

MARIGOLD LIBRARY SYSTEM
 Board of Management
 Saturday, January 27, 2018
 Four Locations via Videoconference
 Airdrie, Hanna, Strathmore and Turner Valley
MINUTES

MARIGOLD BOARD MEMBERS IN ATTENDANCE			MARIGOLD HQ STAFF IN ATTENDANCE	
ACADIA	Maxine Booker	1	Laura Taylor	
ACME	Daniel Leronowich	2	Lynne Thorimbert	
BEISEKER	Sharon King	3	Caleigh Haworth	
M.D. BIGHORN	Lynda Lyster	4	Carlee Pilikowski	
CANMORE	Judith Smith	5	Nora Ott (recording)	
CEREAL	Elaine Michaels	6	Alida Pituka	
CHESTERMERE	Lennox Gomes	7	Richard Kenig	
COCHRANE	Susan Roper	8	Jessie Bach	
CROSSFIELD	Jo Tennant	9	Nicole Talsma	
DELIA	Jordan MacNutt	10	Kristine den Boon	
DRUMHELLER	Margaret Nielsen	11	Lynn Blain	
FOOTHILLS M.D.	Eleanor Chinnick	12		
HANNA	Melanie Jensen	13		
HIGH RIVER	Heather Meszaros	14	REGRETS WITH NOTICE	
HUSSAR	Kristen Anderson	15	AIRDRIE	Kayla Jessen-White
I.D. #9	Ghada Wirth	16	CARBON	Guss Nash
IRRICANA	Shannon Simmons	17	CONSORT	Michael Beier
KNEEHILL COUNTY	Glen Keiver	18	GHOST LAKE	Donna Bauer
LONGVIEW	Jan Dyck	19	LINDEN	Wendy Marsh
MORRIN	Karen Neill	20		
OKOTOKS	Marian Walsh	21		
OYEN	Ed Hogan	22		
ROCKY VIEW COUNTY	Dimitri Dimopoulos	23	VACANCIES	
ROCKYFORD	Gary Billings	24	KANANASKIS I.D.	
SPECIAL AREA# 3	Helen Veno	25	SPECIAL AREA # 2	
STANDARD	John Getz	26	YOUNGSTOWN	
STARLAND COUNTY	Lil Morrison	27		
STRATHMORE	Denise Peterson	28		
TROCHU	Bonnie Munro	29		
TURNER VALLEY/ BLACK DIAMOND	Nancy Jackson	30	REGRETS WITHOUT NOTICE	
WAIPAROUS	Janine Jevne	31	BANFF	Corrie DiManno
WHEATLAND COUNTY	Amber Link	32	EMPRESS	Sheila Howe
			MUNSON	Lyle Cawiezel
			SPECIAL AREA #4	Lisa Vert
			THREE HILLS	Marilyn Sept
GUESTS				
Peggy Emslie	Sheep River Library Board			
Ted Bain	Sheep River Library Board			
Deb Hutton	Sheep River Library Board			

AGENDA

1. CALL TO ORDER - L. Lyster called the meeting to order at 9:28 am

1.1 Introduction of delegates, guests, and staff

- Delegates from each location introduced themselves
- Will Warwick, Chair of the Town of Hanna Chamber of Commerce, gave greetings from the Town of Hanna

1.2 Recognition of new Board members

- There are no new Board Members
- There are currently three vacancies

2. APPROVAL OF AGENDA

MOTION: J. Dyck/ J. Getz

- To approve the agenda

CARRIED

3. MINUTES OF THE NOVEMBER 18, 2017 MEETING

MOTION: H. Meszaros/ J. Jevne

- To accept the Minutes of the November 18, 2017 meeting

CARRIED

4. CONSENT AGENDA

4.1 Transfer of agenda items from consent agenda

- There were no items to be transferred from the consent agenda

4.2 Motion to accept remaining consent agenda items

MOTION: G. Wirth/ G. Billings

- To approve agenda items 4.1 to 4.4

CARRIED

4.3 Committee Reports

- 4.3.1 Executive
- 4.3.2 Finance
- 4.3.3 Governance
- 4.3.4 Standards and Services
- 4.3.5 Human Resources
- 4.3.6 Advocacy
- 4.3.7 Building

4.4 ALTA Report – Lennox Gomes

5. DECISION

5.1 Financial

5.1.1 Marigold Financial Statements to December 31, 2017

MOTION: M. Walsh/ G. Billings

- Subject to audit, the Marigold financial statements to December 31, 2017 be accepted as presented

CARRIED

5.1.2 RISE Financial Statements to December 31, 2017

MOTION: A. Link/ E. Chinnick

- Subject to audit, the RISE financial statements to December 31, 2017 be accepted as presented

CARRIED

5.1.3 Marigold Operating Budget 2018 – 2020

MOTION: D. Peterson/M. Booker

-To approve the Marigold Operating Budget for 2018 and the projected budget for 2019 and 2020

CARRIED

5.1.4 Marigold Capital/Projects Budget 2018

MOTION: J. Getz/ S. Roper

-To approve the Marigold Capital / Projects Budget for 2018

CARRIED

5.2 New Building Update

-J. Getz, Vice Chair of the Marigold Board, provided an update on the progress towards the new headquarters facility in Strathmore. Progress includes:

- Meeting with Town of Strathmore to determine what was needed for a land purchase.
 - Ideal zoning is highway commercial.
 - A waiver for off-site levies will be requested
- Met with Alan Parkin from Wheatland County to investigate possible funding in the form of a low interest loan or line of credit.
- Meeting with WID to obtain a market value for a potential property. Marigold would require two to three acres of land. MLS will meet with WID soon, to determine a price for land
- Currently investigating hiring a lawyer who specializes in land/construction/condominium law.

5.3 Schedule C

MOTION: J. Getz/ M. Walsh

-To approve Schedule C

CARRIED

5.4 Policies/Plans

5.4.1 Contingency Plan for Finance – Finance

MOTION: G. Billings

- To Approve the Contingency Plan for Finance

CARRIED

5.4.2 Schedule B – Distribution of Materials 2018 (Collection Management Policy) – Standards & Services

MOTION: M. Walsh

-To Approve Schedule B: Distribution of Materials 2018 (Collection Management Policy)

CARRIED

5.4.3 Schedule C - Paperbacks and Shared Collections 2018 (Collection Management Policy) – Standards & Services

MOTION: M. Walsh

-To approve Schedule C: Paperbacks and Shared Collections 2018 (Collection Management Policy)

CARRIED

5.4.4 Schedule A – Services Grant 2018 (Transfer Payments Policy) – Standards & Services

MOTION: M. Walsh

-To approve Schedule A: Services Grant 2018 (Transfer Payments Policy)

CARRIED

5.4.5 Schedule B – Community Library Grant 2018 (Transfer Payments Policy) – Standards & Services

MOTION: M. Walsh

-To approve Schedule B: Community Library Grant 2018 (Transfer Payments Policy) CARRIED

5.4.6 IT Capacity Fund Policy and 2018 Schedule A - Standards & Services

MOTION: M. Walsh

-To approve the IT Capacity Fund Policy and 2018 Schedule A: It Capacity Fund Amounts

CARRIED

5.4.7 Integration of Members into Marigold Policy – Standards & Services

MOTION: M. Walsh

-To approve the Integration of Members into Marigold Policy

CARRIED

6. ITEMS FROM THE CONSENT AGENDA

- There were no further items added to the consent agenda

7. GROUP DISCUSSION: ALL IN ATTENDANCE

“When you travel, do you visit libraries? If so, do you have some memorable library visits or stories from near or far. If not, tell us about your favorite library.”

Libraries visited:

- Millwoods Branch in Edmonton
- Manchester in England
- Naples in Italy
- Halifax, Nova Scotia
- Calgary Public Library branches
- Alexandria Library in Egypt
- New York Public Library
- Banff Public Library
- University Library in Turkey
- Thatched hut library in Ethiopia
- Library in Iceland
- San Pedro Library in Belize
- Library in Quito in Ecuador
- Crossfield Public Library
- Grande Cache Library
- Whitehorse, Yukon
- Dawson City, Yukon
- Inuvik, NWT
- Tuktoyaktuk, NWT

8. INFORMATION

8.1 Background Notes and Updates – Laura Taylor

- Marigold continues to offer more direct services to customers including:
 - Outreach (especially to On-Reserve populations)
 - Programs
 - Issuing cards
 - L2U

- Members were asked to contact Michelle Toombs if they wished to arrange a Council presentation

8.2 Marigold’s New Logo and Rebranding – Carlee Pilikowski

-Carlee gave a brief history of Marigold and discussed the logo and rebranding process.

8.3 Upcoming Board Meetings:

- Saturday, April 21, 2018 9:30am – Strathmore, Strathmore Alliance Church
- Saturday, August 25, 2018 9:30am – Crossfield
- Saturday, November 17, 2018 9:30am – Chestermere

8.4 Marigold Board Orientation

- Saturday, March 10, 2018 9:30am – Strathmore, Marigold Headquarters

8.5 Customer Satisfaction Survey –

-Deputy CEO, Laura Taylor, discussed the results of the most recent Customer Satisfaction survey:

- Marigold headquarters staff received the highest rating (4.73 out of 5) which was an increase from the previous year
- Management staff at Marigold examine the data carefully to identify how to make improvements. Some suggestions, from Board members, for improvement of the survey included:
 - Prepare one survey for library members and a different survey for Board members
 - Complete the survey every two years instead of every year
 - Have a long form and a short form like the census forms

8.6 2017 Achievements, Marigold Library System

– Deputy CEO, Laura Taylor, provided a list of what had been achieved in 2017

- Feasibility report completed and passed by Board
- Meetings with WID: Statement of Intent signed to proceed with joint venture
- Infrastructure grant of \$3M kick-started building project
- Letter of Intent signed with Town of Strathmore
- Business Continuity Plan completed
- Wellness account established for Marigold staff
- Indigenous Outreach Specialist hired
- Increased library services to Indigenous members
- Two summer students hired from Siksika Nation
- Website investigation commenced
- IT Manager Richard Kenig and his team were involved in library moves/renovations: Three Hills, Crossfield, Strathmore, Hanna and Airdrie
- The IT Department resolved 1,051 help desk tickets and made 104 on-site visits to member libraries. IT Department completed 1,481 remote sessions with member library staff, totalling over 709 hours
- An IT Policy was developed and approved to update the IT Service Agreement. This information was distributed to member libraries and local board chairs earlier this year.
- Consultants assisted several libraries with weeding and collection inventories
- Consultants conducted 92 on-site and videoconference sessions with Library Managers
- Re-branding and logo initiative
- Professional Development newsletter
- Marigold hosted Open House in Okotoks
- ReNews newsletter launched in fall
- Municipal Election Strategies publication
- Marigold, Peace and Northern Lights partnering to develop online advocacy course with Northern Lakes College
- Attended international ALA (American Library Association) Conference in Chicago
- Expanded Member Libraries Workshop

8.7 Information Sharing – Roundtable

- Banff -Free Pantry for donated food items (the library to supply space only. It was recommended that staff should volunteer their own time to pick-up food.)
- Sheep River -Mountain bikes and helmets available for loan
- High River – Hosted Nerf Wars and a Murder Mystery Evening

- Waiparous – obtained a copy of Watership Down for a father to read to his sick child
- Drumheller – Library Society purchased books for every child registered with Salvation Army Hamper Program at Christmas. They also advertised free cards at the library

9. BOOK DRAW & FREEDOM TO READ WEEK DISPLAY DRAW

-Each location drew for a book and a Freedom to Read Display

Airdrie: Book Draw: Shannon Simmons (Irricana)
Display: Maxine Booker (Acadia Valley)

Hanna Book Draw: Elaine Michaels (Cereal)
Display: Melanie Jensen (Hanna)

Strathmore
Book Draw: Lennox Gomes (Chestermere)
Display: John Getz (Standard)

Turner Valley
Book Draw: Deb Hutton (Sheep River Library Board)
Display: Heather Meszaros (High River)

10. ADJOURNMENT - The meeting was adjourned at 12:10 p.m.




CEO

Board Chair

Marigold Board Meeting January 27, 2018 Background Notes

1. Marigold and RISE Financials Marigold Balance Sheet and Income Statement (unaudited) to December 31, 2017:

Balance Sheet: This snapshot to the end of December 2017 shows that Marigold is in a strong financial position. Vehicles increased \$41,758 because a Ford Transit was purchased and an older Econoline van was sold after the cost of repairing would exceed its value. The building asset increased \$19,917 because the basement bathroom was renovated. Overall, the value of Marigold assets depreciated \$18,028.

As stated in past background notes, the balance sheet includes the 3 million capital grant, which is showed as an increase to GIC's on the asset side and an increase to excess revenue over expenditures on the liability/equity side of the balance sheet.

Income Statement:

Revenue: All revenue has been accounted for. Excluding the capital grant and reimbursements (which are no longer part of the budget), Marigold received \$88,159 more than budgeted. These excess funds came from additional funds in the Library System Operating Grant (line 14) as 2016 population was used instead of 2015 population, \$30,122; interest because investment strategy switched to short-term investments where interest is paid monthly instead of at maturity, \$32,502; misc. income, \$16,158; wage subsidy for two summer students, \$10,898; and indigenous grant, \$3,977.

No hoopla subsidy was received from PLSB for hoopla costs in 2017. Marigold paid a total of \$89,306.28 for this resource in 2017. The cost could have exceeded \$110,000, but the monthly downloads were reduced to two in September, thus reducing monthly invoice costs by over 50%.

Expenditures: Good outcome in 2017. 100% of the year has passed to the end of December; 99% of the expenditure budget has been spent. Expenditures are on track, including salaries at 98%. There were three pay periods in December. Materials are at 91% of budget and the difference is largely due to underspending in electronic resources at 84%. The decrease in monthly hoopla downloads was a result of electronic resources being underspent. Building maintenance was overspent by 26% due to the garage floor repair and computer hardware purchases were overspent by 46%. Some computer purchases will be capitalized by the auditors. Staff computer terminals will be replaced in early 2018. Protocol was overspent by \$1,727 because the Service Recognition policy regarding gifts for Board and staff was updated in late 2016.

The total cost for HVAC expenses was \$9,522.98. Marigold spent \$2,682.77 more in 2017, compared to total costs for HVAC maintenance and repairs in 2016, at \$6,840.21.

Capital and Projects Budget expenditures

In 2017, one van was replaced at a cost of \$42,710 and the basement room was refinished at a cost of \$19,917. \$7,845 was spent to complete the replacement of tables and chairs for the staff room to match the ones purchased in 2016. The replacement of tables and chairs was completed in stages to help contain costs.

RISE Balance Sheet and Income Statement (unaudited) to December 31, 2017:

There was positive activity in the RISE accounts this past year.

As budgeted for 2017, RISE received \$87,000 (Marigold contributed \$37,000 for HQ and 36 libraries. RISE paid Marigold \$4,167 each month for IT staff, administrative costs and Internet and a three-year maintenance agreement was purchased for \$34,950. \$57,282 remains in the RISE bank account until needed for future maintenance costs, hardware replacement and training costs.

2. **Draft Budget for 2018, 2019 and 2020, including Trends**

Director of PLSB, Diana Davidson commented that the 2018 Provincial budget will be 'difficult,' but PLSB is hoping for stable funding. Increases are unlikely. No word yet on 2017 official population as a calculation factor for the provincial grants. Marigold is also unsure about how much funding will be available for on-reserve populations; however, PLSB is working hard to make this an annual grant on a permanent basis.

The population increase in 2017 was 3.5% and the income from levies for 2018 (lines 8-10) was updated to reflect this. Interest on line 19 was reduced from the last draft version of the budget because interest earned on the capital grant must be used for a capital project and cannot be used for operations. Books and AV (line 88) was increased considerably and some minor adjustments to board committees, board travel, protocol, caretaking & landscaping, member libraries travel, L2U and programming were made after the 2017 year-end actuals were included. Services Grants (line 119) was also updated using the new draft version of the transfer policy included in this package.

3. **Schedule C**

At the Board meeting on November 18, a motion passed *"That the current Executive Committee will be the Schedule C Committee for 2019 -2020."*

At the Executive Committee meeting on December 6, a motion passed *"To recommend levy increases of 1.5% for Municipalities with Library Boards, 2.4% and 2.3% for Municipalities without Library Board; 0% for Library Boards for each of two years covered by the upcoming Schedule C amendment: 2019 and 2020."* These were the assumptions shared with Board members in the background notes at the November meeting:

1. Past Schedule C committees felt that it is useful to increase levies each time to mitigate the need for higher levy increases later; however, the timing might not be ideal to increase levy rates substantially when Marigold is building a new building and while voters are mindful of increasing taxes.
2. Consumer Price Index shows a yearly inflation rate to October 2017 for Alberta at 1.3% and for Calgary at 1.4%.

3. There are other factors to consider when setting levy rates, such as costs downloaded to regional library systems because of provincial initiatives; US exchange rates; lower investment revenue; increased costs for e-resources, IT equipment and licenses; building maintenance costs and much more.
4. Past Schedule C committees were committed to harmonizing levy rates for all residents, whether they live in municipalities with libraries or not. Marigold is very close to achieving this. The 2019 and 2020 levy rates for municipalities without library boards has been calculated to come into line with municipal levy rates in 2021. In 2021 and beyond, there will be the same (combined) levy rate for all municipalities.
5. Library Board levies will remain the same at \$4.50 per capita for municipalities with library boards.

Marigold's levy rates compared to the six other regional library systems in Alberta for 2017 rank Marigold in third place for each of the levy rates for municipalities with library boards, municipalities without library boards and for library board levies.

Marigold staff are in the process of creating a package of information to go out to Mayors and CAOs once the proposed Schedule C amendment is approved. Historically, Schedule C information is distributed after the April Marigold Board meeting and AGM so that the most current documents can accompany the package of information including audited financial statements, annual report and value of your investment/power of your library card document.

4. Building Repair Costs

The major building repair costs were for the garage floor replacement and for the basement bathroom renovation, adding up to over \$48,000 in 2017. Costs for preventative maintenance and repair of the HVAC system totaled \$9,523 which is \$2,683 higher than in 2016.

Spruce Park Electric re-set the exterior lighting timers and ordered new lights for the back-parking lot. Marigold has not yet received an invoice for this work. The motor on the built-in vacuum cleaner burnt out. The older vacuum cleaner that Marigold owns is a much better vacuum and it was recommended that it would be a better decision to put a new motor in the existing vacuum cleaner. Repairs and the installation of a new outlet cost \$870.00. A new vacuum cleaner would have cost \$2,918.00.

The contract for sidewalk snow removal was renewed at the same cost as 2016; \$1800.00 for the 2017 - 2018 snow season (Nov. to April) or \$300.00 per month. Marigold has saved costs for grass seeding around the flag pole and for painting interior walls, by having Marigold staff complete these tasks.

5. New Building Update

Since the November 18 Board when John delivered an excellent overview of our recent progress on the new building, there have been more meetings and information gathering:

- **Wheatland County loan:**
 - John, Gary and Michelle met with Alan Parkin, CAO, Wheatland County on November 20. We were encouraged to hear Alan speculate that Wheatland County may be able to provide funds to complete our building project from Wheatland's internal savings. The loan, to be negotiated towards the end of the project when we have expended our savings, might be below prime interest rate and would allow for repayment when we sell our property. This is the best arrangement that we've heard so far.
 - Marigold submitted a letter to Wheatland County on December 21 requesting a loan of up to \$2,000,000.
 - Michelle has offered to speak to Council as a delegation in February.
- **CFEP application**
 - Carla Miklos, Grant Consultant with Alberta Culture and Tourism, provided an update on eligible funding. The estimated Total Project Cost (TPC) is \$7,934,779 and taking into account the \$3,020,484 received from Municipal Affairs, Marigold is eligible to request \$946,905 (maximum funding from the Government of Alberta is 50% of the TPC).

- As per CFEP guidelines, the review and decision-making process takes approximately five to six months. Marigold will receive written notification of the outcome of the grant application in March/April 2018.
- **Meeting with the Town of Strathmore**
 - a. Michelle and David McAllister, General Manager for Western Irrigation District, met with Mark Ruault, Director of Infrastructure & Development Services, and Chuck Procter, Planning department, on December 12. The joint facility project proposal was discussed. Town Staff outlined the sequential planning process and timeframes as indicated by the Town in parentheses:
 - i. Area structure plan (4-5 months)
 - ii. Land-use re-designation (60 days)
 - iii. Subdivision (40 days)
 - iv. Development permit
 - v. Building permits.
 - WID and Marigold requested recommendations for appropriate land-development and architectural consultants who are familiar with the Town processes and requirements.
 - Marigold confirmed that it is critical that the project be completed by December 2020 which is dictated by the terms of the grant funding they have received for this project. The Town confirmed was achievable and likely conservative given the typical timeframes associated with approval processes which are shorter than estimated and have the potential to be run concurrently.
 - Town Staff, WID and Marigold agreed that Highway Commercial was the most appropriate land-use designation for the parcel location for the proposed headquarters.
 - WID and Marigold communicated their interest in requesting a waiver of off-site levies based on their not-for profit status and the various community benefits (including public space) that are contemplated with the project. Staff confirmed this would require a request to Council.
- **Joint Facility Review Committee meeting**
 - Marigold and WID committee members met at Marigold Headquarters on January 9.
 - WID offered to attend the Wheatland County Council presentation in support of Marigold's request for a loan.
 - WID presented the (certified) Appraisal Report of WID land prepared by Furano Appraisal & Advisory Ltd. Marigold understood from WID in November the land value would be approximately \$225,000/acre, but new information was included:
 - The appraisal confirmed the market value for the property to be estimated at \$225,000/acre based on property valuation for a site that has been stripped, serviced and offsite levies paid.
 - A value of approximately \$199,000/acre is provided for the market value of undeveloped (Urban Reserve) land.
 - Marigold representatives outlined the need to minimize risks and the need for cost controls. The appraisal emphasized the need to determine when Marigold would purchase the land from WID, what value the purchase price would be based on, and how to determine what other potential costs would be included or excluded in that purchase price.
 - The committee reviewed the proposed Area Structure Plan for WID land and agreed the scope was achievable given the feedback from the Town at the December 12 meeting. WID and Marigold discussed the need to confirm how costs would be divided as the ASP land includes land outside of the 5.73 acres earmarked for the facility project.
 - The conversation with the Town to date has been based on a joint approach for development, and colocation provides a tangible benefit to the Town that may help expedite approval for development. The timing of the project is of more concern to Marigold in light of provincial funding deadlines. The benefit to WID is

to obtain certainty around future rezoning not only for the project parcel but for additional WID lands.

The second issue of ReNews: Marigold's New Building Plans & Progress is included in your Board package.

6. Direct Services

Alberta's library systems, Marigold included, are acknowledging that their roles have evolved to include services delivered directly to residents. We need to start challenging anyone who thinks that we are still a "behind-the-scenes" operation. In the past few months, that has come up several times. It is tricky to understand what a regional library system does in the first place, but we know that we are much more than a "library for libraries."

Recently, there has been a healthy discussion among Alberta's Library System Directors about how library systems have transitioned to provide public library services directly to residents and visitors of member municipalities. For years, library systems branded themselves as "behind-the-scenes" organizations that largely served the needs of the public libraries in each of the regions. Because of the diversification of library services and funding limitations with our libraries in less populated communities, regional library systems have responded by creating and delivering services directly to residents: online resources and conveniences, training, marketing, programming, etc. These changes have resulted in great demands on what and how a library system delivers its services. We budget differently. We hire, train and mentor staff differently. We interact with our members differently. We report differently.

Marigold has always had a direct relationship with residents, notably through the books by mail service (now called Library to You), book deposits and, more recently, with the remote locker installations. From the start, Marigold has issued memberships. For the last 8 years, Marigold has supported and engaged in programming through RISE and by hiring summer students who deliver programs at libraries and other community locations. Marigold has always served patrons who live far away from libraries, and this is still the case today.

Director of Service Delivery, Lynne Thorimbert writes: *There was an interesting discussion at Standards & Services meeting on November 21 about this. The Committee agreed there is often a misconception that Marigold only performs support functions, when Marigold offers a blend of support and direct services. Marigold has had a Direct Services department for decades, which still provides paperback deposit service, mail service to homebound or remote patrons and more. Today, in places like Lake Louise where patrons don't have a local library, Marigold fills a need for digital and physical library resources. The Hussar remote locker and Siksika outreach would likely not exist if not for Marigold's initiative. The business model of library systems has evolved and has an impact on staff time and resources.*

The reason we are eligible for CFEP is because CFEP agreed Marigold provides public library service, public benefit and access through a variety of ways - including through member libraries but also through direct delivery of library services to patrons via Marigold HQ. This supported our argument the facility has public access. I had called CFEP prior to starting the application to ensure we were eligible, and explained our operations in detail to a CFEP officer. If it was determined that Marigold did not provide direct public access or service under the Libraries Act, we wouldn't have been eligible to apply for CFEP. Below is a list of ways Marigold providing direct public library service, much of which was used in our application. Hope all of this is helpful.

Marigold Headquarters delivers a variety of public library services and resources directly to residents in member communities.

Public Programming

- Marigold provides year-round programming to children in member communities such as Minecraft, storytime for preschoolers, coding and literacy programs. Marigold summer students deliver programs and activities at member libraries in support of the national TD Summer Reading Club.

- Marigold provides year-round programming through the TeensBookingIt! platform, an online website that encourages teens and tweens to express and share their creativity regardless of where they live.
- Marigold arranges programming for library patrons of all ages, delivered by experts on a variety of topics (e.g. gardening in Alberta, yoga, creative writing, drawing classes, estate planning, law topics).
- Marigold staff deliver programming to help people become more confident and self-sufficient when using technology. Programs have included how to use digital subscriptions like digital magazines, streaming services and how to use devices and download ebooks.
- Direct library service to residents in Marigold's municipalities and Nations continues to grow with outreach programs. Marigold's Training & Communications Coordinator and Consultants have taught children in schools how to use the Solaro curriculum eResource. Multiple staff have delivered multiple programs hosted at schools on SikSika and Stoney Nakoda Nations.

Library Collections

- Marigold issues library cards to rural patrons via Headquarters and while presenting outreach programming. This way, patrons can access their library accounts through TRACpac (the online catalogue), place holds on library material for pickup at the closest library or download digital content onto their devices.
- Marigold provides collections of large print books loaned to seniors' lodges.
- Marigold makes it possible for residents to use computers, access high-speed Internet and download content in an affordable way. Patrons can access eBooks, streaming music, movies and TV shows, online databases for business training, genealogy research, language learning software, auto repair guides, digital magazines and more, paid for by Marigold.
- Marigold provides Tumblebooks and other eResources for parents to use with babies and preschoolers to build literacy and help prepare them for school.
- Students can improve their grades at home or on their devices with Solaro, an online platform Marigold provides that has test prep and study guides for Alberta curriculum.

Library to You

If residents cannot get to a public library, Marigold interlibrary loans books and audiovisual material such as DVDs by mail. Marigold pays for postage to/from the patron's home mailing destination. Patrons also get remote access to library materials like downloadable eBooks, music and digital subscriptions.

Book Deposits

Residents have access to Deposits located in small communities throughout Marigold. Residents can borrow materials on an honour system basis. Marigold staff help maintain deposits, support a designated local volunteer, sign people up for library cards and present information and activities at community events. Marigold provides 10 brand new bestsellers every month to each deposit and replenishes the collection annually with adult, children's and teen materials.

Interlibrary Loan and Delivery

Marigold staff fill up the interlibrary loan locker in Hussar, getting items directly into the hands of patrons.

Training

Marigold provides training for volunteers (including local boards, other volunteers, and the Marigold Board) and training for the general public. Topics have included trustee training, advocacy, and other educational series.

7. Branding and Logo

Corey Brennan from Elevate, a graphic design and branding company in Calgary, was hired in the Fall of 2017 to work on creating a new logo and designs for Marigold's publications, business cards, website header and more. Marigold is excited that the new

look will be officially launched at the January 27 Board meeting. Marigold has already begun to incorporate the brand into our documents.

The new logo has been on the horizon for a long time and was included in Marigold's Strategic Plan (2016 to 2018). With the work taking place with Marigold's building project and the launch of a new website, the new rebranding will provide a fresh new look for the organization.

8. 2017 Highlights

Our 2017 use statistics from TRAC demonstrate the continued usage and relevance of libraries in Marigold.

- 102,922 people/families have a Marigold library card
- 1,971,591 items loaned to Marigold cardholders
- 929,786 items loaned and borrowed between libraries
- 186,965 eBooks borrowed (including OverDrive & Cloud Library)
- 17,109 items checked out at Marigold libraries by MELibraries patrons (registered at libraries outside TRAC)
- 3,307,958 items available in the TRACpac online catalogue
- 15,973,510 visits to the online library catalogue, including mobile app

2017 eResources statistics:

- Freegal (downloadable music) - 34,296 songs downloaded
- TumbleBooks - 7,915 children's books accessed
- Hoopla - 31,121 items streamed
- PressReader - 19,888 newspaper views
- Zinio - 24,762 digital magazines downloaded
- Solaro - Total of 33,319 instances used including content viewed, quizzes started, tests reviewed, and tests started
- Lynda.com - 866 users viewed 2,623.92 hours of video