

MARIGOLD LIBRARY SYSTEM
 Board of Management
Saturday, August 20, 2016
 Canmore Public Library, Elevation Place
Canmore, Alberta
MINUTES

MARIGOLD BOARD MEMBERS IN ATTENDANCE

ACADIA	Maxine Booker	1
AIRDRIE	Kayla Jessen-White	2
BANFF	Corrie DiManno	3
M.D. BIGHORN	Lynda Lyster	4
CANMORE	Judith Smith	5
CARBON	Guss Nash	6
CHESTERMERE	Lennox Gomes	7
COCHRANE	Susan Roper	8
CROSSFIELD	Jo Tennant	9
DELIA	Janice Hoover	10
DRUMHELLER	Margaret Nielsen	11
FOOTHILLS M.D.	Eleanor Chinnick	12
GHOST LAKE	Donna Bauer	13
HANNA	Jerry Kruse	14
KANANASKIS I.D.	Susan Billington	15
KNEEHILL COUNTY	Glen Keiver	16
LONGVIEW	Jan Dyck	17
MORRIN	Karen Neill	18
OKOTOKS	Marian Walsh	19
OYEN	Dennis Punter	20
ROCKYFORD	Gary Billings	21
ROCKY VIEW COUNTY	Dimitri Dimopoulos	22
SPECIAL AREA # 2	Bob Gainer	23
SPECIAL AREA# 3	Helen Veno	24
TURNER VALLEY/ BLACK DIAMOND	Diane Osberg	25

MARIGOLD HQ STAFF IN ATTENDANCE

Michelle Toombs
Laura Taylor
Lynne Thorimbert
Caleigh Haworth
Carlee Pilikowski
Nora Ott (recording)
Alida Pituka
Richard Kenig
Jessie Bach
Nicole Talsma
Jane Fisher

REGRETS WITH NOTICE

ACME	Daniel Leronowich
BEISEKER	Sharon King
CEREAL	Elaine Michaels
I.D. #9	Ghada Wirth
HIGH RIVER	Linda Schafer
HUSSAR	Kristen Anderson
LINDEN	Wendy Marsh
STANDARD	John Getz
STARLAND COUNTY	Lil Morrison
STRATHMORE	Denise Peterson
THREE HILLS	Ron Howe
TROCHU	Bill Cunningham
WHEATLAND COUNTY	Berniece Bland
YOUNGSTOWN	Lorraine Ruppert

GUESTS

Jen Anderson	Public Library Services Branch	1
Katrina Borowski	Public Library Services Branch	2
Judy Tidlund	Chestermere Library Board	3
Mae Fisher	Sheep River Library Board	4
Mary Zazelenchuk	High River Library	5
Rose Reid	Bighorn Library	6

REGRETS WITHOUT NOTICE

CONSORT	Dale Kroeger
EMPRESS	Sheila Howe
MUNSON	Lyle Cawiezal
SPECIAL AREA #4	Lisa Vert

MINUTES

1. CALL TO ORDER

1.1 L. Lyster called the meeting to order at 9:32 am

1.2 Recognition of new Board members

L. Lyster extended a welcomed a new Board Member:

- Janice Hoover – Village of Delia

There are two vacancies:

- Town of Irricana
- Summer Village of Waiparous

1.3 Greetings from Canmore – There were no greetings from the Town of Canmore

2. APPROVAL OF AGENDA

MOTION: D. Punter/J. Dyck

-To approve the Agenda

CARRIED

3. MINUTES OF THE April 23, 2016 MEETING

MOTION: G. Billings/K. Neill

-To accept the Minutes of the April 23, 2016 meeting

CARRIED

4. MINUTES OF THE April 23, 2016 AGM

MOTION: G. Nash/E. Chinnick

-To accept the Minutes of the April 23, 2016 AGM

CARRIED

5. CONSENT AGENDA

MOTION: S. Roper/M. Booker

-To approve agenda items 5.1 to 5.4

CARRIED

6. DECISION

6.1 Financial

6.1.1 Financial Statements to July 31, 2016

MOTION: G. Billings/M. Nielsen

-Subject to audit, the Marigold Financial Statements to July 31, 2016 be accepted as presented

CARRIED

6.1.2 RISE Financial Statements to July 31, 2016

MOTION: K. Jessen-White/J. Kruse

-Subject to audit, the RISE Financial Statements to July 31, 2016 be accepted as presented

CARRIED

6.1.3 Budget Estimates 2017

MOTION: D. Dimopoulos/M. Walsh

-To accept the Marigold Budget Estimates for 2017

CARRIED

6.2 Policies/Plans

6.2.1 TRAC Card – Operational Bylaw – Standards & Services

MOTION: M. Booker/K. Jessen-White

-That the TRAC Card Operational Bylaw be given first reading

CARRIED

MOTION: M. Booker/K. Neill -That the TRAC Card Operational Bylaw be given second reading	CARRIED
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MOTION: M. Booker/D. Osberg -That the TRAC Card Operational Bylaw be given third reading	CARRIED
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MOTION: M. Booker -To approve the TRAC Card Operational Bylaw	CARRIED
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6.2.2 Non-resident Fee Policy – Standards & Services

MOTION: M. Booker -To delete the Non-Resident Fee Policy	CARRIED
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7. ITEMS FROM THE CONSENT AGENDA

-There were no items from the consent agenda

8. GROUP DISCUSSION – ALL IN ATTENDANCE

The group asked for the definition and the difference between “On-Reserve” and “On-Settlement”.

On-Settlement:

The provincial government passed the Métis Population Betterment Act in 1938. Lands were set aside for Métis Settlement Associations. In Alberta, unlike in the rest of Canada, Métis people have had certain lands reserved for them, known as Métis Settlements. Métis Settlements located across the northern part of Alberta form a constitutionally protected Métis land base in Canada. On-Settlement refers to the populations living in the Metis Settlements. There are no On-Settlement populations within the Marigold Library System.

On-Reserve:

The First Nations are the various Aboriginal Canadians who are neither Inuit nor Métis. First Nations in Alberta were established by a series of treaties—Treaty 6, Treaty 7, and Treaty 8. In Canada, an Indian reserve is specified by the Indian Act as a "tract of land, the legal title to which is vested in Her Majesty and has been set apart by Her Majesty for the use and benefit of a band". A single "band" (First Nations government) may control one reserve or several, in addition some reserves are shared between multiple bands. On-Reserve refers to the populations living on reserves. The On-Reserve populations assigned to the Marigold Library System are the Siksika Nation and Stoney Nakoda Nation (which includes the Bearspaw, Chiniki and Wesley Bands). The lands which make up the Stoney homeland are found in three separate locations. The Eden Valley reserve lies to the south of Morley, near Longview; the Big Horn reserve to the northwest of Morley; and the Morley reserve is west of Calgary, near Exshaw. Siksika Nation is located east of Strathmore, near the Hamlet of Gleichen.

Members were asked what their past experience with On-Reserve persons was and to give their points of view about, **“How can we build relationships with On-Reserve populations in Marigold”?**

Comments include:

- There are off reserve residents that have treaty status that use the library. To build relationships with on-reserve populations Marigold should hold meetings on reserves at venues such as Blackfoot Crossing or Nakoda Lodge.
- Has had little experience with on-reserve populations as there are no reserves near the municipality. Marigold should try to make on-reserve persons feel more inclusive.

- Believes that building relationships starts with youth. Connecting with youth is the key to being successful.
- The First Nations people have always used medical facilities and it is right that they can now borrow library materials.
- There is a lot of historical baggage that goes along with what was well-intended at the time. To build relationships you first have to build trust with the elders. Marigold must learn about their many cultures; and there are many. Establishing a trustful relationship is a very complex issue. There is a history of help coming in and then disappearing. Any relationship established or funding must be ongoing or sustainable. Marigold should have discussions to go forward. Build trust one on one. Before doing anything else, there must be trust; this is key. After trust has been established, then, invite elders or key stakeholders to meetings. Train Marigold Board members by including a speaker at a future Board meeting. There are aboriginal specialists at U of C. Try to get funding for fiber optics to be installed on the reserves. A source to contact about Federal funding is Foothills MP, John Barlow.
- Have a First Nations person or persons sit on the Marigold Board. Also invite First Nations to participate at Board meetings.
- Has had some experience with high school students coming into the library, but has not seen on-reserve persons in the community at large. First Nations students have toured the Sheep River Library.
- Marigold should include Eden Valley near Longview. It is advisable to collaborate with local governments. Invite communities to Marigold Board meetings.
- Establish community libraries on the reserves. Work with schools to get the youth involved. Offer courses/workshops that explain the Marigold Library culture.
- Invite key contacts from First Nations to Marigold meetings and ask them to invite us to visit them. Ask them to educate us.
- Reach out to First Nation youth digitally. Ask province to install fiber optics on each reserve.
- Offer training to staff. Recognize the difference between Bands, Treaties etc.
- Is aware that First Nations children are bussed from Morley to Exshaw. The children were allowed to use the library but were not allowed to borrow books.
- Marigold needs to get First Nations individuals involved and make them feel included. Off reserve individuals with Treaty status should also be targeted if there is no reserve near a municipality.
- Ask to be invited to events or activities on reserves. Have one-on-one relationships; talk to individuals
- Talk to students. Start with something small and achievable.
- Has had little involvement with Alberta First Nations. Has lived in an area where the white community was the minority and there was no us and them. Marigold member libraries cannot think in terms of us vs. them. First Nations persons must be treated as equals. Provide materials that are relevant to First Nations patrons; especially children's books and books that deal with First Nation's issues. Get feedback from the First Nations about what types of materials they would like to see available in the collections.
- First Nations communities should be invited to be part of the solution. Seek First Nations input. Find connections and champions from the community.
- Recognize the prejudices. Learn about First Nations culture. Have a speaker educate Marigold Board members about First Nations culture. Provide programming on the reserve (such as early childhood literacy and Minecraft). Ensure that on-reserve individuals have access to programming. Advocate for the Government of Alberta to continue funding; get some kind of an agreement that the funding will not be revoked and will be long term.
- Marigold should stay away from generalizations and recognize individuals. Marigold should not tell the First Nations what they need but should ask for their input; find out what they want.

Members asked why First Nations persons were not allowed to borrow library materials until now. The explanation is that First Nations are on crown land (Federal) and libraries are provincially funded. It is a Federal vs. Provincial issue. The current provincial government (NDP) has made it a priority to provide library funding for on-reserve populations.

9. INFORMATION

9.1 Library Service to Indigenous Populations

-Rose Reid, Library Manager of the Big Horn Library, presented information on how she has developed relationships with residents of the Stoney Nation including providing library service.

9.2 PLSB Update

Jen Anderson, Library Consultant at PLSB:

-The Plans of Service section of the website has been updated and includes a new planning toolkit to make it easier to create a plan of service

-The 2016 Public Library Directory is up to date and available. A print copy is available from PLSB. The online version is most current and is updated throughout the year. If your library has changes, notify PLSB so the information can be updated in the directory

- If any Library Board wishes to host a "Board Basics Workshop", contact Ken Allan at PLSB. This fall, "Board Basics Workshops" will be offered at:

- Medicine Hat on September 10, 2016
- Westlock on September 24, 2016
- Camrose on October 1, 2016
- Two Hills on October 15, 2016
- Marburg on November 5, 2016

-PLSB is hosting an Indigenous Populations Symposium on February 22, 23 and 24 in Edmonton

Katrina Borowski, Library Consultant at PLSB:

-PLSB is in final negotiations for a unique e-book platform that will be funded by PLSB starting in 2017.

-PLSB has topped up Marigold's Hoopla by \$ 27,200.00 to the end of December 2017

9.3 Marigold HQ Feasibility Study Update

-L. Thorimbert provided an update on the work and discussions taking place with the Marigold Headquarters Feasibility Study

- Hank Brzezinski, of BRZ Partnership Architecture Inc., will present the results of the Feasibility Study at the November Marigold Board meeting.

9.4 RISE Future

-M. Toombs and R. Kenig provided an update on the RISE Network including new hardware and software purchased for the central site.

9.5 Library Month

- C. Pilikowski provided information on three initiatives that will be rolled out in October

- Snoopy Library Card sign-up promotion
- Snapshot Day/Week
- UWalk Challenge

9.6 Updates

- M. Toombs encouraged delegates to share the background notes with their local Library Board members and staff

-Minecraft was incredibly popular this summer. Marigold hired a student to deliver programming to kids in the art of Minecraft and to persuade them to participate in the program.

-Hussar Library closed its doors because the school closed and they no longer have physical library space. The library is still active and provided programming to the community during the summer. Hussar Board continues to operate. Library lockers, similar to those used in Airdrie, will be installed in the future. The Credit Union, in Hussar, has offered space for the library

-E-Resources costs continue to escalate with the pay for transaction model. Hoopla use continues to increase as its popularity grows. Marigold is finding it difficult to budget for this type of platform.

9.7 Upcoming Board Meetings

- Saturday, November 26, 2016, 9:30 a.m. – Irricana Community Center
- Saturday, January 28, 2017, 9:30 a.m. – Videoconference via four locations including Airdrie, Hanna, Strathmore and Turner Valley.

9.8 Information Sharing – Roundtable

- J. Kruse, from Hanna, reported that the Hanna Library just finished installing a new roof and are now ready to go forward with renovations
- Rose Reid from Bighorn Library stated that she is proud to be part of the Marigold Library System.

10. BOOK DRAW

-The book draw for *Canada, Photographs by Mike Grandmaison/text by Shelagh Rogers* was won by Susan Billington from Kananaskis I.D.

11. ADJOURNMENT

L. Lyster declared the meeting adjourned at 12:20 pm

CEO

Board Chair

Marigold Board Meeting August 20, 2016 Background Notes

1. Marigold and RISE Financials

Marigold Balance Sheet and Income Statement (unaudited) to July 31, 2016:

Balance Sheet: Marigold is in a positive financial position. Assets & Equity for 2016 have increased by \$1,121,521 compared to 2015. This amount also includes an increase to reserves (\$508,000). In addition, 100% of the Provincial Grant money was received in June (\$1,910,110) and there are five months (42%) of year left for remaining 2016 budgeted expenditures. Total Reserves increased \$508,000 from 2015 because money was added to the Building, Vehicle and Airdrie Collection Reserves after the 2015 audit.

Income Statement:

Revenue: Marigold received \$1,820,463 in provincial operating grants in June, which was \$44,217 more than expected because 2015 population was factored into the per capita grant formula. Marigold also received a grant of \$89,647 for public library service for on-reserve populations.

Expenditures: 58% of the year has been completed; 52% of expenditures have been accounted for to the end of July 2016.

Marigold will not be paying RISE maintenance agreements quoted at \$80,000 for videoconference equipment at our libraries (see section 9). Therefore, there will be a large unexpended amount in line 36. The Alberta Library (TAL) will not be charging Marigold \$14,000 to extend the OCLC contract for the TALonline (line 56); (see section 12 of Marigold HQ and Community News document).

Materials and staffing expenditures are on target. There are three pay periods in July and December and salary grid step increases and COLA were applied on January 1.

IT Capacity Fund: Seventeen libraries have not spent their allocated \$1,000 IT Capacity Fund at all this year for computer equipment sourced and installed by Marigold. Please mention this to your local library Board and Library Manager because any unspent portion will not be carried over to the following year (as per IT Capacity Fund Policy). Orders need to be confirmed and placed by early November so that the equipment can be received and invoices paid by year end.

RISE Balance Sheet and Income Statement (unaudited) to July 31, 2016:

Negotiations for future videoconference service have been completed with details below (see section 9) and presentation by Richard Kenig at the August Board meeting. RISE paid \$9,913 in maintenance agreements to bridge us to the end of the year. RISE has \$135,000 in the bank to spend on central site videoconference equipment, licenses and support going forward.

2. Budget 2017 estimates for Councils

Marigold's estimated budget for 2017 is \$5,048,609, which is 6% above the Board-approved 2016 budget. This is largely because of the population increase in Marigold's service area.

Marigold Managers began compiling the 2017 budget in May. An early start was necessary so that the Executive Committee could see how these Council Estimates are compiled. The 2017 budget will go through several more intense reviews in the fall and in January before the final budget is approved. Only two years (2017 and 2018) have been included in this budget draft so far because these years match our upcoming Schedule C.

After consulting our auditors with Gregory, Harriman and Assoc., there were two significant changes to the 2017 budget. The first was the removal of the reimbursements. Reimbursements are notoriously difficult to estimate and skew the overall budget. The second change was to include all of the money transferred from the RISE accounts under revenue so that we can understand this better in the years to come.

Other changes to the 2017 budget include:

- **Marigold expenditures** that are calculated on a per capita basis with current service population include contract subscription fees for online resources, TAL and other organizational memberships, and the TRAC levy. With several more municipalities and population growth, there are increased service costs, such as extending delivery routes, increased insurance coverage, materials allocations and service grants.
- **Revenue:** In 2017, federal census results may inform municipal populations, which will change the revenue projections for municipal levies. For the past two years, Municipal Affairs has used the most recent official population to calculate provincial grant amounts; however, the Public Library Services Branch recommends using the past year's provincial grant amount for the current budget projections because the provincial budget is approved after the Marigold budget.
- **Salaries and benefits:** A 10% increase is projected to include staff salaries for a couple of new positions because of higher populations and expanded services; salary grid step increases for eligible staff; a 1% COLA increase; increased benefit costs and a salary grid review. A salary grid review was last done in 2012 and some salaries have not kept up with salaries in comparable organizations.
- **Materials, processing, and delivery:** An 8% increase is projected. The largest portion of this is for e-book and digital purchases, especially hoopla titles. E-book and e-resource costs set by US vendors are increasing a lot faster than inflation. PLSB no longer pays for the TAL Core and has reduced funding for Zinio and hoopla, so Marigold is picking up these costs to continue to provide these popular resources. Delivery costs are expected to increase because of increased mileage, larger vehicles and more frequent trips to high volume libraries. Online Bibliographic Tools includes the annual payment for CollectionHQ, which is an online tool that HQ and member library staff will improve the selection and cost effectiveness of their collection development.
- **Transfer payments:** Service grants for larger communities near Calgary are based on per capita population, while the base rates for communities with smaller populations have been maintained in 2017 and 2018.
- **Admin, Board, building, supplies, vendor services and contracts:** The 7% projected increase accounts for bank charges because of foreign exchange rates for content and services provided by US vendors; rising contract costs for local services; maintenance fees for aging infrastructure; furniture replacement; insurance and shipping costs.
- **Computers, peripherals, licenses, network costs:** A 5% decrease is projected, largely because equipment and maintenance agreements are a lot lower by not paying for the expensive service agreements on RISE videoconference equipment. Although PLSB is picking up the monthly fees for the SuperNet, there is a need to increase Internet capacity. Member libraries would like Marigold to replace the website platform for a more appealing website presence and to make it easier for member libraries to populate their own websites. Richard is starting to make inquiries with website development companies and the cost will be significant.

TRAC costs are increasing as well, mostly because of our service population growth and increased functionality (e.g., Polaris Leap). The Alberta Library (TAL) annual cost is lower than expected because we do not have to pay for the recently launched TALonline.

- **Consultation, programs, marketing:** The 1% increase will cover increased travel costs for Marigold consultants, IT staff and program staff to travel member libraries. Increasing cell phone costs are also included. Cell phones are provided to all Marigold staff who travel on Marigold business.
- **Capital and project expenditures** are based on available funds after operating costs have been subtracted from revenue projections. This revenue will be used to replace a delivery van in 2017 and to pay for a new website platform. Available funds for capital and project expenditures are decreasing year to year as budgets get tighter.

3. **Schedule C update**

Since the Schedule C information packages were distributed to member municipalities at the end of May with print copies to Mayors/Reeves and email copies to CAOs and Board Chairs, 27 out of 44 municipalities have signed Schedule C – that accounts for 61% of the municipalities. The minimum percentage of municipalities needed to pass Schedule C as specified in the Marigold Agreement is 60%, Marigold has reached this requirement. We also need enough signatures for municipalities representing 60% of Marigold’s service population. We hope to know if Schedule C passes by the end of September 2016, which was the end date indicated on the correspondence. So far, it is looking promising. We appreciate the Marigold Board members support in promoting the value of Marigold in your communities, with your Councilors, local board members and with other key decision makers.

4. **Vehicle Purchases**

Marigold purchased two 2016 Ford Transits in April and July from Strathmore Ford for \$33,749.91 and \$32,684.91. The purchases were planned for as a part of the 2016 Capital and Project Budget approved at the January Board meeting. Cargo cages were installed as one of these vehicles is primarily used for daily delivery routes. Other Marigold staff are able to use the second Transit for consultation, training, presentations, project work, recycling or other uses during times the vehicle is not booked for delivery.

This first Transit replaces the 2008 Honda CRV, which was sold. The second Transit will replace the 2012 Ford E-150, which will be put up for sale in August. Having one of the cargo vans replace the CRV has allowed Marigold delivery routes to be adjusted for more efficient headquarters logistics and workflow, with no impact to the member libraries.

5. **New HQ Building**

The Feasibility Study Steering Committee comprised of BRZ Architectural Partners, Hank Brzezinski, Deanna Christensen and Maricris Usher; Building Committee members, John Getz, Lynda Lyster, Gary Billings and Denise Peterson; and Michelle Toombs (Chair), Laura Taylor and Lynne Thorimbert from Marigold HQ, and guests Mayor Ell and Councillor Steve Grajczyk has met six times in May, June, July and August.

The committee has been working through the three future expansion options as outlined in the Marigold Library System Headquarters Feasibility Study RFP:

- A. Expanding the building on the current site, including interim operational considerations and costs while construction takes place
- B. Acquiring and retrofitting an existing building
- C. Acquiring property and having a facility built

BRZ Partnership Architecture has presented plans on site development restrictions and potential site plan revisions on the existing Marigold land. These plans were informed by the Existing Facility Assessment and programming document development by BRZ with Marigold that outlines requirements and deficits in operational space, site access and parking. The Facility Assessment established the minimum footprint required for Marigold operations whether on the current property or in another location.

Property options in Strathmore for retrofitting or new builds have been identified or eliminated. There is a lack of suitable options for retrofitting that would fit Marigold’s operational needs. Properties with a high cost per acre, or acreages with a lack of major infrastructure or service options, lack of access for trucks, or a reasonable means to connect to SuperNet without spending potentially millions of dollars have been ruled out.

At Marigold’s November 2016 Board meeting, BRZ Architectural Partners will present the results of the Feasibility Study, including the firm’s opinions on how much property will be needed; the size of the building; building cost per square foot; and overall project cost estimates, including costs for the transition from the existing headquarters facility to a new or renewed facility.

6. **Borrowing Powers for Library Systems**

Mayor Ell (Town of Strathmore) has been shepherding the Resolution to change legislation to allow library systems to borrow. He has been gathering information from us and relaying information and questions to and from AUMA Directors. The deadline to submit the Resolution for the fall AUMA conference has passed, but we are hoping to make the case so that the AUMA Directors support the Resolution in the spring of 2017. If AUMA passes the resolution, AAMDC may follow suit. The attention on this matter may be a nudge for the provincial government to provide some infrastructure funding (always optimistic).

Realistically, the provincial government is not expected to be in a position to change the legislation within two years if they agree to do so; that means that Marigold is still lobbying for funds to enlarge our headquarters facility. Marigold Board Chair, Lynda Lyster, and Building Committee Chair, John Getz, have signed a letter mailed to Dr. Diana Davidson, requesting confirmation of our understanding of the Alberta Libraries Act, which would allow a municipality to borrow on Marigold's behalf.

7. On-reserve Populations Project Funding

Please note the letter attached to end of these notes from Danielle Larivee, Municipal Affairs Minister. It explains the Government's initiative to support expanding public library services to on-reserve and on-settlement Albertans. For the on-reserve populations of Siksika and Stoney Nakoda First Nations, Marigold received a grant of \$89,647 (\$10.25 per capita).

The primary goals of this project funding as stated by Diana Davidson:

- Provide public library service for on-reserve and on-settlement populations
- Treat these populations as local residents, thereby removing barriers to service and not charging non-resident fees for borrowing privileges
- Open existing public library services to these populations

Receipt tracking is not required for the project funds; however, we will be preparing a report next year to list what we have accomplished and hope to accomplish with these funds (and more). These funds are expected to be renewed annually.

A committee of Marigold Library Managers and Calgary Public Library Managers has been organized to plan relationship building strategies and priorities for the expenditure of the project funds. First meeting on Sept 7 at Cochrane Library.

A number of initiatives have already taken place, including:

- Marigold staff members attended Siksika Outreach School in June to issue library cards on-site using Polaris Leap and to show students how to use online resources (amazing experience that we are keen to repeat); invitations have been received and arrangements are being made to visit the other Siksika schools in September.
- Rose Reid (Exshaw / Bighorn Library) received an invitation to go to the Morley Flea Market on Aug 19. Marigold staff members will assist Rose at a table to promote memberships and services.
- Michelle communicated opportunities and expectations at our Library Leaders' meeting in June. Library managers in attendance discussed various ways to connect and expand service.
- Board meeting presentation (Aug 20) planned to share first-hand experience providing library service to Stoney and Siksika communities. Board member discussion question: How can we build relationships with on-reserve populations in Marigold?
- Growing list of contacts with key individuals involved with Siksika and Stoney government/leadership, Indigenous Relations, Education Authorities, Colleges, health services and other services.
- Marigold staff members, Lynne and Margaret, have connected with Old Sun College (Siksika) to offer assistance with cataloguing.
- Marigold received stories written and illustrated by Siksika children. With appropriate permission, these stories were copied, bound and distributed to member libraries for circulation; Marigold also prepared electronic copies of these stories to download from the Overdrive local collection.
- Marigold staff members, Laura, Jane, Nicole and Caleigh will be attending an Aboriginal Awareness session in Calgary on September 19.

Marigold is at the consultation and idea generation stage, and there will be a lot more of that as we engage with First Nations leaders and with our library managers. Here are some ideas that have surfaced so far:

1. Find and employ effective communication channels to welcome First Nations populations, to build relationships and to keep in touch. We need to inform our on-reserve populations that our doors are open

2. Connect with library staff and board members to communicate the expectation that on-reserve populations are welcome, and we are doing all we can to eliminate barriers to accessing public library service
3. Connect with First Nations populations through attending events and going to schools to meet with First Nations residents
4. Select materials and resources of interest to First Nations populations
5. Provide access to the Internet and technology
6. Encourage library managers and staff to provide direct services and programs involving on-reserve populations

8. Free Memberships for On-reserve Residents

The good news is that residents on reserves will not have to pay non-resident fees to get a public library membership. Even the resident fee structure to acquire a library card is a barrier for many who are facing economic challenges; therefore, I would like to propose to Marigold Board members that Marigold supports the principle of not charging First Nations residents who reside on reserves for a library card. This decision ultimately rests with the library board of each municipality, which is autonomous and makes decisions about the fee structure and who is eligible to receive library cards. Ten libraries out of 37 Marigold Libraries do not charge for library cards; Cochrane is also planning to eliminate card fees. Most libraries have policies and practices to waive card fees for anyone who is experiencing economic hardship.

9. RISE

Over the last few months, Richard and his IT team have done extensive review of the current RISE central hardware, and software. They have met with the Hardware Vendor (Cisco) numerous times to discuss upgrading/updating and transition plans to acquire current hardware and software, and to update the overall RISE infrastructure. From those meetings, they have come up with a plan to replace all the central site hardware and software. The majority of the new equipment is virtualized, and will reside on a single Cisco server. This server will take the place of the VCS Control and Expressway, Content Server, and TMS Server. The Codian Bridge will be replaced by a new bridge model – the Media 410v Server.

To facilitate transferring the current licenses that RISE possesses to the new software, RISE was required to extend service contracts on some of the central site hardware, including the VCS Control and Expressway and TMS Server. To meet this need, Richard negotiated a 6-month service extension for those devices which cost \$9,913.28 (paid out of RISE accounts).

Richard and his IT team have compared costs with three vendors (Cisco, Zayo and CDW) to get the best price for the upgrade of the central site equipment. The new equipment comes with 3 year maintenance agreements and totals ~\$100,000 + GST. This is well within the anticipated amount RISE has budgeted to spend (\$135,000). In addition to “modernizing” the RISE infrastructure, this change will allow us to more sustainable budget for RISE moving in to the future.

Questions were raised at the Executive board meeting on July 20 relating to, costs, benefits, ongoing support, ongoing ability sustainability of RISE, overall future picture of the solution, and whether other types of solutions might fulfill the same role for a lower overall cost. After discussion on these points, the board agreed that moving to the new hardware and software platforms made good business and practical sense, would allow RISE to continue to grow and expand as a service, and brought maintenance and support costs in line with what RISE could continue to afford in the future.

Moving forward, Richard has placed the hardware and software order with CDW. Their pricing was by far the best, and we have had consistently excellent service from them. The overall support for the hardware and software will be supplied directly from Cisco.

The training sessions on the new equipment begin next week and run through August. During that time, Richard expects that the hardware to arrive, and the IT staff will install it in the RISE rack. At the completion of the training, the IT staff will create a migration plan, with the overall goal at maintaining seamless service while the hardware is decommissioned and moved on to the virtualized platform.

Richard and his IT staff are working on a 6 month timeline beginning July 1, so all work will need to be completed come end of December. It’s difficult to at this point to estimate work involved in transferring to the new hardware, but Richard expects it will take a few months to get everything configured properly. I’m targeting completion for early November.

Richard also recommends that plan for the replacement of the videoconference equipment at each library that came with the original RISE installation. They will be reaching End of Life (EOL) in two

years. Marigold opted not to pay for service on these endpoints and instead has put the money in the videoconference reserve to replace endpoints as they fail. Richard recommends a plan over the next three years to replace all the oldest endpoints with the new SX10 models, or possibly a standalone solution for smaller spaces that struggle to make use of the portable room conferencing unit. He also recommends having discussions with sites that don't make use of the equipment to see if it is worth continuing to maintain and support the service at those locations, and what the challenges are, since we could potentially target new features in hardware and software to encourage those sites to be more active. Nothing needs to be decided on the endpoints immediately. They will continue to work and be supported until they physically fail.

10. IT news (Submitted by Richard Kenig)

Executive Committee approved the purchase of equipment, support and licenses to upgrade Marigold's wireless system at a cost of \$16,470.98, including an Aruba Clearpass server, license and support. The upgrade has already been launched by Marigold.

This year has been an exceptionally busy one for the IT department. We have closed 750 tickets, made over 55 trips to libraries and other locations on IT related business and continue to expand our internal infrastructure and offered services.

The majority of the spring was spent working on re-organizing and re-structuring both our servers and the server room containing them. This involved new racks, switching infrastructure, new servers, and physically altering the way the space is laid out so we could fit all the new equipment. This project is still ongoing – to date we have installed and set up the new Network Storage appliance, planned and configured the new network infrastructure to support the new products. Moved the physical servers to a new rack, updated them, and created 6 new virtual servers and moved/deployed applications to them.

Marigold IT was heavily involved in the research and planning for the new TAL online product that was recently unveiled this summer. Several work groups of people from across the province collaborated to find a reasonable solution that the whole province could use and be proud of.

Due to the steady increase in wireless users and devices that people are using in the libraries throughout Marigold we had to do a major increase in the underlying hardware that services our wireless network. This required implementing a new Clearpass server, transferring all the configuration to it and putting it in to product to handle the user load. We now consistently have 200-300 unique users per day registering to the system, and see approximately 1500 unique devices each week.

A major Polaris upgrade was completed in June, bringing new features and stability to the software that libraries use on a daily basis. Due to advancements both with Marigold technology, IT Staff, and Polaris, the upgrade was installed with only very minor issues at a few locations. TRAC plans to upgrade Polaris more regularly, so ensuring this process runs smoothly was a critical cog in that end goal.

Marigold has implemented the ability to use web based software to print to printers inside the libraries. Each library has the option to activate this feature for their patrons. The web printing is handled through the Papercut system which handles cost per copy charges and does print tracking throughout Marigold. The web printing feature can be turned on without enabling the charging feature – though this is not a recommended practice for security and logistical concerns.

Marigold has contracted with Axia as an Internet Service Provider, and will be moving to their service in September. At the same time as part of a PLSB provincial upgrade process, several Marigold sites will be upgraded to a new type of Supernet connection – this is a pilot project to investigate the viability of eventually upgrading all libraries across the province. The expected results are higher bandwidth, more available speed, and lower overall cost to the province.

Marigold IT has consulted with various libraries proceeding with renovations and/or moves during this year or as long term plans – ensuring that their needs will be met in the new space and that their technology will continue to support the excellent services they provide.

Marigold has acquired Cybrarian Computer Management software. The goal of this software will be to control the public computers, features include – statistical use tracking, require logon by code/pin, automated time limits, popups on login showing library advertisements or programs, security/control features, and centralized management with granular access (each library will be able to access their own data). We plan to have this ready for deployment to all libraries before the end of the year.

Further upcoming projects this year will include: Further expanding server infrastructure, Installing and configuring new Document Management software called Docuware, transitioning staff at all libraries to Office 365 products and services, and upgrading the Office products on all public computers, investigating new options for an enhanced ticketing system, and re-structuring the overall network infrastructure both at Marigold HQ and at all member libraries with an end goal of providing more secure and higher quality staff and public access.

Marigold IT would also like to remind people who have not planned for their technology upgrades and purchases for this year, both from the IT capacity fund and their own budgets, to please get in touch with IT staff to make arrangements for the purchase and installation of new equipment.

11. Hussar Municipal Library

The Hussar Municipal Library has closed indefinitely effective June 30, 2016. The Hussar Municipal Library Board has identified a potential location where they will be able to provide library service for Hussar and surrounding area residents. Over the summer, programming has been offered to children in the Village of Hussar and surrounding area. The number of children participating in programming is at an all-time high. Marigold staff are investigating smart lockers, a clever solution that Airdrie implemented recently.

Marigold staff assisted Hussar in weeding the library collection on July 11 in preparation for the move from the school. The picture book collection was left intact and will be used for summer programming, local outreach programs and loaned to the playschool. Adult Fiction, DVDs and new material were retained as Hussar hopes to stock a local library browsing area on book spinners within the community. In late August, Marigold staff will assist the Hussar Library Board with removing items out of the old library.

12. Graffiti on Marigold Headquarters Building and Security Cameras Installation

On Tuesday, August 2, staff reported that there were two instances of graffiti spray painted on the north wall of the Marigold building close to the storage shed. The Strathmore RCMP were contacted and a report was made. The RCMP stated that a report will be filed, but there is not a lot that can be done. There have been several instances of buildings getting vandalized over the past few weeks in Strathmore.

Contour was contacted to remove the graffiti and the company was able to successfully remove all signs of the damage. This is the second time that the headquarters building has been vandalized. Approximately five years ago, the building was a victim of graffiti in several locations on the outside of the building.

Marigold was already in the process of installing security cameras on the outside perimeter of the building to reduce the potential for a violent confrontation and property damage. Staff have concerns about their safety at night, especially when they are returning late or entering the building at night. Unfortunately the cameras were not yet installed when the vandalism occurred. The cameras will be installed and functional prior to the August Board meeting.



ALBERTA
MUNICIPAL AFFAIRS

*Office of the Minister
MLA, Lesser Slave Lake*

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JUL 22 2016

JUL 18 2016

AR85746

Ms. Lynda Lyster, Chair
Marigold Library Board
710 2 St
Strathmore AB T1P 1K4

Dear Ms. Lyster,

As you know, our country has just marked National Aboriginal Day. I am pleased that the Government of Alberta is able to support expanding public library services to on-reserve and on-settlement Albertans.

By now, you will likely have received funding from the Public Library Services Branch based on the per capita rate of our operating grants and on the populations of reserves and settlements in your region. I know that your staff have met in a working group recently and that many good ideas are being shared to welcome existing and new public library patrons.

The Government of Alberta is committed to meeting principles of the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP). As the Minister of Municipal Affairs, responsible for public library service, I am proud we are taking this step to eliminate an access barrier.

Public libraries are an essential part of our communities. Libraries provide a safe public space, resources for early childhood literacy and lifelong learning, opportunities for job-seekers and new Canadians to work on resumes and learn languages, and a connection to high-speed internet for those without connectivity or computers at home. By opening these resources and services up to our neighbours on-reserve and on-settlement, we can truly say we are working towards equitable library access for all Albertans.

Please keep us informed of the good work and new relationships you are building as you begin to implement and open up services. This work will make a difference in the lives of Albertans.

Sincerely,

Hon. Danielle Larivee
Minister of Municipal Affairs