

Marigold Library System
Board of Management
Tuesday, April 20, 2010
Strathmore, AB

MINUTES

Present:

Lynda Lyster (Chair) – MD of Bighorn
Judy Dufort – Airdrie
Debbie Habberfield – Rocky View County
Elaine Michaels – Cereal
Maxine Booker – MD of Acadia
Barb Beary – MD of Foothills
Barb Archer – Cochrane
Kathie Putman – Linden
Alison Roppel – Rockyford
Carney Raitz-Wakaryk – Canmore
Lisa Constintini – Irricana
Sherri Rice – Carbon
Mary O’Shea – Trochu
Donna Isaac – Delia
Helen Veno – Special Areas 2
Berniece Bland – Wheatland County
Glen Keiver – Kneehill County
Bob Sobel – Strathmore
Bruce Lukey – Kananaskis ID
Kristen Anderson – Hussar
Lil Morrision – Starland County
John Getz – Standard
Leslie Duchak – Okotoks
Marilyn King -- Chestermere

Guests:

Valerie Squires – Irricana
Shannon Lawrence – Carbon
Betty Ann Horbay – Linden

Regrets:

Carol Anne Maisey (Vice Chair) – High River
Diane Osberg – Turner Valley/Black Diamond
John Serkiz – Drumheller
Kevin Edwards – Three Hills
Sandra Barker – Waiparous
Lisa Myers-Sortland – Consort
Dony Habich – Empress
Christine Boyd – Ghost Lake
Rosana Ramos – Special Area #4
Mary Collins – Hanna
Lois Bedwell – Oyen
Marj Olafson – Acme

Staff:

Michelle Toombs
Laura Taylor
Shona Gourlay
Steven Pattison
Denise Fung
Lynne Thorimbert
Kristin Goebel (recording)
Carlee Pilikowski
Sandy Watson
Norma Hutchinson
Barb Froese
Nancy Smith
Natasha Shave
Margaret Newton
Wendy Rezansoff
Albert Herr
Clara Cao
Jane Smith

Vacancies:

Longview
Morrin
Special Area 3

Regrets without notice

Lyle Cawiezel – Munson
Henry Jackson – Youngstown
Diane Phillips – Beiseker

1. CALL TO ORDER

L. Lyster called the meeting to order at 6:20 pm.

1.1 Introduction of Delegates and Guests

1.11 Recognition of New Board Members

- Dale Chenoweth- Town of Cochrane
- John Serkiz- Town of Drumheller

1.2 Greetings from the Town of Strathmore

- Councillor Bob Sobol from the Town of Strathmore welcomed everyone to the AGM.
- He spoke about an article he had read about, *Great Library of Alexandra* and how libraries over history have been numbered because of wars, financial constraints, and technology. Libraries will always exist because of peoples thirst for knowledge.
- B. Sobol also passed along how proud the Mayor and the Strathmore Town Council are of Marigold Library System and the Strathmore Public Library.
- L. Lyster also took the opportunity to explain how she helped open a small school housed library in Barron, Mexico.

1.3 Review of Documents

- M. Toombs reviewed the material for the meeting.

2. APPROVAL OF AGENDA

MOTION: K. Anderson/ J. Dufort

That the Agenda be approved as presented.

CARRIED

3. MINUTES OF THE JANUARY 30, 2010 BOARD MEETING

MOTION: D. Habberfield/ D. Isaac

That the minutes of the January 30, 2010 Board Meeting be accepted as distributed.

CARRIED

- M. Booker said that there should be a vacancy at Special Area 3, not Empress.
- M. Booker also stated that 6.5 ALTA Report should read "L. Duchak will be taking over the end of April . . ."

L. Lyster recessed the regular Board meeting at 6:34 pm.

Annual Meeting

1. Call to Order

L. Lyster called the Annual General Meeting to order at 6:34 pm.

MOTION: L. Constintini/ L. Duchak

That the Agenda be approved as presented.

CARRIED

Governance Statements

The Board Meeting Policy for the Annual Meeting includes a review of the Framework Statements and the Policy on Policy Making. Therefore, at the beginning of each Annual Meeting a member of the Governance Committee reviews the statements for the Board members.

K. Anderson, Chair of the Governance Committee reviewed the Mission Statement

- Marigold Library System provides leadership and library resources to the interdependent network of its members.
- The Mission Statement expresses what Marigold intends to do now and the business that we are in.

- K. Anderson reviewed the Governance Committee Belief Statement
- The belief statement clarifies Marigold's values, philosophy, beliefs, and principles.
 - Access to library services should be equal and universal.
 - Sharing and cooperation provides efficient use of community resources.
 - A regional library system is the most effective means of sharing resources.
 - Library services should be provided at a reasonable cost through a not-for-profit organization made up of member municipalities.
 - A federated library system of equal and autonomous members is more effective than an integrated system.
 - By using the energy, input, and support from the local level, each member has an active role in the running of the system.
 - The public library, as an information provider, is an integral part of the cultural community.
 - Library services are best provided to the community through public library boards.
 - Library Boards can further enhance services by cooperation and sharing with other information providers.
 - The principles embodied in the Canadian Library Association's Statement on Intellectual Freedom should be upheld in the provision of library service.

K. Anderson reviewed the Governance Committee Roles

- These statements broadly describe how Marigold will accomplish its mission and work toward its vision.
- Marigold is a proactive source of current and historical information on issues and trends.
- Marigold assumes the responsibility of leadership.
- Marigold provides the means for sharing material and human resources.

K. Anderson reviewed the Policy Making policy and Statement of Intent

- The policy on Policy Making defines the path by which policies are developed in Marigold.
- The Libraries Act and Regulation and Marigold Library System Agreement authorize Marigold Library Board to govern Marigold Library System.
- With that authority, Marigold Board assumes the responsibility of developing policy related to framework, governance, advocacy, and operational management of Marigold.

2. 2009 Audited Financial Statement- K. Doyle & E. Gregory

MOTION: L. Morrison/ E. Michaels

That the 2009 Audited Financial Statement
be accepted as presented.

CARRIED

- K. Doyle explained that the audit went extremely well.
- In 2010, there will also be a huge revamping of the financials, budget, and bookkeeping procedures.
- K. Doyle then explained the Statement of Operations and Changes in Fund Balances.
- Marigold records all revenues but not until the expenditures are spent.
- She then explained that the 2009 Revenues were just over 5 million dollars which was 1.7 million more than 2008.
- K. Doyle also explained that Revenue is a little bit skewed because of the large RISE Grants which totalled 2.3 million.
- She also explained that the RISE books and Marigold books are consolidated together rather than separate.
- She then explained the 2009 Expenses and the reason why the Transfer Payments are huge at 47.1% is because the videoconferencing equipment was purchased on behalf of the member libraries and then transferred out, making it a Transfer Payment.
- The amortization is a huge percentage of the Expenses at 10.6% (\$562,000).
- Next was the Statement of Operations and Changes in Fund Balances in which K. Doyle explained that \$1,239,761 was transferred from the Operating Fund to the Capital Fund.
- She explained the Executive Committee reviews the surplus and deficit and that the surplus would be transferred to the reserves.

- K. Doyle then showed the Cash Position for 2009 with Cash Position being down \$652,507.
- There is \$1,334,963 set aside in the Money Market Fund, \$147,062 in GICs, and \$55,605 Cash.
- Capital Expenditures have increased due to \$330,982 spent on computer equipment, most of which was for the servers for RISE and \$92,562 spent on furniture and equipment.
- K. Doyle also explained that the Capital Assets were all in order totalling \$3,507,616.
- Next was the Reserves where K. Doyle explained \$13,942 was released from the Revenue Development Fund and \$1,200 was released from the Professional Development fund. There was also \$100,000 transferred out of the Operating Fund.

3. Appointment of Auditor for 2010

MOTION: J. Getz/ B. Sobol

That Gregory Harriman & Associates
be named as auditor for 2010.

CARRIED

- Gregory Harriman & Associates has been our auditor for the past 20 years.
- They also look after our charitable return.
- Marigold is also working closely with the auditors to reformat the Monthly Financial Statements in a comprehensive format that synchronizes with our audited financial reports.

4. Annual Report 2009

MOTION: J. Getz/ M. King

To accept the 2009 Annual Report
as presented.

CARRIED

- L. Lyster explained that the Annual Report is a report to the parties to the Agreement, therefore we distribute the report to the participating councils and library boards along with the audited financial statement within 14 days of the AGM.
- It is also distributed to our customers including other regional library systems, non-participating municipalities and libraries, and the community at large.
- The information in Marigold's Annual Report also links goals with VISION 2010 and talks about the outcomes.
- L. Lyster discussed the highlights, which include a committed Board and Executive, resourceful member library boards and staff, and enthusiastic support from municipal councils and residents.
- She discussed how headquarters staff worked very hard to implement the new Polaris Integrated Library System (ILS) which launched in the beginning of 2009.
- Team work and collaboration between the TRAC partners- Northern Lights, Yellowhead, Peace, and Marigold regional systems was essential throughout 2009.
- A new director, Michelle Toombs joined Marigold in September 2009 and a new assistant director, Laura Taylor in October 2009.
- At the end of 2009, two new consultants were also added, Denise Fung and Lynne Thorimbert.
- Marigold also celebrated additional funding from Rocky View County for their five libraries.
- C. Pilikowski explained in keeping with Marigold's theme of change, she decided to change the size and format of the annual report.
- Another significant change with the report is the inclusion of a message from the Director.
- C. Pilikowski encouraged the Board to read carefully and to let Marigold know what they think.
- She then explained how cardholders have increased dramatically over 2008.
- She discussed the two page spread about libraries in Rocky View County's publication, Vantage Point which runs in every issue. L. Taylor has been key to ensuring that Marigold is visible in this publication.
- All departments at Marigold Headquarters broke records in 2009 and 2010 is already showing growth.
- C. Pilikowski also informed everyone about the RISE project. The demand for videoconferencing sessions exceeds the availability of sessions, so consultants are encouraging libraries to take on the role of hosting programs. Marigold is taking on a greater role in providing program content and bridging virtual meetings. The staff have embraced the challenges of managing this increasingly complex technology with enthusiasm.

5. Elections and Appointments to Committees- Nominating Committee (E. Michaels/ K. Anderson)

MOTION: K. Anderson/ E. Michaels

That L. Lyster be nominated for Chair of the Marigold Board.

There were no further nominations. L. Lyster was declared Chair.

MOTION: K. Anderson/ E. Michaels

That L. Duchak be nominated for Vice Chair of the Marigold Board

There were no further nominations. L. Duchak was declared Vice Chair.

There are three standing committees of the Marigold Board. A representative of each of these committees will be on the Executive.

Elections – Advocacy Committee

MOTION: E. Michaels/ K. Anderson

That Lil Morrison, Kathie Putman and Helen Veno
be appointed to the Advocacy Committee.

CARRIED

The Chair is Lil Morrison. There is no representative on the Executive.

MOTION: E. Michaels/ K. Anderson

That Sherri Rice be nominated for the
Advocacy Committee.

There were no further nominations.

Sherri Rice was appointed to the Advocacy Committee.

CARRIED

Elections – Governance Committee

MOTION: M. Booker/ L. Morrison

That K. Anderson, B. Beary, L Duchak, and M. Olafson
be appointed to the Governance Committee.

CARRIED

L. Duchak is the representative on the Executive. K. Anderson is the Chair of the Governance Committee.

Elections – Standards & Services Committee

MOTION: L. Morrison/ H. Veno

That M. Booker, L. Bedwell, E. Michaels, and R. Ramos
be appointed to Standards & Services Committee.

CARRIED

M. Booker is the Chair and representative on the Executive.

There is still one vacancy on the Standards & Services committee.

The Executive Committee is composed of:

Chair Lynda Lyster, M.D. of Bighorn

Vice Chair Leslie Duchak, Town of Okotoks, Governance Committee

Representatives from the Standing Committees:

Maxine Booker M.D. of Acadia, Standards & Services

Members from Party to the Agreement with a population of 15,000 or more:

Barb Beary, Foothills M.D.

Dale Chenoweth, Town of Cochrane

Judy Dufort, City of Airdrie

Leslie Duchak, Town of Okotoks

Debbie Habberfield, Rocky View County

The Executive Committee must have at least five and no more than 10 members.

MOTION: E. Michaels/ K. Anderson
That J. Getz, Village of Standard and
D. Isaac, Village of Delia be nominated
for members at large.

There were no further nominations. J. Getz and D. Isaac were declared the members at large.
There is still one vacancy on the Executive.

The Executive Committee for 2010/2011 is:

Lynda Lyster, Chair
L. Duchak, Vice-Chair
B. Beary
D. Chenoweth
J. Dufort
L. Duchak
D. Habberfield
J. Getz
D. Isaac

6. Signing Authority

MOTION: J. Getz/ J. Dufort

That L. Lyster (Chair), L. Duchak (Vice-Chair), or
J. Getz (Treasurer) and M. Toombs (Director) or
L. Taylor (Assistant Director) have signing authority
with CIBC for the Marigold Library System.

CARRIED

7. Disposal of Records

During 2009, the records of the Marigold Library System for the year 2001 were disposed of in
accordance with the Records Management Policy.

8. Adjournment of the Annual Meeting

MOTION: M. Booker

That the Annual Meeting be adjourned at 7:25 pm.

Presentations

Board Recognition	5 year pins – Lynda Lyster Lisa Myers-Sortland Kathy Putman 10 year pin – Maxine Booker (+ 11 years with Empress=21 years on the Board)
Board Retirement	Barb Archer – 2 years Carol Anne Maisey – 12 years (from the Executive Committee and Vice Chair)
Staff Recognition	5 year pin – Wendy Rezansoff 10 year pin – Steven Pattison 11 year retirement – Norma Hutchinson

Break

4. Consent Agenda

4.1 Transfer of Agenda Items from Consent Agenda

MOTION: C. Raitz-Wakeryk

To approve agenda items 4.1 to 4.4.

CARRIED

5. Decision

5.1 Financial

5.11 Financial Statement to March 31, 2010

MOTION: B. Archer/ D. Isaac

To approve the Financial Statements to
March 31, 2010 subject to audit.

CARRIED

- M. Toombs explained that the new Financial Statements are a work in progress and will be a much better solution in the end.
- She also explained that the auditors will be returning to headquarters in May to give a lesson on adjusting ongoing capitalization adjustments.
- In all, the summary is good as the income exceeds the expenditures.
- The expenses are higher because of the first payments of the Service Grants and a new delivery van.
- The reserve funds will change when they are adjusted and finalized.
- Revenue is also in a strong position as the levies are being paid and the Econoline van was sold. The application for the operating grant from the provincial government will be submitted after the AGM as the audited financial statement must be sent with the application form.
- M. Toombs also discussed how the new Financial Statements itemize revenue and expenses and that the greyed out numbers are the amortized expenses to be adjusted later.
- The last two pages of the statement are the details of the expenses.
- The Board was pleased with the progress and the new format.

5.11.1 RISE Financial Statement to March 31, 2010

MOTION: H. Veno/ E. Michaels

To approve the RISE Financial Statement to
March 31, 2010 subject to audit

CARRIED

- M. Toombs explained that nothing has changed in the RISE account recently.
- RISE is waiting to receive \$301,000 from RADF (Rural Alberta Development Fund).

5.2 Bylaws, Policies, and Plans

5.21 Transfer Payments Policy

MOTION: Standards & Services Committee

That the Transfer Payment Policy
be approved as presented.

CARRIED

- M. Booker said that the Transfer Payment Policy was revised to include information and Schedule B for the Community Library Grant that Marigold provides to library service points (Community Libraries) that do not receive a Provincial Operating grant. Schedule B outlines the specific grant. Schedule A of the policy remains the same.

5.22 Finance Policy

MOTION: Executive Committee

That the Finance Policy be
approved as presented.

CARRIED

- The Executive Committee reviewed the Finance Policy and increased the amount of Capital expenditures that are not on the budget and need to be approved by the Board from \$1,000 to \$5,000.
- The policy was also reworded to clarify the role of the Treasurer.
- No changes were made to Schedule A.

5.3 Collaboration with Calgary Public Library

MOTION: J. Dufort/ K. Putman

To declare an expression of interest to collaborate with Calgary Public Library.

CARRIED

- M. Toombs explained that collaboration with Calgary Public Library would be a model for the province.
- There also a strong expression of interest among the Board Chairs and Directors from Calgary and Marigold.

5.4 TAL Member Service Principles

MOTION: J. Getz/ B. Bland

To approve the TAL Member Service Principles document in principal.

CARRIED

- The revised document was approved at the last TAL Board meeting.
- Each library system is now presenting the document to their boards for discussion and approval in principle.
- The wording was modified to update the terminology and make the document more inclusive.

5.5 Next Meeting Dates

August 28 – Irricana 9:30am-12:30pm

November 20 – Okotoks 9:30am-12:30pm

6. Items from the Consent Agenda

7. Information

7.1 Strategic Planning (Plans)

- L. Lyster explained that the Strategic Planning Committee met in March to begin planning for Marigold's Strategic Plan.
- The committee decided that the "community engagement" part of the planning process be delayed until early 2011 for the following reasons:
 - This is an election year and our municipal stakeholders will be fully occupied preparing for the election and then adjusting to changes.
 - The HR Committee has an intense agenda of work ahead in 2010 with many meetings and plenty of preparation.

7.2 Materials Turnaround

- Marigold catalogues and processes materials that are purchased based on Schedule B of the Collection Management Policy.
- Marigold also catalogues and processes conversion items that are materials and donations that are acquired locally.
- Marigold was facing an ever -- increasing backlog and some member libraries expressed their concern about delays.
- Some recent changes have made an impact on how quickly materials are being catalogued and processed.
- There have been recent meetings with member libraries and staff at regional systems to get feedback and suggestions.
- Marigold is testing the use of mylar sheets to cover dust jackets instead of laminating them, which is much more cost effective and less time consuming.

- A new cataloguer started in late March and increased the speed at which materials are catalogued because of her experience and prior training.
- Cataloguers are making headway with conversion materials and are currently focusing on DVDs.
- Marigold is making a concerted effort to get to a two month turnaround time frame.

7.3 Value of Your Investment Report

- The Value of Your Investment Report (formally called Direct Services Report) is intended for local boards of member libraries.
- The information presented in the report demonstrates the value in actual dollars of services that were received by member libraries during the previous year.
- The largest source of revenue for Marigold is through levies from municipalities and local boards.
- The report clearly indicates the greater value that member libraries receive by being part of a regional library system in comparison to the amount they pay to belong to that system.

7.4 Meet the Drivers

- Lynne Thorimbert introduced Albert Herr, one of Marigold's drivers.
- The driving/delivery team consists of Albert Herr, Jim MacPherson, Larry Stirling, and Brad Hoffman.
- Albert spoke about the adventures on the road and how rewarding it is to meet new people.
- He also said that in 2009, 100,779 kilometres were driven by the delivery team and 16,716 boxes of material were delivered to member libraries.

7.5 Overdrive Demonstration

- Margaret Newton, Manager of Cataloguing gave a demonstration on how to use Overdrive.
- Overdrive is a digital media that allows people to download eBooks and eAudio to portable devices such as iPods and Sony eReaders.

7.6 Update – Background Notes

- M. Toombs presented her attached background notes to the Board.
- She also shared a thoughtful thank-you from Linden to C. Pilikowski, thanking her for providing such wonderful display boards to the library.
- M. Toombs read an email from Janine Jevnie from Airdrie thanking S. Pattison for the great wireless service provided to the patrons.
- She also discussed that progress is being made to add all of the Policies and Bylaws to the website.

7. Book Draw

- Betty Ann Horbay from Linden won the book *Country Roads of Alberta*

8. Adjournment

- L. Lyster adjourned the meeting at 9:00pm

Chair

Secretary

Marigold Board AGM Meeting

20 April 2010

Background Notes

1. 5.11 Financial Statement to March 31, 2010

The Auditors prepared this revised presentation of our monthly financial reports. The key advantages of this “work in progress:”

- a. easier to follow;
- b. easier to generate directly from our Simply Accounting program;
- c. synchronizes with the audited financial reports;
- d. matches up with our budget.

This March 31, 2010 financial report is a “work in progress” because Marigold staff will be implementing a new procedure to post journal entries relating to capital assets, amortization and deferred revenue. The Auditors will be training us how to do this in May. During the remainder of the year, we will have a better picture of our financial position. In the interim, the books & AV accounts along with the equipment accounts are temporarily noted in the Expenses on page 4. After the new posting procedure has been implemented, these accounts will appear on page 1 under the heading of “Deduct Capital purchases” and “Add back non-cash items.”

Page 1 -- Summary

Marigold is in a good position with revenue exceeding expenditures up to March 31, 2010. **REVENUE on page 1** -- we have received almost all of the levies from municipalities. Revenue from the Provincial Grant and levies from library boards are scheduled to come later in 2010. **EXPENSES on page 1** – the major expense to date was the payment of the first round of service grants to all the member libraries. Marigold also purchased a new cargo van for our second delivery route that was urgently needed because of the weight of the boxes. At the time of this purchase, the 2005 Dodge Grand Caravan was traded in and the 2006 Ford Econoline was sold. **RESERVE FUNDS page 1** – there will be changes to the Reserve funds as these motions were passed by the Executive prior to the finalization of the Audited Financials.

Page 2 – Revenue (details on page 3)

The Reimbursements (Note 1 itemized on Page 3) include repayments to Marigold from other organizations for travel, promotion, communications and book purchasing. “Reimbursements Other” includes payment from other regional systems for TRAC/TAL cards as well as for custom programming work on Polaris reports.

Page 4 – Expenses (details on pages 5 & 6)

Equipment/Furniture and Workstations accounts appear to be overspent; however, most of this was for equipment purchased with the CAP grant and these amounts will be soon be moved to another section. **TRAC**, most of the **Electronic Resources** and **Computer/Hardware/Software** expenses are one-time payments for the year. The one-time prepayment for participation in Parkland Regional Library’s **AMBC** multilingual book collection exceeded the budget prediction. **Maintenance** costs were higher than expected in the first quarter because of the need to replace a boiler pump and heating coils after two floods caused by burst pipes in Jan and Feb. **Salaries, benefits** and **telecommunications** expenses are on track. On pages 5 and 6, there are **Budget** breakdowns to match the 2010 budget, and in several instances, there are also **Actual Charges** (e.g., bank charges, benefits and supplies) to identify expenditures within a budget.

2. **5.11.1 RISE Financial Statement to March 31, 2010**
There has been limited financial activity in the RISE accounts in the first quarter. The Phase 4 grant from RADF (\$301,795) is expected very soon, and when that payment arrives, Marigold will be reimbursed for the RISE consultants' salaries as well as for the service agreements for the first phase of RISE equipment installations at Headquarters and at the six pilot locations. Before the service payments can be made to the member libraries, RISE will need to receive another RADF grant payment.
3. **5.3 Collaboration with Calgary Public Library**
Marigold is in a good position to collaborate with Calgary Public Library (CPL) for Marigold's and CPL's mutual benefit. This is a great fit with the MLA Report recommendations and with increased Provincial Government attention on sharing resources. On March 30, Michelle met with Gerry Meek, CEO of CPL, to review possibilities for collaboration in programming, staff training, professional development and work experience exchanges. A follow-up meeting on April 16 with our Board Chairs, Lynda Lyster and Jamie Niessen, as well as with Gerry Meek and Michelle, confirmed the next step, which is for each Board to pass a motion to declare an expression of interest to collaborate. The expressed goal of this collaboration is **reciprocal borrowing**. Both parties are keen, although we will have to work together to overcome some technical and financial hurdles. Collaboration has already begun with the sharing of professional expertise (e.g., CPL's Finance Dept on credit cards) and professional development opportunities (e.g., Innovation in Action Workshop). Gerry Meek clearly stated that this is really about collaboration – not a takeover.
4. **5.4 TAL Member Service Principle**
The Executive recommends that this TAL Member Service Principles document be adopted in principle by Marigold. Once that is done, TAL will send a framed copy. This document, previously called the "TAL Customer Service Charter," was renamed "The Alberta Library Member Service Principles." Some of the terminology was also updated. The guidelines for implementing this policy include:
1. communicate with staff to ensure they understand;
 2. identify barriers to good customer service;
 3. share success stories and best practices, which will appear in the TAL newsletter and on TAL's website;
 4. share the customer service tip sheets which will be developed and posted on the TAL website.
5. **7.1 Strategic Planning (Plans)**
The Strategic Plan Planning Committee, (Debbie Habberfield, Judy Dufort, Alison Roppel and Diane Osberg), met on March 6 to begin "planning" for Marigold's Plan or Service and the next chapter of Vision 2010. Because this is the year for municipal elections, this committee recommended to the Executive **that the "community engagement "part of the Strategic Planning process be delayed until 2011. With the Strategic Plan Planning Committee's go-ahead, I contacted Punch Jackson to be our consultant and lead us to a compelling vision.** Punch's experience and visionary approach will bring credibility and new possibilities. The committee will begin planning and preparation in the fall.
6. **7.2 Materials Turnaround**
Early in 2010, it was clear that Marigold was facing an ever increasing backlog of received materials waiting for processing and distribution. Some member libraries expressed their concern, so we decided to make short-term and long-term changes to address the situation.

1) **Consultation with member libraries and staff at regional systems:** Marigold Library System held two meetings at headquarters (18 Feb and 24 Feb) with library managers & staff from a number of member libraries in Marigold. Both meetings were productive with positive suggestions and input from the participants based on a questionnaire, discussion and tour of the back work area. The questionnaire was also sent to member libraries for input; a review of this survey information will be included in a report to be presented to the Executive in May. Michelle also received comparative data and process information from all of the other Regional Library System Directors.

2) **Process changes that are in progress:**

Marigold is testing the use of mylar sheets to cover dust jackets instead of laminating them. Other library systems have found that the use of these mylar sheets is less expensive and also cuts down on processing time. Marigold will engage in a staff-led review of the workspace layout with a view to increasing workflow efficiency. Trips for Marigold staff to tour bibliographic services at Chinook Arch and Calgary Public Library are in the works. Laura and her team are talking to vendors to find ways to expedite ordering and processing before the material arrives. Michelle reviewed Polaris functionality to automate the pre-selection of materials by our member libraries.

3) **Progress to Date:** A new cataloguer started in late March, and because of her experience and prior training, she was in up-to-warp-speed within the first week. Two full-time processors are processing materials at a rapid pace. In February, they processed 5895 items, which is the highest number processed in Marigold history; the number of waiting trucks has been reduced substantially. Workflow changes have occurred in cataloguing (e.g., use of flags to identify incoming items) and conversion items (material that is sent to headquarters from member libraries) is being handled faster. Chestermere offered us book trucks which we were happy to accept.

4) **Turn-around estimates:** Bestsellers with holds are out in a couple of days. Cataloguers are making headway with conversion materials and are currently focusing on DVDs. Cataloguers are making a concerted effort to get to “two months,” but have not reached that benchmark turnaround time yet. The uneven flow of conversion materials has an impact on turnaround time because staff resources are reinvested to process these items, thus slowing the output of new materials.

7. **7.3 Value of Your Investment Report**

This report for your member library is a combination of the “Direct Services” and “Statement of Services” reports. The name was changed to clarify the purpose and to avoid confusion with the remote paperback services that Marigold provides, also called Direct Services. This new report includes actual costs for materials acquisitions and processing, supplies, programs, network support, consultation and continuing education, as well as grants. The initial page lists the number of consultation and IT visits, training and workshop event attendance, RISE videoconference participation, CAP grant value, and events with Marigold staff in attendance. Feedback on this new format is welcome; please contact Michelle Toombs, Laura Taylor or your Marigold consultant.

8. **7.6 Update from the Director**

a. **Policies, By-laws, Plans (Carlee)**

As agreed upon at the November 2009 Board meeting, policies are being added to the Table of Contents as they come up for review. All the policies are being reformatted with headers on all pages (as approved by the Board). The Table of Contents, which shows the review date and board approved date of each policy, becomes the primary checklist for keeping track of Policies for the Board and Committees. Carlee’s goal is to have this interactive PDF document completed and on the website before the August Board meeting.

b. **Alberta Library Systems Review**

Lynda Lyster and I attended a meeting of the System Administrators, Chairs and EPL & CPL Libraries on April 9 to discuss the Alberta Regional Library System Review (completed late last year by consultants hired by the Branch/Municipal Affairs). The study confirms that the regional systems have done an excellent job. Future opportunities to collaborate and share expertise will build stronger library services. The Regional Library Directors will take this report to another level with concrete recommendations for change.

c. Building:

There were two floods at the headquarters building on Jan 28 (early morning) and Feb 8 (around 4 pm). Both resulted from a burst coil in the radiant heater at the rear staff entrance/stairwell. Luckily, both floods were caught by staff and the water valves were shut off so that the water did not damage any materials, equipment or furniture. Both floods were likely caused by an uneven flow of water and pressure from the boiler. After the first flood, a pump and a valve in the boiler were replaced along with the coil in the radiant heater. After the second flood, more work on the pipes was identified. A mild winter was our salvation for the remainder of February and March. I was in touch with Alberta Infrastructure to ask if there is a date set for the facility audit. No word yet.

Our landscaper spent a day pruning trees and removing brush in March – work that was needed and had not been done in some time.

Michelle toured Chinook Arch and Parkland Regional Library headquarters in March, and now has toured all headquarters except Peace and Northern Lights, which is currently undergoing a substantial expansion and renovation. All the facilities are considerably larger than Marigold with spacious board rooms, multi-vehicle garages and space for training labs. The materials processing workflow is more efficient because of adequate space to house and handle materials.

d. Staff

Our biggest staff news is that Norma Hutchinson is retiring on May 26 after eleven years at Marigold, many of those years in charge of the Cataloguing team. Her grace and dedication will be missed. Except for this upcoming vacancy, all positions are filled. Lynne and Denise, our new consultants, who started on January 4, hit the ground running by arranging exciting author and speaker presentations for our Member Libraries Workshop on May 12. They are keen supporters of the RISE videoconferencing project; and they have visited and consulted with staff at almost every member library. They also have plans to build a new website and great program ideas to entice teen involvement. Candice Koshman, our new cataloguer, started on March 29 and has already made a big difference in the cataloguing backlog. Jane Smith had hip surgery on Feb 2 is recovering well at home.

e. Resource Sharing

ILL is one of most valued services by patrons in Marigold member libraries. The commitment and follow-through to ensure that all circulating materials are available for TRAC intra-library loans and province-wide interlibrary loans builds capacity in our own communities. This principle is underscored at three levels:

1) the Marigold Agreement

2) the TRAC Sharing Principles

http://www.yrl.ab.ca/pdf/Procedures%20Manual/TRAC_Resource%20Sharing%20Principle%202009.pdf

3) the Provincial Resource Sharing Network Policy for Alberta Public Library Boards January 2009

http://www.yrl.ab.ca/pdf/Procedures%20Manual/TRAC_Resource%20Sharing%20Principle%202009.pdf

Member library staff and patrons who subscribe to and benefit from this arrangement are passionate about this principle.

When resource sharing is not being done for some collections at some locations, staff at other member libraries are spending considerable time explaining this to patrons who have tried unsuccessfully to place holds.

f. TRAC update

Mircea Panciuk, TRAC Chair's message: "A year and two months after going live with Polaris, we find ourselves doing more and are more at ease with the system... The new TRAC Portal page went live on 25 Feb [with a new logo]. Through the Portal page, we can more easily do the advance search and federating searching. The more we use Polaris, the more we will find more and better things to do with it."

TRAC member libraries seem to be generally satisfied with the capabilities and ease of use of Polaris as they grow more accustomed to the new system; however, there is always room for improvements and new functionality. Polaris managers and staff are responsive and are working to enhance the system.

The **TracPac iPhone App** is in the iTunes store. It looks great and is easy to use for searching the catalogue, placing holds, checking account status and renewing items.

Parkland's Director is now an associate member of TRAC and is participating in all of meetings and discussions.

The TRAC Directors recommended that the bibliographic services committee survey member library managers for the majority preference on how to **package seasonal TV series DVDs**. Most who have responded favor multi DVD packages for each season with one barcode and loaned for three weeks. This is an important, although somewhat controversial, issue that has cataloguing and searching implications.

TRAC (Richard Kenig) is working on a report to generate a **count for patron membership renewals**, which our members have requested.

Telephony (automated telephone notification of holds for pick-up and overdue items) is working and ready for testing by Grande Prairie. It will soon be available for all TRAC members.

g. County Council Presentations

Wheatland County – March 2: The highlight of this presentation was the stories about county residents depending on library computers, using the RISE equipment for meetings and programs, and loving their libraries. Library memberships for Wheatland County residents have increased 60% from 2008 to 2009. Laura and Michelle made an appeal for increased funding for all Wheatland County Libraries.

Rocky View County – April 6: Information sharing and Q&A to say thanks to Rocky View for joining Marigold and for the added funding of \$4 per capita. Again stories were an effective way to demonstrate impact. Library memberships for Rocky View County residents have increased 56% from 2008 to 2009. Slide: **Libraries Strengthen Communities** through lifelong learning & skills development; literacy & early years education; health & personal well-being; digital inclusion; recreation; business support and citizenship. Slide: **What are libraries really for?** Economic impact; equity; student performance; competitive advantage; community building; social glue.

h. Conferences and Workshops

Innovation in Action Workshop (Feb): Laura Taylor and Michelle Toombs were invited to attend this mini workshop at Calgary Public Library on Feb 5. The enthusiastic guest speaker, a library manager specializing in youth services at Charlotte Mecklenburg Library in North Carolina, revved up the audience with innovative website design / services and programming ideas. Calgary Public Library librarians described the results of their recent research into future trends, such as the Espresso Book Machine (vending machine that prints, binds, trims on demand). CPL is looking at RFID, mobile applications (in a couple of year), and a "technology free zone" in the new Central Library. We were surprised to hear that CPL is considering a "best before" date for CDs (2012; all CDs gone by 2014) and DVDs (2014) when these collections will be downsized as borrowing declines. CD borrowing has already declined substantially. Last year, there were 16 e-reader brands; this year, there are 36.

Southern Alberta Conference in Lethbridge -- Feb (Laura): Laura, Maxine and Michelle (one day) attended this first ever Southern Alberta Conference. It was well organized, well attended and filled with informative sessions. Laura appreciated "It's An e-World After All," where new formats

were discussed. Laura also gathered ideas for Advocacy @ and the Marigold Report as well as new program ideas. Michelle appreciated excellent sessions on how to promote the use of RISE and how funds and grants are dispersed in Alberta. Author and humorist, Will Ferguson, was an engaging keynote speaker.

Public Libraries Assoc Conference in Portland (Michelle): Amazing learning and networking. Immediately useable ideas – Polaris “selection lists” to expedite ordering; strategic planning do’s and don’ts; and the “gateway” concept to enhance paperback deposits.

At a trustee training session, we learned how Illinois, Kansas and Wyoming are leading trustee certification programs (links on the ALTA website). The hilariously entertaining **Trustee Trouble** videos from Wyoming <http://www.wyominglibraries.org/trusteetrouble.html> feature the earnest but misguided new trustee named Dan. I became friends with a trustee from Wisconsin, Audrey Ascher, who is on the Wisconsin State board, Wisconsin Valley Library System board and a local library board; she is recommending me to the Wisconsin Valley Library System Director for mentoring and ideas exchange.

Polaris leaders shared upcoming enhancements including text message notification, phrase searching like Google, and faster receipt processes for acquisitions. Polaris vision is to “be the best – not the biggest – at helping libraries serve their communities.”

Have you seen the value calculator on the Denver site (Denver is a Polaris site as well):

http://denverlibrary.org/news/dplnews/roi_calculator.html?

A common topic throughout the conference was the desperate state of US libraries because of massive state government funding cuts; some states may have to shut down their library systems completely. Many urban libraries are shutting branches as well as laying off and furloughing their staff. I feel lucky to be an Albertan right now. There are vigorous public campaigns throughout the US to reverse these cuts. I learned that directors are always hopeful (chief optimistic officers), and that one should not waste a good crisis. Innovate.

Netspeed 2010 (Oct): TAL is proposing that Netspeed be replaced by a Futures Conference with speakers who are visionary people from outside the library world and from all fields of experience & expertise (technology, economics, leadership, community, human resources). The objective is to help Alberta libraries move forward in exciting ways. This conference will likely be held in Edmonton in the fall (Calgary had Netspeed last year).