

MARIGOLD LIBRARY SYSTEM

Board of Management

Saturday, August 25, 2012

Drumheller

MINUTES Present:

Lynda Lyster (Chair) – MD of Bighorn
Leslie Duchak (Vice Chair) – Okotoks
Shelley Sweet – Airdrie
Glen Keiver – Kneehill County
Helen Veno – Special Areas #2
Lil Morrison – Starland County
Al Campbell – Three Hills
Diane Osberg – Black Diamond/Turner Valley
Maxine Booker – Acadia M.D.
Jan Dyck – Longview
Christine Boyd – Ghost Lake
Cathy Watts – Hanna
Marilyn King – Chestermere
Gary Billings – Rockyford
Kristen Anderson – Hussar
Susan Roper – Cochrane
John Getz – Standard
Carney Raitz-Wakaryk – Town of Canmore
Debbie Habberfield – Rocky View County
Barb Beary – Foothills MD
Linda Schafer – High River
Carrie Campbell – Linden
Barb Marshall – Delia
Sheila Howe – Empress
Darlene Raketti – Drumheller (host)
Connie Fraser – Trochu

Guests:

Linda Traquair – Board Chair Drumheller Public Library
Lennox Gomes – Chestermere
Ken Feser – PLSB

Regrets:

Elaine Michaels – Cereal
Berniece Bland – Wheatland County
Pat Fule – Strathmore
Sandra Barker – Waiparous
Lisa Constantini – Irricana
Arn Hoffman – Kananaskis I.D

Staff:

Michelle Toombs
Laura Taylor
Lynne Thorimbert
Denise Fung
Steven Pattison
Carlee Pilikowski
Nora Ott (recording)
Lorraine Betts
Margaret Newton

Vacancies:

Acme
Beiseker
Morrin
Oyen
Special Areas 3
Special Areas 4
Youngstown

Regrets without notice:

Lyle Cawiezel – Munson
Sheri Rice – Carbon
R. Bob Eccles – Consort

MINUTES

1. CALL TO ORDER - Leslie Duchak called the meeting to order at 9:40 am

1.1 Introduction of delegates, guests, and staff

- Linda Traquair, Board Chair of the Drumheller Public Library, coordinated the arrangements and provided tours of the new Drumheller Public Library. Breakfast was supplied courtesy of the Drumheller Library Society.
- Ken Feser from the Public Library Services Branch and Lennox Gomes from Chestermere, attended as guests.
- Barb Marshall, from the Village of Delia, Sheila Howe and Dayna Van Dam from the Village of Empress and Carrie Campbell from the Village of Linden were welcomed as new appointees to the Marigold Board.
- There are vacancies in 7 locations: Acme, Beiseker, Morrin, Oyen, Special Areas #3, Special Areas #4 and Youngstown.

1.2 Greetings

- Andrew Berdahl, Town councilor and council representative on the Drumheller Library Board expressed greetings from the Town of Drumheller. Andrew wished everyone a productive meeting.

2. APPROVAL OF AGENDA

A request was made to remove 8.1 Crossfield joining Marigold, as it was to be discussed earlier on the agenda

MOTION: J. Getz/D. Habberfield

- To approve the agenda as amended

CARRIED

3. MINUTES OF THE April 17, 2012 Board and Annual General Meeting

MOTION: C. Watts/D. Raketti

- To approve the minutes of April 17, 2012 Board and Annual General Meeting

CARRIED

4. CONSENT AGENDA

4.1 Transfer of agenda items from consent agenda

- No items transferred from the consent agenda

MOTION: K. Anderson/L. Schafer

- That consent agenda items 4.1 to 4.3 be approved as presented

CARRIED

5. DECISION

5.1 Town of Crossfield Joins Marigold

The Town of Crossfield has indicated their intent to join Marigold Library System. Marigold will wait to make a formal announcement after the signed agreement is received.

MOTION: D. Habberfield/L. Duchak

-To approve the Town of Crossfield's membership in Marigold Library System

CARRIED

5.2 Financial

5.2.1 Financial Statements to July 31, 2012

- 79% of revenue has been received. Marigold is in a good financial position.
- Marigold is on track with 58% of the budget sent and 58% of the year being complete.
- Plans are in place to spend the computer hardware budget.

- Money has been budgeted for TRAC projects. This will allow Marigold to participate in any un-anticipated projects or opportunities.
- Marigold is on track for salaries, benefits and conferences.
- The second installment of the service grants was sent out in August.

MOTION: J. Getz/S. Sweet

-To approve the unaudited financial statements to July 31, 2012 CARRIED

5.2.2 Budget Estimates – 2013-2015

- Budget estimates for 2013 need to be sent to participating councils prior to September 15. A three year draft budget will be formally presented at the November meeting.
- B. Beary requested that Marigold reduce paper usage. Members discussed the pros and cons of having paper copies of board documents printed for each Board meeting. If Board members did not want to have a paper copy of the Board documents printed, they were to contact the Administrative Assistant (Nora Ott, 1 855 934-5334 or nora@marigold.ab.ca) and they would not receive a printed package.

MOTION: A. Campbell/L. Morrison

- To approve the 2013 Budget Estimates CARRIED

5.3 Policies/Plans

5.3.1 Operational Governance – Governance

- The Operational Governance Policy was revised extensively with wording was eliminated to make statements more concise.

MOTION: K. Anderson

- That the Operational Governance policy be approved as presented. CARRIED

5.3.2 Accessibility for Persons with Disabilities – Governance

- A new policy was created for library service points (Community Libraries).

MOTION: K. Anderson

- That the Accessibility for Persons with Disabilities policy be approved as presented. CARRIED

5.3.3 Library Service Points Bylaw – Governance

- Marigold as the Board of record develops policies and plans for the Community Libraries.

MOTION: K. Anderson/M. Booker

-That the revised Library Service Points Bylaws be given first reading

MOTION: K. Anderson/J. Getz

-That the revised Library Service Points Bylaws be given second reading

MOTION: K. Anderson/J. Dyck

-That the revised Library Service Points Bylaws be given third reading and passed unanimously

MOTION: K. Anderson

- That the Library Service Points Bylaws, having been given three readings, be accepted as revised. CARRIED

5.3.4 Nominating Committee Mandate Statement – Executive

MOTION: L. Duchak

- Approval of the Nominating Committee Mandate Statement as presented. CARRIED

5.3.5 Public Admittance to the Library System Facility Bylaw – Executive

- Changes were made to the policy to expand who has access to the building and some wording was eliminated to make statement more concise.

MOTION: L. Duchak/Morrison

- That the revised Public Admittance to the Library System Facility Bylaw be given first reading.

MOTION: L. Duchak/K. Anderson

-That the revised Public Admittance to the Library System Facility Bylaw be given second reading.

MOTION: L. Duchak/B. Beary

- That the revised Public Admittance to the Library System Facility Bylaw be given third reading and passed unanimously.

MOTION: L. Duchak

- That the Public Admittance to the Library System Facility Bylaw, having been given three readings, be accepted as revised. CARRIED

5.3.6 Finance Policy – Executive

- The Finance Policy was reviewed to change the Capital Expenditure amount from \$1000 to \$2000. This change will enable certain items such as computers not having to be capitalized if they exceed \$1000.
- On page 3 of the policy it was recommended that GAAP be changed to, “accounting standards for not-for-profit organizations”.

MOTION: L. Duchak/ J. Getz

-That the Finance Policy be approved as amended CARRIED

5.4 Marigold Board Committees

5.4.1 Advocacy Committee - Nomination

- Diane Osberg, Marigold Representative from the Town of Black Diamond/Town of Turner Valley put her name forward to be on the Advocacy Committee. There were no further nominations.

MOTION: L. Morrison

-That Diane Osberg be appointed to the Advocacy Committee CARRIED

5.5 Canadian Library Month Proclamation

- “Libraries Connect”, is the theme for 2012. L. Lyster read and signed the proclamation.

ACTION: Marigold HQ will send a copy of the proclamation to town councils and to local library boards that are part of the Marigold Library System

5.6 Upcoming Board Meetings:

- November 17, 2012, 9:30 a.m. – High River at the Highwood Memorial Centre
- January 26, 2013, 9:30 a.m. – Videoconference meeting at four locations: Airdrie, Cochrane, Hanna and Marigold HQ in Strathmore.

5.7 Marigold Board Orientation

- September 15, 2012 9:30 am – Strathmore, Marigold Headquarters. The orientation will be restricted to Marigold board members only. Local library boards can book an orientation presentation with Laura Taylor if they so choose.

6. ITEMS FROM THE CONSENT AGENDA

- There were no items added to the consent agenda

7. GROUP DISCUSSION – ALL IN ATTENDANCE

- To ensure that time as a Board member is rewarding, members were given an opportunity to discuss the training that is needed to be a better board member.
- The question “What training do you need to be a better Board member?” was asked of the members in attendance, following is their ideas and suggestions:
 - Explanation of the financial statements
 - Acronyms
 - Understanding of the funding of Marigold; Schedule C
 - Board member’s roles and responsibilities
 - Board Committees’ roles and responsibilities
 - Understanding the role of a regional library system
 - Consent agenda items
 - Policies and procedures
 - Library Act
 - Service models within Marigold (Municipal libraries, Community libraries, Paperback deposits)

8. INFORMATION

8.2 Public Library Services Branch (PLSB) Update – Ken Feser

- A new version of the Resource Sharing Agreement is being written. This will be a foundation document for the Alberta-wide Borrowing initiative.
- PLSB is trying to find money to upgrade regional system Headquarters. Marigold is on the list. There are no guarantees for funding but it is a good time to ask the Provincial Government for funding.
- Training is offered by PLSB for Trustees and Board members.
- It is not known if current population will be used for calculating operating grants in the coming year.

8.3 ALTA (Alberta Library Trustees Association) Report – Diane Osberg

- ALTA board met in June. There are only 2 incumbent members on the board.
- ALTA will revisit its strategic plan.
- The handbook that was discontinued will be reinstated in print form.

8.4 Background Notes and Updates – Michelle Toombs

- Michelle spoke briefly about information from the Background notes.

8.5 Repurposing of the orange Marigold Binder

- Creative suggestions for recycling the orange binders were offered. The orange binder was quite cumbersome and became outdated very quickly with the amount of information that needed to be updated.
- Policies and plans are available on the Marigold website in the “for Board Members section.”

8.6 Information Sharing – Roundtable

Delegates were encouraged to share information about their locations.

- Darlene Raketti from Drumheller invited delegates to tour their new facility.

- Diane Osberg from Black Diamond and Turner Valley reported that the Sheep River Library raised funds at a Casino. They have posters in the library that explain that they have taken the “Sh” out of the library (to allow for a less quiet atmosphere). Eight local authors have been confirmed to visit the local schools. Grade 4 to 6 students are learning how to shoot videos. There will be a film exposition and awards presentation next February honoring the videos produced by the students.
- Debbie Habberfield from Rocky View County reported that as a result of an excellent newsletter article produced by HQ staff and submitted to the Rocky View County newsletter, Rocky view residents know more about library services that are available to them.
- Susan Roper from Cochrane announced that Cochrane is looking for a new Head Librarian.
- Gary Billings from Rockyford told how a computer class has enhanced the lives of seniors in Rockyford. The library used TAL’s mobile computer lab to provide the computer class.
- Carney Raitz-Wakaryk from Canmore, updated the members on the progress of the new Canmore Public Library.
- Christine Boyd from Ghost Lake informed delegates that the new community building was finished and their Paperback deposit has been enlarged.

9. BOOK DRAW

The Marigold book draw “*Dances with Light: The Canadian Rockies*” by Darwin Wiggett, was won by K. Anderson.

The Drumheller Library Board supplied door prizes:

- A signed copy of, “*The Professionals*”, by Owen Laukkanen, was won by D. Habberfield
- Two passes to the Badlands Community Facility, was won by L. Schafer
- Two passes to the Badlands Community Facility, was won by M. Booker

10. ADJOURNMENT - L. Lyster adjourned the meeting at 12:30pm

Chair

CEO

**Marigold Board Meeting
25 August 2012 Background Notes**

1. Alberta Culture Days

Alberta Culture Days (formerly Alberta Arts Days) will occur September 28-30, 2012. The change in name is an outcome of Culture Forum 2012, which involved nearly 400 representatives from the province's diverse culture sector. Alberta Culture Days is an opportunity for libraries to promote services and programs such as holding special programs and storytimes. High River Centennial Library is the recipient of funding in the amount of \$20,000 as one of five feature sites. They are currently planning events to promote and celebrate the library and community.

Libraries interested in hosting an event can go to the Alberta Culture website at <http://albertaculturedays.ca/>. The site features a number of event planning resources and customizable promotional tools. Libraries that register their events on the calendar will benefit from a provincial marketing and communications campaign. In 2011, 93 communities hosted 1,046 events.

2. Marigold Headquarters staff updates

At the end of May, former Library Services Consultant, Lynne Thorimbert was promoted to the position of Service Delivery Manager. During Laura's medical leave in 2011, Lynne took on the role of Acting Assistant Director. Lynne's new position will include some of her former duties including some Consultation, supervision of the Shipping and Receiving and Delivery area. In addition, Lynne will now oversee the Direct Services department and will supervise the Bibliographic Services Manager with a focus on providing direction in the Acquisitions department.

Colleen Tooth, who was granted a two year education leave to obtain her Library Technician Diploma from SAIT, returned to Marigold on 12 June. She works three days a week, including one evening shift to provide videoconferencing support and troubleshooting. Her evening shift will commence at the beginning of September.

James Vent has been hired as the new Videoconference Specialist term position that is funded by the provincial government through an APLEN grant for the RISE expansion. He begins work on August 27. James is a recent graduate of the IT program at SAIT.

Summer employee, Nichole Hanson (July 17, 2012), shared her background and experience working at Marigold: *"After completing my English degree this year at Mount Royal University, I'm planning on attending the Teacher Education program at the University of British Columbia in September. The program will prepare me to teach high school English, which I'm very excited about! Working at Marigold this summer has already given me plenty of preparation for my future career. I've come to realize how much time it takes to prepare for lessons and activities through craft set-up and book selections. The teen website has opened my eyes to the diverse interests of the programs participants and I've been working on creating website content to cater to everyone. Most of my time so far has been spent creating new and interesting content to keep teens coming back to the website, corresponding with teens, parents and libraries via e-mail, developing the TeenZine, preparing crafts for kids, maintaining inventory and prizes, putting together reading lists and creating an instructional binder for next person. Overall, my time at Marigold has been extremely rewarding so far and I can only expect to gain further insight into my future career with children's programming just beginning to start up!"* Nichole has been a great addition to the Marigold team this summer.

The vacant Library Services Consultant position has been posted with an application deadline of September 7.

3. Library Board Levies

The invoices for the 2012 levies were sent to library boards on August 10, 2012. Municipalities with and without library boards are invoiced in the first quarter.

4. **Freeding and Freegal**

In May, a new eBook service was launched to all public libraries in the province called Freeding. Freeding is a 'pay per use' token system where frontlist titles added to Freeding within 6 months or less require 4 tokens, midlist titles added between 7 months – 24 months require 2 tokens and backlist titles added 25 months ago or more require 1 token. Freeding offers different features and functionality from Overdrive including simultaneous access to all titles (no more waitlists!), rollover of unused tokens for up to four weeks, and one free renewal for midlist and backlist titles (1 token for frontlist renewals) redeemable at any time.

PLSB (Public Library Services Branch) has arranged for \$400,000 (800,000 tokens at \$.50 each) in government funding to be shared among 14 library systems (TAL members) based on population. Marigold can use up to 1046 tokens per week for a year, starting May 1, 2012.

Starting September 1, 2012, Marigold will be one of three Alberta libraries that offers Freegal. Freegal, meaning free and legal, is a downloadable music service. Marigold cardholders can download and keep permanently up to three songs per week from over three million song titles from a variety of different music genres.

5. **Member Library Workshop**

The Marigold Member Libraries Workshop in May was another huge success. Member library staff gathered at the Strathmore Travelodge for expert sessions (all very well done) and an opportunity to network with colleagues in the Marigold community. Attendees included 69 library managers and staff, 9 guests and 20 Marigold staff, including staff from other systems and libraries – our biggest turnout yet!

There was no keynote speaker at this year's workshop, thus allowing Marigold to provide additional sessions to library staff and to increase networking time between sessions. Even without a keynote, Michelle inspired and engaged the audience with her speech on future library trends. She emphasized how libraries must pay close attention to technological changes in society in order to serve the needs of the modern family life and that libraries need to be the *third place* – not home and not work, but a place for everyone and anyone to gather and socialize regardless of socioeconomic status. Michelle awarded Irricana Municipal Library and Cereal Municipal Library with this year's Marigold Making a Difference Awards. The winners each received a commemorative plaque and a monetary prize of \$500.

The 16 sessions covered: engaging teens, genealogy, safety in the workplace, marketing and displays, cataloguing, volunteer management, emergency preparedness, website training, videoconferencing, accessibility for those with disabilities, e-readers and two sessions that encouraged informal discussion and idea sharing. Even with the addition of three business suites, the workshop has outgrown the Travelodge and may need to consider expanding the workshop to include Marigold HQ or to completely move to another venue. Someone suggested a series of tents.

Displays showcased Marigold's craft and game kits; Marigold's marketing materials and freebies; Susan Toy from Alberta Books Canada and Derek Donais, local Strathmore author, to share and promote new Alberta-based publishers and authors.

Marigold received positive feedback about the workshop and have already received brilliant suggestions and ideas for next year's sessions.

6. **Strathmore Times Building Article (May 9)**

Rebecca Friesen is a SAIT journalism student who has summer employment at the Strathmore Times Newspaper. I believe she did a good job of translating all the information that Michelle gave her during her visit to HQ on May 7. Since the article appeared, there has been some interest from residents and salesmen as to when and how we plan to move.

Marigold Library System looks for a new building

Rebecca Friesen

Strathmore's Marigold Library System is looking to move buildings within several years to better accommodate their growth and provide a better experience for their members.

The system is a network comprised of 35 public libraries in 41 municipalities located in south-central Alberta and as it keeps growing, the staff at the system headquarters express desire to move into a new building to meet their growing demands.

Michelle Toombs, Director of Marigold Library Systems says although the building is great and has served them well for more than 20 years, it is too old and small to incorporate everything needed.

"Marigold has doubled its size since 2005," Toombs said, "after 2005, Airdrie joined, Cochrane joined, Chestermere joined. These are big places with lots of activity and lots of people."

This recent size increase has led to many inadequacies in several aspects of the current building, including water damage due to age and insufficient infrastructure to support the electrical and IT systems.

The Alberta Minister of Infrastructure did a building condition report and a needs assessment report so Marigold can file for funding from the provincial government. However, Toombs says there is, "no way of knowing what the outcome will be."

Therefore, Toombs says, Marigold is collecting their resources and looking at options, including partnerships with other libraries, education or culture.

"We are exploring all opportunities, we don't feel that expanding on this site will give us as much space or the kind of flexibility that we need," Toombs says. Expanding the current building will also cause problems as there is a sewer line behind the building. Marigold does not own all the surrounding land and the building isn't designed to be built upwards.

"As long as we stay in Strathmore and continue to grow, because we think that the growth potential is good, we will be a strong employer in town," said Toombs, who estimates they currently employ 26 people.

Toombs also said the benefits of expanding will include more members and more residents, more IT support, better service and a safer, better workplace for employees.

The new building would be environmentally friendly, able to support their IT and electrical systems, with more office space and room for an efficient work flow among other things.

"We want to keep pace with all of the changes and transformations that are happening in libraries," said Toombs.

For more information, contact Michelle Toombs at michelle@marigold.ab.ca or (403)-934-5334

Another article on eBooks and eAudio was also recently in the Strathmore Times. Michelle Toombs and Technology Assistant, Alison McMillan provided excellent information about digital media and eBook readers.

7. Vehicle Replacement Update

Marigold purchased a 2012 Ford E-150 Commercial Cargo Van on June 6, as approved by the Executive in May 2012. The timing of the purchase in June allowed a greater discount on the 2012 model. The Dodge Grand Caravan Cargo Van with the most mileage was sold privately when the new vehicle was received. The vehicle has a greater capacity to deliver the large volume of materials to member libraries.

8. RISE Expansion Pilot

The RISE expansion pilot was approved by the province. Expansion of videoconferencing to other parts of the province is in line with the provincial technology plan. The purpose of the project is to expand videoconferencing to the rest of the province (27 more public library sites). The 27 sites include 16 resource sharing nodes, TAL and up to 2 additional sites in each node.

Participation agreements were distributed to the nodes. The anticipated start date of the project is in September, but participants need to indicate if they are committed to the project no later than the September long weekend. If nodes do not wish to participate, they are asked to make their intentions known before the deadline.

9. **New Beiseker Municipal Library**

Beiseker Municipal Library moved in May from their old library in the historic train station to the new site at 401 - 5th Street just south of the Community Centre and Arena in the basement of the Community Links Family Resource Services / Parent Link Centre. The library opened to the public on June 4th and had an official opening during the Beiseker Country Fair on June 9th. Steven Pattison attended the official opening on behalf of Marigold.

The library is in the basement, but it gets natural light on three sides and has an elevator for wheelchair access. They have comfortable chairs throughout the library and a meeting room with space for their RISE videoconference equipment and movable tables for flexible use of space. The old library was very small and did not have a program room or a storage facility.

10. **Job Evaluation Review Project**

A contract Consultant has been hired to review Marigold Headquarters job descriptions and classifications and salary grid. Starting in August, Marigold Headquarters employees will all be given a Position Analysis Survey to be filled out, discussed and signed by their supervisor; completed surveys will go to the consultant, Lise Dugas. The surveys will identify primary responsibilities, complexity; decision-making authority; budget responsibility; direct public interaction; supervision received; supervision exercised; education and experience; and working conditions.

Next steps by Lise when she receives the completed surveys:

- Recommend internal groupings/job families based on the position descriptions;
- Benchmark the positions with other library systems;
- Align salary classification and ranges based on internal equity (one job compared to another) as well as external equity (jobs in relations to peers), to the extent possible;
- Provide a method to establish the relative internal placement of future position descriptions.

11. **Power Failure at Marigold**

On August 14, 2012, at approximately 3:30pm, lightning struck the power transformer on the NE corner of the Marigold lot, resulting in a power outage that lasted several hours and affected Marigold and residential buildings in the area. Lynne and Denise witnessed the strike that resulted in a bursting electrical fire that was extinguished immediately because of heavy rain. Fortis Alberta was called and advised of lightning strike site.

The Fire Department was also called. They responded within 5 minutes of call.

Telephones were down as well (backup for server, phone and alarm each last about 20 minutes), so staff called member libraries, using personal cell phones, to advise of outage. Basement and fuse box were checked. Staff bypassed the automatic mechanism to manually close garage door, which was stuck open with power off. The CEO, Board Chair and Assistant Director were alerted to the situation. Staff members were sent home. The alarm company was notified about the power outage. Without power the alarm could not be set. Staff parked in the front lot used caution getting to vehicles as their cars were parked near cordoned off power pole.

In preparation for the following work day, Delivery staff were called at home to be advised of situation. It was uncertain if the garage door would work properly after power was restored.

Power was restored some 4 to 5 hours later. At 9:00pm the server was rebooted, Polaris, the Internet, RISE, network printers and drives were tested. All functioned except email server. The CEO, Board Chair and Assistant Director were updated as to the status of the situation. Richard came in to fix email server and complete repairs. Both Steven and Richard left HQ about 11:40pm with all systems functioning.

A Staff meeting was called to debrief staff and solicit feedback about the event for future reference. Engaging the staff in this practice resulted in some excellent observations and suggestions.

A tremendous thank you to all of the staff who demonstrated leadership and dedication to resolve problems that occurred because of the power outage.