printouts should reflect various criteria and be available in a binder labeled in Japanese and English (see CJCA example in appendix). For example, all Nikkei-related books, all hobby books, etc.

Equipment & Supplies

Although often neglected in planning, equipment and supplies are essential to a library (e.g. shelving, worktables, chairs, pens, computer printers, labels, tape, etc.) but often unique to each library and identified over time through experience. All materials must, however, be safe and durable.

The EJCA library is well-equipped at present for shelving and furniture. There is a work table in the middle of the room with several chairs. Shelving is built into the walls and quite adequate; the shelves are a little deep but this space as been cleverly expanded by stacking the now unused video collection as a raised shelf behind the front row of books to effectively double the space. Some of the shelves are quite high so a footstool is necessary. Other supply needs (e.g., pens, notebooks, paper) are minimal at present but still need to be purchased. There is and will be a requirement for printing so arrangements must be made to use the office computer and photocopier as needed.

Recommendations:
        Immediate:
- Book return box or slot outside the library. Ideal would be a slot from outside the centre into a secure room (e.g. office or library) so items could be returned at any time. However, a box will do for now.
- Vertical file cabinet for items that do not stand up (e.g. articles, brochures).
- Power bar with surge protector under middle table (there is only 1 outlet in the room).
- Footstool to reach higher shelves.
- Labelling material.

        Long-term:
- Space for patron bags and jackets.

- Rolling bookcart for items to be reshelved (it can be moved outside the library if space is needed).
- Bulletin board (whiteboard) outside library to show hours.
- Library stamp or bookplates to show to identify items as belonging to EJCA.
- Computer (or 2) with video watching and CD listening capabilities including headphones.
- Lockable shelves (e.g. glass doors) to protect items that are more valuable to library – requires permission or assistance to borrow).

Supply sources: stationary stores, Brodart (http://www.brodart.ca/default.ca.aspx), CarrMcLean.

Website / Print Presence

These days, a web presence is almost a requirement for any organization to communicate news, plans, and other details. Significant numbers of people, however, do not have access to the internet or would use it to learn about the EJCA library. In other words, a web presence AND a print presence are necessary to keep members up to date. Fortunately, the EJCA already has both options: a web site, a regular newsletter, and a shelf in the main area for brochures and pamphlets.

The types of information on a webpage or library brochure should describe the library location and collection, tell patrons how to access and use the collection, encourage participation, and provide links to resources that are not in the library but useful (and selectively chosen). The design of the website and pamphlets are important and should not be ignored in the long-term but making the information available sooner is more important than how it looks.

There are several options for where the library information can appear in the current webpage from creating its own main menu tab to creating a link within another tab. This decision will be based on the prominence desired for the library; remember that too much prominence may not be a good thing for a library still working out the kinks.

Recommendations:

1) Add library information to the EJCA website under the "Centre" tab which already includes information about the layout, access to, and use of the centre.

2) Guidelines and details about who maintains the website and how content will be edited by whom should be clarified.

3) The library information should probably be divided into 3 pages. One page will quickly become overwhelming and adding pages/moving information will be more work in the future. Suggested pages and information:

- Main Library Page:
  - Mission
  - Highlights and New Materials
  - Donations
  - Photos
  - Collection Description
  - Hours and Access
  - Volunteering
- Current Events Page:
  - Patron Submissions
- Resource Links Page:

• Reference: dictionaries, libraries, article databases	• Culture
• Language	• EJCA club specific

Budget

A budget is a plan that reflects the priorities of the organization; this is an important point to keep in mind because it is often forgotten. While the Vision, Mission, and Goals are statements of priorities, the budget is the real reflection of the priorities. Ideally, the two documents should line up with the budget clearly supporting the Vision. This is not always the case in many organizations as visioning is often done without real commitment and budgeting is done without real thought to what the budget says. No comment will be made here about the Visioning and Budgeting processed at the EJCA because it is outside the scope of the report but some general and specific comments can be made about the library.

The most useful tool for preparing a budget is the previous budget to give an idea of what was used in the previous year. This is impossible in this EJCA case because the library has been underutilized in past years so estimating what will be needed is very difficult; as the library (hopefully) expands, more resources may be needed. On the other hand, much of the resource needs for the library are time and effort rather than money. Importantly, few organizations budget for their real resource need: the time and effort of volunteers. In for-profit organizations, wages and salaries give some proxy of the human resource allocation but this not possible in a not-for-profit organization where there are no monetary payments.

Recommendations

1) Keeping in mind that a budget is a plan to achieve the Vision and Mission, the following "budget" attempts to identify the items needed to achieve the Mission of the library. This budget is purely speculative as there are no previous budgets to base it on and revamping the library will change everything. Costs were, hopefully, over-estimated (prepare for the worst and end up better) and some costs may be offset by in-kind donations and revisiting the Vision and Mission. None of these estimates should be taken too literally until several months (or a few years) of operation and budgeting give a better picture.

Item	Notes and Assumptions	Amount
Financial		
Computer (one time)	At least one computer should be available. It will mainly be used for cataloguing and circulation purposes although as the catalogue is available on-line, users may wish to search and use on-line resources. Given the small library space, uncertain open hours, and existing wireless network in the EJCA, a laptop may be most efficient since it can be used anywhere and used for other needs. A careful policy may be necessary to avoid conflict over which uses have priority.	**$2000**
Books (yearly)	Book prices vary widely but perhaps $30 per book incl. shipping would be a good start. There are 16 EJCA hosted groups so designate 3 books per group per year (50 books / year). This will of course vary.	$1500
Computer Replacement (yearly)	Computers wear out and become obsolete so setting aside money annually for replacement may be useful.	$500
Webhosting (yearly)	Possibly included in general EJCA budget?	$100
Printing and Photocopying	Assume $0.15 per page. With no previous data, this is impossible to estimate. At the very least, the catalogue needs to be printed	$300

(yearly)	occasionally for non-computer users. 5000 items with 30 per page would take 150 pages (another reason to keep the collection size down). Estimate 2000 pages per year.	
Supplies (yearly)	Labels, pens, paper, tape. Also difficult to estimate with no previous data.	$100
Equipment / Furniture (yearly)	Power bar and footstool immediately. Replacement of chairs and tables over time.	$100
Volunteer Appreciation (yearly)	Volunteers may not expect to be paid monetarily but it is essential to acknowledge their efforts and make their volunteering time pleasant. At least one recognition event yearly should be held and meetings should be supplied with tea if not simple snacks.	$200
Very, Very Rough Total		**$2000 + $2800 yearly**
Human Resource and In-kind		
Open/Close, Tidy, Replenish Check-out Supplies	Depends on access hours and could be done by the centre manager or designated person from EJCA clubs. Assume 15 mins per opening period and that library will be open 4 times a week.	4 hours a month
Reshelving	Depends completely on access hours and circulation but assume open 4 times per week and 10 items per week.	4 hours a month
Cataloguing	Depends on system chosen but assume 5 minutes per item including labelling and entering in system; 12 items per hour. Given there are a few hundred items (say 200) to recatalogue according to new scheme and in backlog, this might require 20 hours a month. Again, this is just a guess until experience shows otherwise.	20 hours a month
Marketing Library	Includes writing a blurb for the Moshi Moshi newsletter and webcontent.	4 hours a month
Assisting Users	Even a self-serve system will generate questions about using the library.	4 hours a month
Planning	The library needs ongoing commitment so main volunteers should meet bi-weekly for an hour or so. Total time commitment depends on how many members attend (assume 4 people for 1 hour biweekly).	8 hours a month
Rough Estimate of Volunteer Commitment		**44 hours monthly**

Sources and Resources

Sources of money and volunteers are constant challenges for not-for-profit association and often require much effort to find and to apply. The following is by no means complete but indicates sources that might be explored further.

Grants and Resources

- NAJC Cultural Development Fund
  - In 2005, the Manitoba Japanese Canadian Cultural Centre received a grant to purchase library software & a computer. They chose Delicious Library (requires a MAC computer) but indications are their efforts have stalled a little (see appendix).
- Japan Foundation http://www.jpf.go.jp/e/program/index.html
  - Purpose includes: "maintenance and development of harmonious foreign relationships with Japan, through deepening other nations' understanding of Japan"
  - There are many elements of their programs so making contact with the Toronto office (416-966-1600, info@jftor.org) as well as their representative in Edmonton (Shunko Muroya, shunko.muroya@gov.ab.ca) might be fruitful.
- Japanese Consulate in Calgary

Donations / In-kind / Volunteers

Another source of "funding" for libraries are donations and volunteering that make a cash budget stretch further. The EJCA library already has a tradition of donations of books and other library materials which, in fact, may be too successful; some limits might have to be implemented so the library does not become overstocked with duplicates and materials outside the mandate. Suggestions for donations other than cash might include: subscriptions to magazines or journals, computer equipment, furniture, supplies, etc. A list of items needed by the library should be posted on the website or in the library brochure. There is also a good tradition of volunteering but the numbers of volunteers needs to be increased. Other sources for volunteers might be high-school students needing volunteer hours for graduation, EJCA club members that may not be active members of the EJCA, and post-secondary students either from Japan or interested in Japanese studies.

Reccomendations:

1) Send letters to the NAJC, Japan Foundation, and the Japanese Consulate which outline the Vision and Mission of the EJCA library requesting information about possible support.

2) Create a list of library "needs" that can be posted on the web and in the centre (e.g. computer, magazine subscriptions).

3) Create a Library Committee / Club (as above) and invite people not usually tapped by the EJCA (high-schools with a volunteer requirement, student groups at the UofA or MacEwan representing Japanese exchange students or students in Japan studies).

Collaboration

Collaboration might be a way to overcome some challenges such as inconsistent volunteer commitment/expertise and access to powerful cataloguing systems. There are several groups the EJCA fits into (i.e. other Japanese Canadian Associations, other cultural associations in Edmonton) and there may be possibilities with public and academic libraries, as well. Other Japanese Canadian (or American) Associations face similar issues with cataloguing Japanese materials while all cultural organizations with libraries have to deal with bilingual materials, volunteer consistency, and technology challenges. The advantages to cooperating include sharing of expertise as well as some

insurance against the experts in one organization leaving – the connections elsewhere can help mitigate this. As to partnering with Academic or Public libraries, this might give access to powerful cataloguing systems and web hosting in return for helping them catalogue Japanese materials which they can not do at present. The issues, however, might include consortial fees and deciding what to do about requests from other libraries for EJCA materials.

Recommendations:
1) Explore cooperation with other Japanese Canadian Associations (e.g. Calgary, Manitoba, Japanese Canadian National Museum have expressed interest).
2) Explore exchange with Edmonton Public Library or Academic library. EJCA can provide some language expertise in return for use of catalogue space.

Conclusion

This report has highlighted many facets of organizing a library and it should be clear that it is no easy task. There is no right way to organize a library that will last forever. In fact, libraries are organic entities in constant flux; volunteers come and go, services are used and ignored, and new ideas are constantly floated. For a library in an organization such as the EJCA to be useful, it must constantly evolve to meet the needs both of the volunteers (to keep them committed) and the users. For this reason, only a few immediate recommendations are given accompanied by a long list of additional recommendations. The immediate recommendations are designed to set the stage for determining the value of the EJCA and, thus, how much effort to expend on it. Of course, there is great feedback between the supply and demand of services; demand may go up in response to supply as much as vice versa. Essentially, then the immediate actions of the EJCA with respect to the library should be to:

1. Improve Access Immediately
2. Form a Library Committee or Library Study Club that will
        3. Draft Vision, Mission, Goals document and interim Library Policies and Procedures
        4. Choose and Implement an Appropriate Catalogue / Circulation System

Above all, this should be accomplished with the three principles of organic (or internal) drivers, incrementalism, and sustainability constantly in mind so the library will reflect the needs of the community without overtaxing volunteer willingness and can be maintained despite the constant flux of members, technology, and resources.

Appendices and Sample Templates

Appendices

Surveys and Conversations

Paper copies (English and Japanese) at Heritage Days tent and on table in entrance of EJCA. Moshi Moshi newsletter (July-August 2008) in English and Japanese – slightly different wording but same questions. 9 responses received.

EJCA Library Survey (2008)

Did you know the EJCA has a cozy little library?
Japanese paperback novels, current events videos, English books about Japan, dictionaries, language texts, and many surprises.
Most were donated by generous members and are tended by dedicated volunteers.

We would love your ideas and input to improve the library for all EJCA members.
Answer any (or all) the questions below or just tell us your thoughts.
All ideas are welcome (*even if they can't all be implemented*)!

You can leave paper copies at the EJCA office, email David Sulz (sulz@ualberta.ca), or share your thoughts with him in person.

(use the back or a separate sheet, if necessary)

1) What should be the **purpose** of the EJCA library?

2) Have you used the library? Why or why not?

3) What would you like to see in the library (e.g. types of information, equipment, topics, etc)?

4) Are you interested in English or Japanese materials?

5) Do you have any suggestions about:

       a: open hours

       b: ways of organizing the library to make finding easier

       c: ways to sign-out and return books

6) Tell us a little about yourself and your connection to the EJCA. For example, what clubs do you belong to, what events do you attend, how often do you visit the EJCA Community Centre?

7) Any other ideas or opinions?

Finally, if you are interested in being more involved in the library, how can we contact you?

IMPORTANT: your answers and ideas may be used in many ways (e.g. reports, presentations, articles) but any PERSONAL INFORMATION you include WILL NOT BE DISCLOSED!

Responses
1) What should be the **<u>purpose</u>** of the EJCA library?
  "Holding books in Japanese for reference, and DVD's; lending these as well."
  "Select books in English on Japan"
  "Lend out books and videos in Japanese language" (trans from Jp)
  "So Japanese people in Canada can read Japanese language material"
  "For Canadians to learn about Japan"
  "Education and casual reading"
  "to help find correct information on the culture's past and present"
  "a place to read and chat"
  "for the members to obtain information about Japan, Japanese Canadians and other similar
 groups of people of Japanese ancestry"
  "make the library as a resource centre by adding one computer so that members can access
information resources through website and also can search books other facilities own while they are
at the library"

2) Have you used the library? Why or why not?
  "Yes, source of English language material on Japan"
  "No" (8)
  "did not know it was there"
  "I wasn't aware of it"
  "did not know it was open to the public"
  "I was new"
  "because it is always closed" (trans from Jp)
  "I have borrowed some books in the past. However, since there is no classification, it was not
effective to find the type of books I was looking for."

3) What would you like to see in the library (e.g. types of information, equipment, topics, etc)?
  "Historical/cultural stuff, natural history of Japan"
  "Japanese *manga*"
  "JSL material" (i.e. Japanese as Second Language) (2)
  "videos on culture"
  "kendo material"
  "History books, pop culture novels from Japanese authors translated"
  "DVDs on different historical events, martial arts, food and how to cook Japanese food,
maybe magazines, manga"
  "samurai and manga books - blade of the immortal"
  "some presentation of Japanese books such as the color, the cover, font size etc."
  "collect as many books describing the history of Japanese Canadians as possible. There are
many books written in English about the life of Japanese Canadians, including the difficult time
during and after WWII. There are also many fictions, again written, based on real stories, in English
about the life of Japanese Canadians."

4) Are you interested in English or Japanese materials?
  "English for now" (3)
  "Japanese" (2)
  "English and language books which teach Japanese"
  "Both"
  "I am fluently bilingual … interested in any book written in either language"

"The language of majority of permanent members is English. Therefore, most of the books should be in English."

5) Do you have any suggestions about:

a: open hours

"something regular according to librarian"
"weekends, consistent"
"evenings and weekends" (3)
"one late night weekday and all day Saturday"
"12:00-4:00"
"It would be nice to be able to go to the library in the evenings but this may not be practical due to labour cost."

b: ways of organizing the library to make finding easier

"use a standard library system?"
"自己申告 (じこしんこく)" – self-serve?
"by subject (travel, learning, etc)"
"fine to just browse shelves"
"use a computer to search by author"
"computer"
"by topic"
"by subject (culture, L/A, martial arts)"
"dewey decimal system"
"most important task is to catalogue books so that we can focus on the type of books we are looking for."

c: ways to sign-out and return books

"self-serve or by librarian"
"able to return items anytime" (trans from Jp)
"keep for at least 3 weeks, need to borrow not just read in library"
"take stuff out"
"cards for library users – their cards in slots – sign in/out"
"bar codes?"

7) Tell us a little about yourself and your connection to the EJCA. For example, what clubs do you belong to, what events do you attend, how often do you visit the EJCA Community Centre?

"karate club, attend many events, visit frequently"
"belong to kendo club" (2)
"I am in the kendo club every 2 and 4 Friday"
"EKNC member" (Edmonton Kendo and Naginata Club) (2)
"Edmonton Naginata club, I am not a senior member yet so I come by very little"
"EJCA member"

8) Any other ideas or opinions?

"I think it should be a reference library, not a popular literature library"
"Publish new addition titles in Moshi Moshi"
"More media coverage supporting your events"
"library has been used, at least partially, as a dumping place for books written in Japanese. There is no set standard for accepting books. How to select 'good' books out of many books which are

donated, or dumped, to the centre. There are books worth keeping as EJCA library books and there are some which are not worth keeping."

Resources (Contacts, Volunteers, Information)

Potential Volunteers and Club Members
- John Priegert, EJCA centre manager
- Lavana@hotmail.com (from survey, full name not known)
- Mitchellb1993@hotmail.com (from survey, full name not known)
- Jody Crilly, Librarian with Edmonton Public Library and member of Kita-no-Taiko
- Tom and Taku (Japanese students at UofA)
- Club members, high-school students needing volunteer hours

Potential Collaborators:
- Japanese Canadian National Museum
  - Tim Savage, Nichola Ogiwara
- CJCA (Calgary)
  - Ruth Nagata (friend of Cathy Tennant and Edie Nagata) 403-276-1604
  - Tomoko Button
- MJCCC (Manitoba Japanese Canadian Cultural Centre)
  - Theresa Oye (board member and library volunteer)

Advisors:
- Louis Chor: Asian Librarian, UofA
- Aubri Keleman: Whatcom County Library System
  - She did a project at UBC library school on "Creation and Organization of a Small Non-Profit Environmental Library" and provided much background information for this report.
- Ken Gariepy: Chair of CLA Advisory Committee on Intellectual Freedom, and PhD Candidate/Dept. of Ed. Policy Studies, and Sessional Instructor/School of Library & Info. Studies
  - Maintains Pride Centre of Edmonton library and its site on LibraryThing. He has many good ideas about small libraries and work-arounds.
- Rosanne Prinsen: Resource Coordinator, Alberta Centre for Active Living
  - ACAL has a well-organised small library based on self-serve and a customized web-based catalogue. She provided great information for this report as did her colleague Maria Tan.

Materials and Equipment
- Library furniture - Brodart (http://www.brodart.ca/default.ca.aspx), Carr McLean.
- Books, etc:
  - Sophia Books (Vancouver)
  - Nikkei Books (Jennifer Hashimoto, Toronto)

Similar Library Communications

Several smaller libraries with both Japanese and English collections were identified and contacted in the hopes that other libraries had solved many of the issues that face the EJCA library. Unfortunately, no perfect models came up but much useful information was provided by several

library representatives. Much of the information is included throughout this report but here are more complete details of the various contacts.

The following questions were sent by email to the Calgary Japanese Community Association (CJCA), Manitoba Japanese Canadian Cultural Centre (MJCCC), Japanese Canadian National Museum (JCNM), and the Japan Foundation Library in Toronto.

1) Catalogue:
   a) How do you keep track of your items?
   b) Do you catalogue your books in Japanese and English?
   c) For Japanese items, do you use the original title and/or phonetic (kana) and/or romaji and/or a translation into English?
   d) If you use software to keep track, what do you use?
   e) Do you plan on making your catalogue web accessible?
2) Borrowing:
   a) How do users sign-out items: is it honour-back, self-serve, or is circulation tracked somehow?
3) Administration:
   a) Who looks after library matters?
   b) Is there a library club/committee or a designated person?
4) Staffing:
   a) Is there someone in the library when it is open or is it self-serve?
   b) If it is staffed, is it volunteer or paid?
5) Open hours:
   a) Regular hours and/or by special arrangement?
6) Users:
   a) Who are the main users? Are Japanese or English materials more popular?

The first three provided very informative answers; minimally edited versions of these answers are given below along with brief descriptions take from their websites.

Calgary Japanese Community Association (CJCA)
URL: www3.telus.net/public/cjca/regular.html
Contact email: cjcamain@shaw.ca

Website description:
We have obtained many new Japanese books and DVDs over the Summer. Our library is now open on Monday, Tuesday, Thursday, and Friday from 10:00am to 3:00pm. NJCA (New Japanese Canadian Association) also opens the library on the first Saturday every month from 1:00pm to 4:00pm. (http:// ; 22 September 2008)

Information from Tomoko Button, NJCA librarian
I am a lead library volunteer for NJCA (New Japanese Canadian Association). I handle all Japanese items. We have a small library in Calgary Nikkei Centre. And, there are 2 separated sections in the library. One is run by KOTOBUKI-KAI. Most of their books are in English related to Japanese cultures. They don't read Japanese. And, I organize Japanese books and DVD in Japanese. I have run my side of library for 5 years now. But, I never worked with English-Japanese book shelf before.

Right now, I don't have much time for volunteering in the library for full operation. So, I come in once in a while to weed the books and process the spine label and book pocket for new and old materials. At the NJCA meeting we talk about putting a barcode system for the library. But, it

costs a lot and the library isn't active that frequent. So, the old pocket card system works just fine there at the moment.

Once, I made the spine label in Roma-Ji. That was a mistake! We discussed in NJCA meeting that only people who can read in Japanese sign out Japanese books. So, we had to change all spine label in HIRAGANA order. I made 2 kind of spine labels. One is for Hard cover book (*Tanko-Bon*) and the other is paperback book (*Bunko-Bon*).

I want to make a catalog for the books we have. But, I don't have time for making it so far.

Sign-out: The borrower has to write their full name on a bookcard. If they are not the member of the association, they need to write their information on a notebook including their friend and host family.

Open hours: The library opens during weekday while the centre administrator is in. For the weekend, every first Saturday and third Sunday opens.

Getting materials: Most of the Japanese books there are donated by the centre users. About 2 years ago, I started buying Japanese DVD from Japan.(that means the region code is different than the North American DVDs). I am buying the one with English subtitle if it's available. But, not all of them are available in English title. Also, NJCA let me purchased the DVD player which plays Japanese region DVD. In fact, the DVD player is very cheap ones from Super Store! The box doesn't say that it plays Japanese DVD, but it plays anyway. I buy books too if there is a specific request for it. The book budget comes for CJCA, the mother association's account.

Searching: The users just search on the shelf right now. I have a written DVD catalog in the library. But, the collections aren't very big yet. For books, I would like to have a catalog in a near future. Then, I would only catalog by authors, not a subject. Japanese book shelf doesn't have much of varieties. Most of them are novels.

Administration: There is a centre administrator working during a weekday.   She opens the library during the operation hours. She helps the library users who need help. If she doesn't know what to do, she makes a contact to appropriate personnel. Usually, the users who come in regularly for the library know how to sign out the books.

Information from Ruth Nagata

See the layout of our info (from Tom Uyeno) that we have inputted on Excel. It is a composite and sort of self explanatory but with 8 people categorizing and 3 people inputting it did get a bit problematic so I created another file in Column F I think and put C for cooking, K for craft, J for Japanese, N for Nikkei and so on and called up a report as shown in the files you got from Tom and people are encouraged to use these GUIDES to find the books on those subjects. And when we didn't have a spot we put it in M- miscellaneous.

You will see there is a number of 1,1J,1X; our previous person had several sets of numbers and we carried forward most of this numbering scheme. At some point, new books started again at 1 (rather than continuing from 353) and we got all the way up to 254. We ended up solving this by putting "x" on those book numbers. We decided not to start all over again but will at another date - maybe.

So in our library we have our books by number which might not work for you with 8000 as we didn't warrant the dewey decimal system with only 500+ and a few Japanese books. The "new Japanese" have a library within our Centre library and I think they have done theirs by author (1000) and all our books will be barcoded.

We have G books which we received from a University in Japan that are listed separately from before (and on another list). Our videos (and a few English books) are looked after by our previous volunteer Jim and that needs upgrading too. These are not in the computer.

For the Japanese books within our English book section, these were translated to Romaji and, using an English-to-Japanese program, put these in Hiragana when words could be translated and Katakana when they couldn't be.

We use the card system to check our books and they are signed out. When we went to find all the books that were signed out, many of the people were gone (i.e. we couldn't reach them) or had misplaced the books. The missing books were mostly cookbooks and are probably filed amongst their recipe books. The fact that I can't speak Japanese is a problem and we have decided that we can only phone people with missing books once or twice. Most of the books are out with our *ijusha* (i.e. new immigrants) married to Caucasian-named people and they are not necessarily involved with our Seniors' group (they're young people).

I was assigned to the library with Tom but he is now president of CJCA and my job is volunteer. We do have a manager who works from 10:00 - 3:00 M/T/T/F and the seniors do Wednesday. We haven't been able to get the seniors to use the library because they didn't know how to find a book as they were just on the shelf in no order; but the numbering and guides are helping. I look after ordering books if requested but have people just go and buy the books and give us receipts which fall under AGLC/ funding.

Tomoko Bird (I think [maybe Button]) looks after the Japanese library and has gone through the whole works (mostly paperbacks) and categorized all the Japanese only library books. They are more used at this point than ours.

We do need some education and push on the library books as we have some new and wonderful books. We are thinking of listing the new books in the CJCA newsletter which comes out quarterly. I would like to do more but seem to run our of time with my volunteer work.

One of the things that will happen (when we are not treading on toes) is going to be a purging of books. We did some and just deleted the numbers rather than reassign numbers. I said we should leave those numbers open which were probably 30 but we were exhausted by then and didn't feel we had the time to have a blank line. From here on I am inputting/or suppose to be all the new purchases.

Our library does look a lot better as we put numbers on the spine (visible) to coincide with the Excel guides. It was a long hot summer but satisfying. I came from library work and Jim asked for help with all these new books and that's how I got involved. He said he had asked 5 people over the last 5 years with no luck, so with a lot of help and good friends we tackled it. Yours will be a greater challenge unless there is a system in place.

Cropped Samples of CJCA catalogue (in MS Excel spreadsheet)
Note: full versions (PDF) are available for Combined List, Arts and Poetry, Crafts, Fiction, Japan, Japanese Language, Nikkei, Religion, and Miscellaneous. See CD-ROM.

Section of "Combined List" spreadsheet:

NO.	SUB NO.	TITLE	NIHONGO TITLE	AUTHOR	CAT.	LANG. E=Eng J=Jpn C=Child O/S	SYNOPSIS	
1		THE ADVENTURE OF MOMOTARO		SATTA I/ MCCARTHY RF	F	E;C	Fairy tale adventure	
1	X	Modern Japanese fiction and its traditions		Reimer JT	N/F	E	WRITING OF FICTION	A
1	J	Alice no kuni no fushigina oryori	アリスのくにのふしぎなおりょうり	Kaitaka M	N/F	J	Cooking	K
2		CLICK-CLACK MOUNTAIN		KOKKAN O/ MCCARTHY R	F	E;C	Fairy tale adventure	
2	X	Zen and creative management		Low A	N/F	E	Management style	R
2	J	Otoko nakase no ippin ryori	おとこなかせのいっぴんりょうり	Ikenaki S	N/F	J	Cooking	K

Section of list of "Nikkei" (i.e., Japanese-Canadian) materials:

NO.	SUB NO.	TITLE	AUTHOR	CATEGORY	LANG. E=Eng J=Jpn C=Child O/S	SYNOPSIS	
16	1	SPIRIT OF REDRESS	KOBAYASHI E/ MIKI R	NF	E	Injustices of Nikkei in 1940s	N
	2	SPIRIT OF REDRESS	KOBAYASHI E/ MIKI R	NF	E	Injustices of Nikkei in 1940s	N
	3	SPIRIT OF REDRESS	KOBAYASHI E/ MIKI R	NF	E	Injustices of Nikkei in 1940s	N
22	X	Infamy	Toyland J	N/F	E	Pearl Harbor and its aftermath	N
25	1	THE BUSY YEAR	HAYASHI-STEVENS JACQUEEN	Documentary	E,J	First JC conference on aging	N
25	3	THE BUSY YEAR	HAYASHI-STEVENS JACQUEEN	Documentary	E,J	First JC conference on aging	N
26		DEMOCRACY BETRAYED	NAJC	Nikkei	E	Canadian Nikkei history	N
28		HOME COMING '92 - WHERE THE HEART IS	ENOMOTO R	NF/D	E,J	NAJC Conference. 1992 homecoming	N
29		URAGIRARETA MINSYU SYUGI	NAJC		J		N
29		URAGIRARETA MINSYU SYUGI	NAJC		J		N
52		HARVEST SON	MATSUMOTO DM	NF	E	American roots	N
55		CANADIAN SANSEI	MAKABE TOMOKO	NF	E	3rd generation viewpoint	N

Manitoba Japanese Canadian Cultural Centre:
URL: www.mjccc.org/library.html
Contact email: mjccc@mts.net

Website Description:
　　The MJCCC has an extensive library which is the only one in Winnipeg that focuses exclusively on Japan and the Japanese Canadian experience. Our accessible library hosts a collection of audio and videotapes, books, periodicals, newspapers and CDs."

Note: The MJCCC received a NAJC Cultural Development Fund in 2005 for the purchase of library software & computer

Information from Theresa Oye (MJCCC executive and has worked in the library for several years)

We have a small team of 4 volunteers (3 are on the MJCCC Board and one member at large) who work on cataloguing the books and shelving the borrowed books.

Members who express interest in borrowing books are shown how to fill out the borrowing form and everything is self service. Returned books and videos are placed in a Returns Basket and one of the committee checks the borrowing forms and reshelves.

Most of our books, both Japanese and English have been donated. We have purchased a few books for our collection from Jennifer Hashimoto of Nikkei Books in Toronto.

Because we have had so many books given to us from members and from Winnipeggers in general, we have become selective in what we keep. Our English collection consists of fiction by Japanese, JC, and JA authors. We are currently trying to weed out novels by other authors that are easily found in public libraries. We also have books on Japanese crafts such as origami, sport, history, JC history, language, art, culture, cook books, and Japanese/English dictionaries.

Our Japanese collection is mainly fiction.

We have quite a few VHS tapes that have been copied from Japanese TV and we have VHS and DVD from the Consul General's office called Japan Video Topics which are popular with teachers.

Our collection is housed in a software program called Delicious Library. The English books are catalogued according to the Dewy Decimal system. The person who set up the program has suggested that we can make our catalogue web accessible, however, we have not discussed the logistics of this.

I have asked Mitsuko to explain how the Japanese books are catalogued.

The primary users of the Japanese books are newcomers from Japan, mostly young Japanese women. The VHS tapes are borrowed by older JC' and the newcomers and their children. Language school students borrow the language books and children's books in Japanese for practice in reading.

The library is not extensively used even though we have a good collection of fiction novels. There certainly are challenges in housing a library in a small area. One of our biggest challenges is deciding which books to keep. No one likes to throw out books and somehow all Japanese books end up at our Centre. We do not have many members who can read Japanese nor do we have the space, so it does not make sense to keep all that is given to us.

Further information from follow-up email

It's taken us a long time to get the library organized. It has been a lot of work. We had a couple of librarians get us started with Delicious Library and they figured out the cataloguing system which works OK for us. Like many places, we have all sorts of ideas of what would be great but not sure if the interest among members is really there to make it worthwhile. Our library is not widely used, however, the people who do borrow books and videos, do appreciate what we have. If we decided not to keep the library, I am sure that members would be disappointed.

Q: Do you have just one computer with the catalogue on it or is there a way to link a few computers to your Delicious Library even if it isn't on the web?

A: We have just one computer. I don't know if there is a way to link computers. Unfortunately, our library expert has no time to help us. He has said he would come over, but has not been to the library in about a year.

Q: Do people actually search for books on the computer or, because the collection is small, do they just browse the shelf?

A: Mostly browse the shelf. If one of the volunteers or Kelly, the Centre administrator is around, we will try to search for the book in the database.

Appendices and Sample Templates   35

Q: In other words, is Delicious Library mainly used as an inventory and to keep track of where borrowed books are or is it used to search too?

A: Mostly inventory, but see above.

Q: If it's used to search, do you have books listed both in Japanese (kanji/kana) and English? Are individual books listed both with Japanese information and English information or are the two languages kept separate?

A: Cataloguing is done in both English and Japanese. You are able to shift between languages in Delicious Library.

Japanese Canadian National Museum (Burnaby, BC).
URL: http://www.jcnm.ca/
Contact email: jcnm@nikkeiplace.org

Web Description:

The Japanese Canadian National Museum maintains a small reference library of books related to Japanese Canadian and Japanese American history. The following is a listing of the books currently held as part of the reference library [alphabetical list of books shown but no catalogue online]. Descriptions of some of the archival materials held at the Japanese Canadian National Museum are available online as part of the BC Archival Union List. To access these online descriptions, go to the BC Archival Union List.

Information from Tim Savage (Interim Manager Curator)

This is a question we have received from time to time -- the Montreal JCCC also enquired a few years ago with a similar request. I think your suggestion to pool information and techniques is a good one to share the knowledge. It would be great to be able to organize with some of the people who are most expert on this - Reiko Tagami when she was here did quite a bit of work with cataloguing book materials, and there are some highly experienced members of the community in Canada who would be great to tap for ideas about procedures, software, etc. Perhaps we could come together to network with a small advisory group to get started on addressing the need you have raised. This would be an ideal NAJC request for the next grant funds intake in March. With a handful of partnering communities, and some we might be able to do some good work."

Japan Foundation Toronto Library
URL: www.jftor.org/library
Contact Email: library@jftor.org

Note: the JFTOR website is incredibly complete so the following is just a summary of the information most relevant to the EJCA library project. Nobody has responded to my email.

Web Description:

The Japan Foundation Toronto Library is a public-lending library for anyone interested in Japan and Japanese culture. It maintains a collection of 14,000 Japan-related print and audiovisual materials in English, Japanese and French, emphasising language study, art, literature, history and culture. Visitors are welcome to study in the library or watch a film at one of the 4 viewing stations."

Open Hours: MTWF (11:30 - 4:30), Th (2:00-7:00), Sat (12:00-5:00)
Collection:
- Japan-related books in English, Japanese and French on art, culture, design, language, literature, history, sociology, politics, law, and geography
- Daily newspapers, popular magazines and academic journals

- Reference materials, including Japanese-language dictionaries, bilingual dictionaries, dictionaries of contemporary Japanese language usage, specialised dictionaries, encyclopaedias, various directories, atlases, etc.
- Japanese-language study and teaching materials (cassettes, VHS, DVDs and CD-ROMs)
- Feature films, anime, performing arts programs and documentaries (VHS, DVD, laser disc)
- Music recordings by Japanese composers and performers (cassettes and CDs)
- Japan Foundation publications
- Online databases

Services:
- Reference inquiry services
- Interlibrary loans within Canada
- Mailing to out-of-town patrons
- On-Line Public Access Catalogue (OPAC) computer terminals for quick searches of bibliographic information
- Audio-Visual booths and Internet/ CD-ROM station
- Workstation with Word, Excel, and Power Point XP (English & Japanese)
- Photocopier

Borrowing: Books and Audio (3 weeks), Video (1 week)

Book Return Box: after-hours box outside the library (books only)

Renewals & Overdue: one renewal allowed by phone or in-person (if no fines or holds). Fines are 20 cents per day per item (not incl. weekends and holidays). Patrons with fines cannot borrow more materials.

Replacement Cost: lost or damaged items are charged at actual cost plus $10 handling charge.

Maui Public Library (Wailuku branch)
Information from Glenda Berry (Librarian)

This branch has a few hundred Japanese books (mostly donated) although they are not catalogued or entered into system because there is no consistently available person to do so (i.e. who can work in both English and Japanese. Books are lent on an honour-back basis so there is no check out nor record of who has which Japanese books)

Banff Public Library
Information from Tanya (public librarian reference desk)

This library has a few hundred Japanese books (mostly donated) but they not catalogued nor entered into system because as no consistently available person can work in both languages. Books are lent on an honour-back basis (no records of who has book) but patrons bring Japanese books to counter where they are stamped with a due date. Patrons are unaware that these are lent on an honour-back system and the library doesn't have records. know who has what Japanese books.

They have other foreign language books. French books are catalogued and searchable in the computer system but only in French; there is no cross-referencing to English. Other languages are miscellaneous collections ordered from a supplier (e.g. "send us 25 Portuguese books").

Banff does not charge overdue fines in the belief (borne out by experience) that this makes people more honest. Interestingly, the library does collect enough patron information to enlist a collections agency to get reimbursement for expensive books that have disappeared.

Banff is an independent library (no consortium or regional connections) and uses the L4U catalogue system from developed and based in Kelowna, BC.

Other: North America Japanese Associations

Websites for several Japanese associations in North America likely to have a similar profile to the EJCA (i.e. not major academic institution libraries) looked promising but did not have any obvious evidence of a library or reading room. They may, in fact, have libraries and direct contact may be desirable in the future although it will be time consuming.

- Japanese American Association of New York (www.jaany.org/historyen.htm)
- Nippon Club, New York (nipponclub.org/ncdirectory/index.php)
- Japan Society, New York (www.japansociety.org)
- Japanese American Association of Northern California (www.nichibeikai.org/index.html)
- Japanese Americans Citizens League (JACL), various chapters (www.jacl.org)
- Nikkei Federation (www.nikkeifederation.org/index.html)
- Long Beach Japanese Cultural Center
  (www.nikkeifederation.org/commcenters/longbeach.html)
    Their mission is to collect, document and establish an archives library of historical artifacts, data, visual images and an oral history of the Japanese American experience in the Long Beach and surrounding areas to serve as a unique educational resource BUT there is no mention of a library.

Other: Edmonton Cultural Associations

Another source of information and cooperation might be other Cultural Associations in Edmonton. Perhaps there is potential for various cultural organizations to form a consortium that shares an online catalogue and expertise in cataloguing foreign language materials. At the least, they likely have similar issues so knowledge sharing and mutual visits might be useful.

German Canadian Cultural Association (http://www.gcca.ca/Videothek/index_e.htm)
   Library hours: W (19:00-21:00), Sat (13:00-15:00). Closed in July and August. Recently, however, the Wednesday time has been cancelled due to low attendance.
   Book Return (after hours): clearly marked drop off mail slot at main entrance
   DVDs: may be rented at the GCCA library for a fee and security deposit. Multiregion DVD player is required and can be rented from the library.
   Catalogue: There is a word document list of movies linked from the website but nothing for books.
   New books: website has some information about new books in the library.
   Other events: monthly showing of German movies (there is a note on the website that not many people are attending, however).

Other: Misellaneous

Alberta Centre for Active Living (ACAL)
   URL: http://www.centre4activeliving.ca/library/index.html
   Contact email: active.living@ualberta.ca

   Web Description:
      The centre's library carries a wide range of resources on physical activity, active living, chronic disease prevention, benefits of recreation, health promotion, population health, health determinants, nutrition, heart health, older adults, and workplace wellness.

   Information from Rosanne Prinsen and Maria Tan:

ACAL's library is organized by a custom classification. There are a few broad categories (e.g. Health/Well-being, Physical Activity) divided into smaller subjects (e.. community health, chronic diseas) then books are arranged alphabetically. Each broad category is assigned a colour so each item gets a coloured dot on the spine to indicate category. The smaller subjects are identified by shelf dividers with the topic printed on the outside. Each book also gets a label on the front lower left with topic, subject, and title information. There is also a vertical file organized by the same categories for photocopied articles and such that do not stand on their own. Patrons borrow by self-checkout forms (used as model for EJCA forms below). The catalogue is web-based on a custom page and database; it is user friendly both for patrons and staff but the technology requirements to maintain it are high and depend on an outside company.

Pride Centre Edmonton
URL: www.librarything.com/catalog/pridecentreedmonton

Information from Ken Gariepy:
Although the library is not noted on the website, it is available to members at their centre. Ken has been working on putting the catalogue online but they do not lend to outside members so there is no need to link from the website (or it just hasn't been done yet). The library is very similar to the EJCA situation so their adaptation of LibraryThing is very useful.

Articles and Updates

EJCA Library Update (written for Sept. 2008 Moshi Moshi newsletter but held back pending completion of this report)

Many things we take for granted when we visit a good library or bookstore actually require a great deal of behind-the-scenes effort and collaboration. Here are a few thoughts about library challenges especially for the EJCA.

Two public libraries I visited (not in Edmonton, by the way) with fairly extensive collections of Japanese materials operated on an "honour back" basis. That is, there is no record of their Japanese books anywhere nor who borrows them – they just stamp the due date and trust they will be returned. Candid librarians explained there are two reasons for this: many come from unsolicited donations (i.e. they aren't chosen to match users' needs) and cataloguing foreign language items require a high-degree of language ability especially if the alphabet is not roman-style. Japanese is particularly tricky because of the kanji-kana mix and the variety of possible readings. UBC library has a fairly good system where you can search with either language and some results have titles/authors/subjects in kanji-kana AND kana AND romaji AND sometimes translated into English, too. Try searching "nihon" at http://www.library.ubc.ca and look at some of the results.

There are many computer programs for organizing libraries from small-scale personal collections to massive collections with cost from free to tens of thousands of dollars. But, even the "free" ones have costs. Some only allow a certain number of free entries (e.g. 200) or a limited trial period before costs kick in. Others store data on their web server but if they go out of business or suddenly start charging, all your data is trapped. Still others have unique designs that require more time to learn and your new skills cannot be used with another program. Finally, most very powerful ones require a high-degree of computer savvy to keep them running.

Even the smallest libraries usually have some sort of consistent access time. For example, church libraries can count on at least one convenient time a week for most users and company libraries have business hours when people are around. Some have self-checkout terminals with barcodes but this actually requires knowledgeable people close at hand; even self-checkouts at the grocery or hardware store have staff pretty close at hand.

So, what can the EJCA do when there are no common times when users visit, the building is rented to outside groups, the materials are in Japanese and English, we can not count on computer experts being always available, members have a variety of language abilities, and donations (while always appreciated) might not fit the members needs?

Classification Schemes (Nippon Decimal, Dewey Decimal, Library of Congress)

This table outlines the main categories of the Nippon Decimal, Dewey Decimal, and Library of Congress Cataloguing systems with some sub-categories potential most relevant to the EJCA library included. As should be obvious, these categories would not necessarily be easy to apply to the EJCA library and thus a custom system is recommended.

Nippon Decimal	Dewey Decimal	Library of Congress
10 Main Categories	10 Main Categories	21 Main Categories
000 General	000 – General Knowledge (incl.	A General Works
030 Encyclopaedias	information, computers)	B Philosophy, Psychology,
040 General collected essays	030 Encyclopaedias	and Religion
090 Local collections	090 Local collections	C Auxiliary Sciences of
100 Philosophy	100 – Philosophy and psychology	History
120 Oriental philosophy	180 Ancient, medieval & eastern	D General History
160 Religion	190 Modern western	E History of America
200 History	200 – Religion	F History of the United
210 History of Japan	300 – Social sciences	States and British, Dutch,
220 History of Asia / Orient	320 Political science	French, and Latin
230 History of Europe / West	360 Social problems & services	America
250 History of North America	370 Education	G Geography,
290 Geography, Travel	390 Customs, etiquette & folklore	Anthropology, and
	400 – Languages	Recreation
300 Social sciences	420 English	H Social Sciences
310 Politics	490 Other languages	J Political Science
360 Sociology	* no Japanese	K Law
370 Education	500 – Science and Mathematics	L Education
380 Custom, Folklore,	600 – Tech & applied science	M Music
Ethnology	640 Home & family management	N Fine Arts
400 Natural sciences	650 Management & public	P Language and Literature
500 Tech and engineering	relations	Q Science
520 Architecture	690 Building & construction	R Medicine
590 Domestic arts and sciences	700 – Arts and recreation	S Agriculture
600 Industry and commerce	710 Landscaping	T Technology
600 Industry and Commerce	720 Architecture	U Military Science
610 Agriculture	730 Sculpture, ceramics &	V Naval Science

680 Transportation & Traffic
700 Arts
  710 Plastic arts (sculpture)
  720 Painting & Calligraphy
  740 Photography & Printing
  750 Craft
  760 Music & Dance
  770 Theatre, Motion Pictures
  780 Sports, Physical Education
  790 Recreation, Amusements
800 Language
  810 Japanese
  830 English
900 Literature
  910 Japanese literature
  930 English literature
	metalwork
	  740 Drawing & decorative arts
	  750 Painting
	  760 Graphic arts
	  770 Photo & computer art
	  780 Music
	  790 Sports, games &
	    entertainment
	800 – Literature
	  810 American literature
	  820 English Lit
	  890 Other literatures
	900 – History, geography,
	    biography
	  910 Geography & travel
	  920 Biography & genealogy
	  950 History of Asia
	  970 History of North America
		Z Bibliography, Library
		  Science, and General
		  Information Resources

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This list of articles was indirectly useful for this report but interesting nonetheless. If copies of these articles are of interest, please let me know and I will obtain them for the EJCA library.

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Sample Templates

The following pages contain draft templates that can be customized and photocopied as needed. They can be copied to other software and adapted as needed.

Library Thing Catalogue Procedures

The EJCA LibraryThing account is: www.librarything.com
Login is EJCA, Password is edmonton

Entering information in LibraryThing

EJCA Field	LT Field	Workaround / Standard	Notes:
Title (all 3 forms)	Title	Enter as Japanese / roma-ji / English e.g., 江戸年中行事図聚 / edo nenchu gyouji zu juu / trans: Yearly Events in Edo Illustrated	Able to search any word in title in any of three forms
Catalogue #	Dewey #	Enter as Category – Number – Volume e.g., A-123-1	search for all items in a category (e.g., search "dewey: A"
ISBN	ISBN		
Author (2 forms)	Author	Enter as Japanese (English). e.g. 三谷 (mitani), 一馬 (kozuma)	Search for any form of author name
Status	Comments	e.g. On-shelf, Due dd mmm yy, Missing, Ordered	Set to "disallow comment" in options so users can't change
Subjects	Tags	Must create standard list of subject tags	Can view all tags used in collection.
Language	Language		
Format	Tags	Create Standard list of format tags (perhaps also all upper case to distinguish in list)	
Borrower Info	Private Comments	Enter borrower name and contact info (or member number if greater security is desired)	Not supposed to be visible to regular users.

Borrowing Form

EJCA Library - Borrowing Form

note: borrowers are responsible for replacement cost of unreturned items

Name: _____   Tel: _____

EJCA member #: _____   E-mail: _____

Date borrowed: _____   Date due (1 month): _____

Complete below for each item and place this form in the "check out" box in the library

Item #	Title	Author

Please return items to the "library return box"
Contact: office@ejca.ca with questions or concerns.

EJCA Library - Borrowing Form

note: borrowers are responsible for replacement cost of unreturned items

Name: _____   Tel: _____

EJCA member #: _____   E-mail: _____

Date borrowed: _____   Date due (1 month): _____

Complete below for each item and place this form in the "check out" box in the library

Item #	Title	Author

Please return items to the "library return box"
Contact: office@ejca.ca with questions or concerns.

Donation Form

EJCA Library – Donation Acknowledgement

The Edmonton Japanese Community Association Library is dedicated to collecting materials in various formats relating to Japan, Japanese-Canadians, and Japan-Canada relations. We welcome and appreciate donations.

However, due to limited space and resources to manage a large collection, we must reserve the right to deal with material in various ways which may include:
- member borrowing
- item exchange programs
- selling items at EJCA events with proceeds going to the library
- disposing of items (as a last resort)

As our mandate is broad and consists of both Japanese and English materials, it is possible that we might miss items of significance. If your donation includes items you feel should be handled in a particular way, please let us know so we can add that information into our system.

Donation details:
Donor name: _____   Date: _____
Donor contact information (optional): _____
_____
_____

Check one:
❍ Please accept and use my donation as the library sees most fit.

❍ Please review my donation and return items that the library cannot guarantee will go on the shelves for member borrowing.

Description(a brief, general description but include specifics for particularly significant items):

For library use:
Reviewer and date: _____   Accept or Return date: _____

Library and Culture Study Group Description

A library needs to be used and library users tend to appreciate being involved in library workings. As well, volunteers desire challenging and personally enriching tasks that allow them to contribute their skills and interests.

The library and Culture Study group has three functions: make the library accessible, use the material to learn about Japan and Canada, and maintain and expand the collection and services.

1) Make the library materials more accessible
  - staff the library so members can borrow items
  - maintain the system (reshelve books, track down overdues, label items)
  - help choose a computer catalogue system
  - categorise books
  - identify discards and notify members
  - translate titles and make up book summaries
  - help choose which books are kept and which ones might be passed on
  - make description cards for each item (especially Japanese)
  - enter descriptions into database
  - Japan Video Topics (organize, collate descriptions, update new volumes and put a blurb on website, create a binder with episodes, create database of keywords for searching, organize monthly viewing)
  - Website: highlight items by writing descriptions and suggesting who might be interested

2) Use the library materials to learn about Japan and Canada
  - read books and write reviews or make presentations to interested people
  - watch and discuss videos
  - help translate particularly good items
  - try out recipes or craft ideas

3) Maintain and expand the collection and services
  - recommend purchases
  - start local history projects such as oral history interviews
  - find useful web resources
  - solicit and acknowledge donations
  - put bookplates in items

4) Explore connections and collaboration with similar libraries
  - share expertise (cataloguing, lending, acquisitions)
  - e.g. other Japanese related associations, public library

If this interests you, please contact _____ so we can see if this idea is worth following up on.

EJCA Library Operating Policy

This document is a brief outline of the EJCA library. It includes the Vision, Mission, Goals and Strategies as well as basic guidelines. The purpose is to help the library operate consistently and efficiently on a day-to-day basis especially given the nature of volunteer organizations where interests, skills, and commitment can change unexpectedly. This policy should be reviewed and updated every year by the Library Committee unless policy changes require action sooner.

Vision, Mission, Goals and Strategies

VISION:
Increase knowledge of various aspects of Japan, Japanese-Canadians, and Japan-Canada relations to EJCA. Tells a story of place and people. A space that welcomes exploration, reflection, and sharing.

MISSION
Collect and share information in Japanese and English about Japan, Japanese culture, Japanese-Canadians, and Japan-Canada relations to support EJCA club activities and for the general interest of members.

GOALS & STRATEGIES (Short-term)
1) Make library materials physically more accessible by:
   a) increasing open hours and making them consistent
   b) publicizing open hours
   c) improving check-out and return procedures
2) Maintain the collection more actively by:
   a) forming a library group of interested members
   b) sorting and weeding the collection
   b) acquiring new materials
3) Increase use of the collection by:
   a) publicizing the library in print and on the website
   b) forming a library and culture group to use library materials
4) Make searching the collection easier by
   a) organizing materials
   b) selecting and implementing a better catalogue and circulation system.

General Policies

LIBRARY ADMINISTRATION
The library is administered by the Library Committee reporting to the EJCA board. The committee consists of at least 2 members who are willing to be heavily involved in the day-to-day operations of the library. At present there is no hired staff, so library duties are performed by the library committee members and other volunteers.

EJCA LIBRARY PHILOSOPHY

EJCA members are interested in various aspects of Japan, Japanese-Canadians, and Japan-Canada relations and desire the EJCA to be a source of that information. We have a good collection of materials that should be available to members but do not have the resources to maintain a staffed library. Therefore, the basic principle is an honour-based, self-serve system. Members should be able to access the library at a variety of times when the EJCA centre is open and be able to find, check-out, and return items whether there are library volunteers present or not. Acknowledging the reality that volunteers are not always available and have a diversity of interests and skills, the library must be maintainable with a minimum of input. The only essential task is shelving books that are not yet shelved or have been returned. Very desirable tasks are facilitating check-out and maintaining the collection at manageable level. Other tasks to be undertaken as possible include creating and maintaining an electronic catalogue, acquiring new books, encouraging library use, and weeding.

LIBRARY USERS (who may use the library and under what conditions)

EJCA members (individual or family) and visitors to the centre may use the library for browsing, reading/watching, and checking-out materials during open hours. Only EJCA members may borrow materials for use outside the centre.

SCOPE OF COLLECTION (types of materials that will be included in the collection)

Subjects and Topics
- Japan
- Japanese-Canadians
- Japan-Canada relations

Formats and sources
- Print: books, magazines, articles, maps, brochures,
- Audio/Visual: video, DVD, CD, audio cassette, photos, digital images (?)
- Objects: tbd

COLLECTION MAINTENANCE

Acquisition
- Purchase
- Donations/Gifts

Selection Criteria
- Importance relative to collection scope
- Authoritativeness, accuracy, permanent value, author/publisher reputation
- Price and availability
- Requests from members or clubs

Preferred Sources
- Nikkei Books (Jennifer Hashimoto)
- Sophia Books (Vancouver)
- Japan Foundation

Donations
- EJCA library retains the right to keep, use, sell, or dispose of materials
- Tax receipts are not issued
- Very valuable items should probably be offered to UofA libraries or Japanese-Canadian National Museum first
- A receipt/release/acknowledgement must be signed by donor (copies for donor and library)

Catalogue Maintenance

- A cataloguing handbook will be created to formalize the system for adding/lending/deleting items.
- LibraryThing catalogue is in pilot phase.

Shelf Maintenance

- Shelves should be kept no more than 3/4 full for convenience of adding new books, displaying books, and ease of removing books.

Inventory

- Volunteers scan shelves for mis-shelved material as time allows
- Checked-out item information should be reviewed at least once a month to identify overdue items before they go missing.
- A complete inventory should be done each year (e.g. June) by printing an up-to-date catalogue list and matching with items on the shelves. Missing materials should be checked against borrowing records and patrons contacted. If patrons can not be contacted or items are not on-loan but missing, they are noted as "missing as of <date>" in the catalogue and deleted after 6 months or at the next inventory.

Weeding

- EJCA library retains the right to keep, use, sell, or dispose of materials.
- Every item has a cost (e.g. takes up space, requires labeling and cataloguing, makes users wade through more items) so systematic review and culling reduces inefficiencies.
- Reasons for weeding:
    - outside library scope
    - lack of circulation (i.e. not interesting to users)
    - outdated or inaccurate
    - duplication
    - damaged or worn beyond usefulness (including technological obsolescence e.g. VHS)
- Weeding procedure
    - Identify material (note in catalogue, place on "potential discard" shelf)
    - Review by library committee
    - Make available to members (buy, exchange, free shelf)
    - Sell at bazaar or offer on Japanese teacher list-serv
    - Donate to libraries (e.g. Jerome-L listserv), book drives, or charitable organisation

ACCESS

Catalogue: The catalogue serves as an inventory of materials in the collection and as a point of access. The catalogue will be available in some form to users (e.g. print and/or electronic form)

Collection Location: Items may be stored in the library or throughout the centre. If a permanent item is not in the library, its location should be noted in the catalogue. Items available for exchange, purchase, or for free may be located in various locations in the centre with no need for location to be noted.

Borrowing regulations

- Any EJCA member (individual or family member) may check-out items
- Borrowers can only have up to 5 items checked out at one time
- Check-out is self-serve using the forms (all information must be filled out)
- Borrower's may be required to replace lost or severely damaged materials at the their own expense (this is at the discretion of the library committee and based on the value and importance of the item to the collection)
- Borrowed materials will be returned to the "Return" box outside the library (so items can be returned outside library hours.

- Any material used but not borrowed should be left in the "return" box in the library so we know what items are used.
- A library volunteer should re-shelve materials to prevent materials getting "lost" by mis-shelving

Library Access
- The library is to be locked when volunteers or centre manager are not present.
- The library will be open when library volunteers or the centre manager are present.
- Library volunteers and regular patrons may be given keys at the discretion of the library committee.

Website
- The website will contain information on: Vision, Mission, Goals; Collection Description; Highlights and New Items; Hours and Access; Donations; Volunteering; Current Events; Book Reviews; Links to Japanese Resources (dictionaries, culture, article databases, library catalogues)
- Changes to the library website will be created by _____ and submitted to _____ for uploading and posting.
- The website is hosted by _____ at this URL _____.

POLICY APPROVAL, IMPLEMENTATION. EVALUATION AND REVISION

This EJCA library operating policy is based on conditions and needs existing in _____ and replaces the former policy dated _____. This policy should be next reviewed, revised and approved by _____ (1 year from this date).

Library Committee members signatures (minimum 3):

_____ Date:_____

_____ Date:_____

_____ Date:_____

<u>Draft Web and Print Presence Content</u>

Main Library Page:
Mission
Collection Description
Highlights and New Things
Hours and Access
Donations
Volunteering
Photos

Current Events Page:
Patron Submissions

Resource Links Page:
Reference: dictionary, article database, UBC Asian Library Catalogue
Culture
Language
EJCA club specific

Note: see sample (uses EJCA template but no image linking).
http://www.ualberta.ca/~sulz/EJCA_library_webpage/EJCA_library.htm