2023 Annual Report

MARIGOLD LIBRARY SYSTEM

We are pleased to present the 2023 Annual Report for Marigold Library System. It was an exciting year as two new service points officially opened in Langdon and Mînî Thnî. Community members increased their use of library service across Marigold in 2023, as evidenced by system-wide library cardholders and circulation statistics. We are excited to see more and more people discovering, exploring, and connecting through public library service.

As the operational hub for the system, our services, expertise, and support do not overlap with what public libraries provide to their communities. Marigold provides an IT helpdesk, completes licensing and contracts for software, services, and digital content, training for library staff, and more. We get the latest books into people's hands and on their screens. Marigold maximizes the financial investment of our members by pooling resources and capitalizing on partnerships to obtain the most valuable products and services at the lowest cost. We deliver more than any one library or municipality could achieve, and at a fraction of the cost of doing it alone. Marigold strives to enrich public library service to all member communities, no matter what size.

114,675 people/families have a library card!

4,182 hours of IT support and service

337 kits & games loaned for member library programs

393,254 eBooks borrowed by Marigold member library patrons

245,000 KMS driven by Marigold staff for deliveries, library service & support!

Find out more at marigold.ab.ca

Message from Leadership

2023 was a year of new directions and member engagement following the completion of our 2023-2025 Plan of Service. Marigold demonstrated resiliency, stability, and fiscal stewardship, and continues to evolve as a collaborative and highly efficient organization. We extend a heartfelt thank you to the Marigold Library Board and Marigold staff for your vital roles in the delivery of sustained, topical, and relevant public library service for member communities.

In 2024, we are focusing on building community awareness of the value of public library service, supporting a connected library community that maximizes sharing and dialogue, and provide training and resources for staff and trustees that are needed the most. We will generate opportunities to connect library staff to each other, and to the larger library community. We will position Marigold for a sustainable and impactful future, and invite new audiences to learn about everything public libraries have to offer. We will continue to share stories with the province and municipalities that demonstrate the value and importance of public library service to thriving communities. We look forward to another year of growth and change shaped by the resourcefulness and creativity of staff, the governance of a committed Board, and, most importantly, the needs of Marigold's members.

John Getz, Chair   Lynne Price, CEO   Laura Taylor, COO

MARIGOLD LIBRARY SYSTEM

Participating Municipalities & Board Members (as of March 2024)

Municipality	Board Member	Municipality	Board Member
Acadia M.D. #34	Maxine Booker* (Vice Chair)	Kananaskis I.D.	Vacant
Village of Acme	Daniel Leronowich	Kneehill County	Carrie Fobes
City of Airdrie	Natasha Roberts*	Village of Linden	Cynthia Klassen
Town of Banff	Manuela Olibera-Dorn	Village of Longview	Vacant
Village of Beiseker	Sharon King	Village of Morrin	Alenda Gridley
Bighorn M.D. #8	Libby McMenamon	Village of Munson	Leslie Landon
Town of Canmore	Norah Bonsteel	Town of Okotoks	Nicole Kiefuik*
Village of Carbon	Michelle Lomond	Town of Oyen	Ed Hogan
City of Chestermere	Daina Barbary	Village of Rockyford	Tyler Henke
Town of Cochrane	Christopher Gillespie*	Rocky View County	Nicholas Wiebe*
Village of Consort	Michael Beier	Special Areas Board:	
Town of Crossfield	Luke Brennan	Area #2	Helen Veno
Village of Delia	Melody Christofferson	Area #3	Elaine Michaels
Town of Diamond Valley	Ian Huffman	Area #4	Jodi Kurek
Town of Drumheller	Margaret Nielsen*	Village of Standard	John Getz* (Chair)
Village of Empress	Kelly Burgess	Starland County	Lil Morrison*
Foothills County	Eleanor Chinnick	Town of Strathmore	Melissa Langmaid*
Ghost Lake Summer Village	Corinne Smith	Town of Three Hills	Miriam Kirk
Town of Hanna	Sandra Murphy	Town of Trochu	Jenny Lyver
Town of High River	Laurette La Plante	Waiparous Summer Village	Janine Jevne
Village of Hussar	Kristen Anderson*	Wheatland County	Donna Biggar
ID 9	Alexandra Parkinson	Village of Youngstown	Renee Laughlin
Town of Irricana	Teresa Cameron		

*Member of Executive Committee

Marigold thanks the following members for serving on the Board in 2023: Jennifer MacAulay, Lynne Thornton, Carol Best, Amber Link, Faye McGhee, and Jan Dyck.

Marigold Library Board

4 Board Meetings January, April (AGM), August & November	17 Executive & Committee Meetings		16 Trustees at Orientation & Training Sessions

Board Committees

Committees develop policies and make recommendations to the Board. Staff support policy development through research on service, technology, governance, programs, and advocacy. Committees are catalysts for growing new ideas and ensuring regular policy review that embraces sustainability and accountability.

Executive Committee

Ensures that the organization has the necessary resources to be able to respond to new opportunities, financial, and environmental trends. Policies are presented to the Executive before being presented to the Board.

Standards & Services Committee

Reviews resource distribution through policy and schedules, and provides governance in the areas of programs and services to members.

Governance Committee

Ensures that governance of Marigold is practical, efficient, and functional. Governance Committee work includes policies for community libraries and member agreements.

HR (Human Resources) Committee

Reviews HR policies to support sound business practices and safe workplace that complies with employment standards and health and safety legislation.

Ad Hoc Nominating Committee

Brings forward the names of Marigold Board members willing to stand for Chair and committee positions.

Financial Overview

The Annual Report provides information regarding Marigold's finances for the purpose of providing quality services and ongoing operations.

Expenses 2023: $5,928,535

Salaries & Benefits 35%
Marigold employs 29 staff (26.5 FTE). Staff organize and deliver services to member libraries and residents. Includes salaries, benefits, payroll expenses, and training.

Materials & Delivery 24%
Library collections including ebooks and eresources (e.g. Ancestry.com), print books, audiobooks, DVDs/blu-ray, video games, large print materials, and more. Physical items are delivered shelf-ready to member libraries for patron browsing and checkout.

Transfer Payments/Operating Grants 13%
Cash payments assist member libraries with resource sharing.

TRAC Contract, Computers & Software 4%
TRAC includes library software license and support that enables patron service, account management, inventory and reporting, and ebook purchases.

Computers & Software 3%
Maintenance agreements, network and applications, server, and operational hardware.

Facility (includes old HQ and new HQ) 2%
Caretaking, insurance, maintenance, and utilities.

Other Expenses 19%
Professional fees, travel, meetings, supplies, programs, memberships, marketing, postage, freight, furniture, and equipment.

Revenue 2023: $6,446,330

Municipal & Library Board levies paid to Marigold (based on 2022 population) 59%
$6.35 per capita: Municipalities with library boards
$10.85 per capita: Municipalities without library boards
$4.50 per capita: Library Board

Provincial Grants (based on 2019 population) 33%
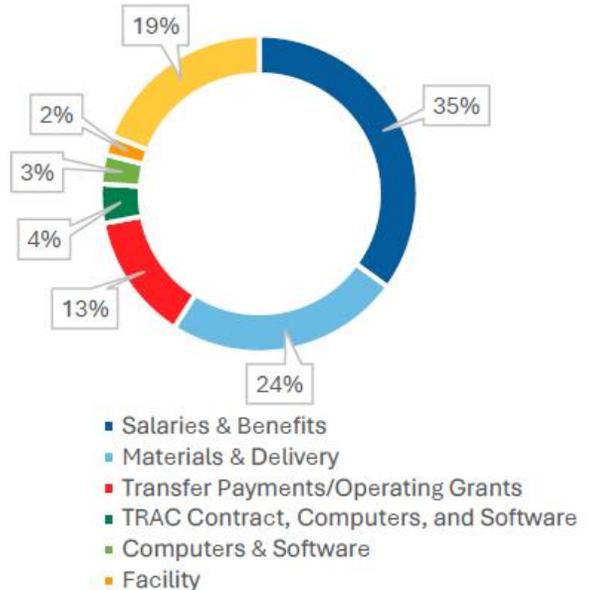$4.75 per capita: Library System Board Operating Grant to run System and provide services
$5.60 per capita: Rural Library Services Grant for populations where Marigold is the governing board. Pooled and redistributed as operating grants and services.
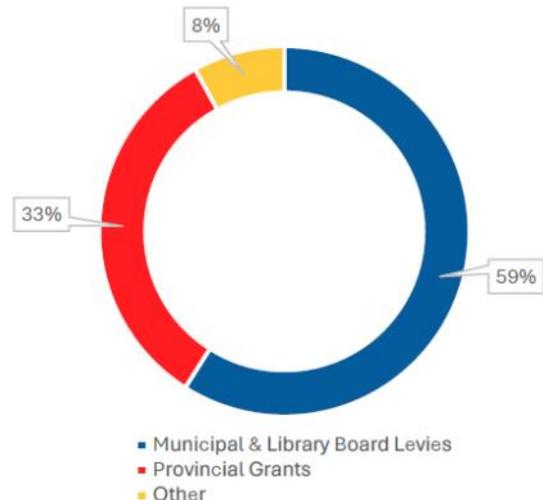$10.35 per resident for Indigenous Project Grant (Stoney Nakoda and Siksika Nations)

Other Revenue 8%
Interest, donations, contracts, and grants.

Expenses

Salaries & Benefits — 35%
Materials & Delivery — 24%
Transfer Payments/Operating Grants — 13%
TRAC Contract, Computers, and Software — 4%
Computers & Software — 3%
Facility — 2%
19%

- Salaries & Benefits
- Materials & Delivery
- Transfer Payments/Operating Grants
- TRAC Contract, Computers, and Software
- Computers & Software
- Facility

Revenue

Municipal & Library Board Levies — 59%
Provincial Grants — 33%
Other — 8%

- Municipal & Library Board Levies
- Provincial Grants
- Other

Find out more at:
marigold.ab.ca

eResources & Digital Content

475,927

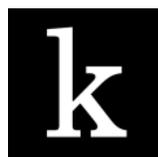eBooks, eMagazines & eAudiobooks circulated

$349,718

Spent on eResources & digital content

72,459

eBooks, eAudiobooks & eMagazines titles available in Libby & Cloud for member library patrons!

Marigold provides a wide range of digital collections for reading, watching, listening, and learning! Your residents have access to **eBooks, eAudiobooks, eMagazines, streaming movies, music, newspapers, early literacy resources, training videos, school study prep,** and more.

Marigold negotiates licensing and platform contracts with vendors and obtains better value by pooling revenue. We provide libraries with training on use and access, statistics and troubleshooting, and we create and provide marketing materials and videos for patrons to learn how to use digital collections.

..and more at
marigold.ab.ca/eresources

Marigold's membership in TRAC stretches dollars by sharing **Overdrive/Libby and Cloud Library eBooks and eAudiobooks, eMagazines, and eResources like Novelist.**

Marigold's membership in **The Alberta Library** allows us to obtain the best pricing on eresources and digital content, such as **Ancestry.com, Consumer Reports, and Solaro online study help for grades 3-12.**

Collection Services

Marigold orders, receives, and processes new materials for member libraries to maximize vendor discounts. Professional cataloguing makes it possible for patrons to locate and request **popular books, video games, movies, equipment, and more** in the online catalogue or app. New materials are delivered to member libraries ready for patrons to check out with barcoding, mylar protection, durable cases for AV, and labeling.

Collection use is increasing!!

2,143,271
Items checked out by patrons at Marigold member libraries

⬆

4.42% increase from last year!

⬆

The number of unique patrons borrowing items from libraries increased by **12%!**

Thanks to the Acquisitions + Cataloging staff for all your assitance. We appreciate you!

17 library staff members met with Marigold Collections Services staff to learn about acquisitions and collections services.

75,684
New items added to library collections

$968,942
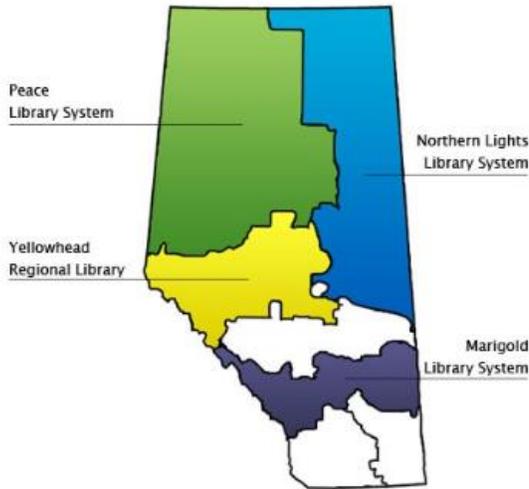Marigold spent on new physical library materials

2,952,108
Items available for your patrons to borrow at tracpac.ab.ca!

It's the Library of Things! Check out a guitar, cordless drill, or blood pressure monitor.

Marigold staff assist libraries with making non-traditional collections ready for residents to borrow by adding them to the library catalogue! 2023 additions included a carbon dioxide monitor, a code-reader for vehicles, an air fryer, massage gun, and more!

The Regional Automation Consortium (TRAC)

Peace Library System

Northern Lights Library System

Yellowhead Regional Library

Marigold Library System

12 million visits to tracpac.ab.ca in 2023!

TRAC is a society formed by Marigold Library System, Peace Library System, Yellowhead Regional Library, and Northern Lights Library System that finances and supports a shared library catalogue, eBooks, and some eResource collections.

Patrons from Marigold member libraries can access over 3 million physical items in over 185 public libraries across Alberta!

The TRACpac online catalogue and app allow your patrons to place holds on an item anywhere in Alberta and have it delivered to their local library through Marigold van delivery.

| Patrons browsed and placed holds in over **1,661,256** sessions on tracpac.ab.ca | **763,298 items** loaned to Marigold patrons by TRAC libraries | | **Over 3 Million items** Available on tracpac.ab.ca for patrons to borrow! |

TRAC working groups represent the four member systems:

TRAC Directors
Meet with Clarivate (Polaris software provider), negotiate with vendors, collaborate with other regions to maximize cost-effectiveness.

System Administrators Group
Reviews technology for TRAC, enhances authentication services for patron access, implements best practices for end users.

Public Services Group
Reviews procedures for patron accounts and circulation of library materials, shared eContent selection.

Bibliographic Services Group
Reviews workflows in shared cataloguing and acquisitions, database quality and initiatives (e.g. decolonizing subject headings).

Training Group
Reviews TRAC communication, procedures and best practices.

Delivery Services & ILL

Interlibrary holds requested by patrons pass through Marigold headquarters for sorting, and are transported to their destination through Marigold van delivery. Likewise, items being sent out for loan at other libraries and library systems are transported to Marigold for sorting before going on to the next location, either by Marigold van, provincial courier (other systems) or by mail (e.g. academic libraries).

Hold requests placed by patrons are delivered to member libraries and lending lockers for patron pickup via weekly van delivery from Marigold. Drivers also deliver new collection materials, kits, games, supplies and promotional materials to member libraries.

1,222,652
Patron interlibrary loans via HQ!

3,024
Delivery stops at member libraries

245,000
KMs driven for ILL delivery!

7 vehicles driven 1,921 times for deliveries, IT site work, programs, & consultation support!

 Increased by 43.1%!

ME LIBRARIES — Alberta Wide Borrowing

In addition to TRAC items, cardholders from Marigold member municipalities can register online to access nearly 20 million items from public libraries across the province.

Consultation & Professional Support

"We've made substantive improvements to our collection based on the reports and assistance [our Marigold Consultant] provided"

Marigold *Library Services Consultant*s **provide advice and solutions for member libraries, including:**

- Library Manager Training
- Professional Development
- Program Planning & Support
- Outreach Program Development
- Collection Development
- Weeding & Inventory
- Board Development
- Policy Development
- Standards and Best Practices
- Performance Measures
- Space Planning... and MORE!

124 Consultation visits with member library managers and staff

5 Virtual *Coffee Chat* Meetings

482 Hours of In-Person *Consultation*

Library Manager Orientation at
Acadia, Carseland, Chestermere, Crossfield, Langdon, Linden & Three Hills

Trustee Orientation & Training
at Carbon & Airdrie

Inventory, Weeding & Collections Projects at
Chestermere, Crossfield, Hanna, Langdon, Sheep River, & Three Hills

Marigold Conference & Making a Difference Award Winners!

The Marigold Conference was held on May 10th, 2023. The theme of the 2023 Conference was *It Starts With Us*. It was Marigold's most attended conference to date, with **212 people attending,** including library staff, trustees, and guests.

The 2023 keynote speaker, Professor Timothy Caulfield presented on "The Role of Social Media in the Spread of Misinformation," with many attendees saying his session was the highlight of the conference. The conference also hosted two lightning talks for the first time with three presenters speaking to the themes of "Inclusion Starts With Us," and "Responding to Public Pushback."

Marigold Making a Difference Awards

These awards acknowledge the excellent work taking place at member libraries in programming, outreach, advocacy, public relations, and partnerships. Thank you to the Marigold Board Advocacy Committee for reviewing the submissions and selecting the winners.

2023 Winners

Chestermere Public Library

Test Drive a Hobby Kit

Three Hills Municipal Library

E-Scooter Program

Bighorn Library

Exshaw Parent Play Drop-In

Honourable Mentions

Okotoks Public Library

Blackfoot Language Nature Scavenger Hunt

Irricana & Rural Municipal Library

Know Your Community—Newcomer's Package

Rockyford Library

Magical World of Muggles Event

Training & Professional Development

Marigold supports member library staff in growing their knowledge, skills, and abilities. Training is provided in the best way for library staff to access it, whether in-person at member libraries, at Marigold headquarters, virtually, or by webinar!

In 2023:

82 library staff attended webinars and virtual training sessions on eResources, Biblioboard, and websites.

58 library staff attended in person training sessions on eResources, Leap, Websites, LibraryAware, and Services for Patrons with Print Disabilities.

150 participants completed 11 eResources challenges to learn about our online digital content.

22 library staff and trustees attended an accessibility workshop at Marigold's annual Library Leaders event in September.

Marigold staff provide training for:

- Polaris & Leap (patron & circulation software)
- Collection Development & Management
- Simply Reports (reporting & inventory software)
- Relais (Interlibrary Loan software)
- Website Editing
- Library Apps
- LibraryAware (promotional & marketing materials)
- Using eBooks and eResources

First Nations' Services

2,617
People/families
have library cards

149
Books purchased for the
Mînî Thnî Book Deposit

2
Story Walks installed at
Nakoda Elementary School

With money from Alberta Government grant for public library service to Indigenous communities, Marigold continues to provide public library services to two First Nations reserves—Stoney Nakoda and Siksika Nation.

A highlight in 2023 was the opening of the Mînî Thnî Book Deposit in May. While Marigold had a presence in Mînî Thnî with the Three Bands Library, the items in this space were only made up of donations. The name was generated through feedback from a community Knowledge Keeper to be more reflective of the community. New books were purchased for the book deposit, curated by Marigold's Indigenous Outreach Specialist Rose Reid. On May 24, a Grand Opening Coffee Event was held to announce the official opening of the book deposit. The Rotary Club of Canmore donated books for the occasion and the Rocky Mountain Outlook sent a reporter; they covered the event in an article which can be found here.

Booklets created from archival documents from the Whyte Museum of the Canadian Rockies have continued to be popular. Copies of the booklets have been donated to Elders/Knowledge Keepers, given out as prizes at local events, and copies placed in the book deposits. Stoney Nakoda Nation members not only enjoy seeing their history, maps with traditional place names, and stories referencing their ancestors, but these documents are a useful tool when they need to provide proof of family members being Residential School survivors.

Marigold has formed partnerships with schools on the reserves which have allowed us to provide students with library cards and teach them about the various eResources that are available to them. On one trip, staff member Rose was informed that the students had just learned about a popular music listening app being blocked at the school and were upset about this. Rose was able to change their day around by promoting Freegal to them. When the Green Screen is brought along to these presentations, the students love getting their photos taken with fun backgrounds, and their parents love receiving print photos of their children. We installed a permanent StoryWalk at the Nakoda Elementary School and have been switching out the story on a bi-annual basis. The current book was written by a member of the Goodstoney First Nation.

During the summer, a member of the Stoney Nakoda Nation was hired to help run three programs: Summer Fun, Wednesday in the Woods, and a Ribbon Skirt program. Summer Fun was a Marigold run weekly program at the building the Mînî Thnî Book Deposit is located in. Wednesday in the Woods was a partnership with a local organization in Mînî Thnî. Both programs provided crafts and activities for local children. The Ribbon Skirt program was created by the summer student with the hope to run this program at the libraries located near the Stoney Nakoda reserve.

IT Support & Services

Libraries need the right equipment, the right software, the right network, and the expertise to put it all together.

336
Hours of onsite work at Marigold member libraries

1001
Remote support sessions

1268
Hours providing remote support for library staff

Marigold IT strives to deliver a positive patron experience. Internet and wifi available to patrons and staff at member libraries is provided by Marigold on a robust, secure fibre-optic network.
Patrons can access online library services like downloading ebooks and placing holds because IT ensures patron accounts are sustained in a safe and secure environment.

Member libraries rely on the IT team to offer remote support, monitor bandwidth, implement firewall and security protocols, troubleshoot connection issues, perform software and onsite equipment upgrades, and help library staff plan for the lifecycle of their computer equipment.

Networked services includes email hosting, cloud-based file storage, library software (Polaris ILS), software licensing, file sharing, and a toll-free telephone system.

Programming & Support

40 **Summer programs were delivered at *28* member libraries!**

Marigold staff coordinated the national TD Summer Reading Program on behalf of participating libraries.

StoryWalks were borrowed *40* times by *13* member libraries.

Kits, Games & Traveling Displays were loaned to member libraries *388* times!!!

Libraries save money by borrowing kits, games, and displays from Marigold, such as craft and makerspace kits, travelling book displays, a karaoke machine, life-size games like Kerplunk and Sorry, and objects like a prize wheel.

77 **teens from *15* libraries participated in the online Teen Summer Reading Club.**

2 editions of the Teen Zine were published featuring art and writing by member library patrons.

The Grand Prize winner of the Teen Summer Reading Challenge received a Nintendo Switch!

Patron & Direct Services

2,854 Items mailed to Marigold patrons via Library to You (L2U)!

L2U is a free mail service for those who face physical or geographic difficulties in visiting their public library in person. For patrons across Marigold, Marigold staff fill holds for homebound or remote patrons and mail items to the patron with a free return label.

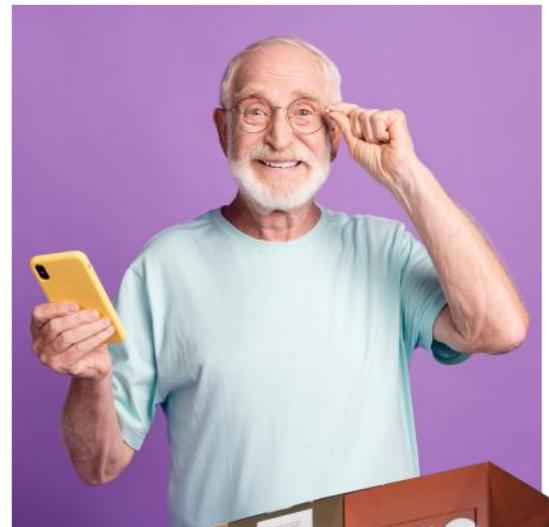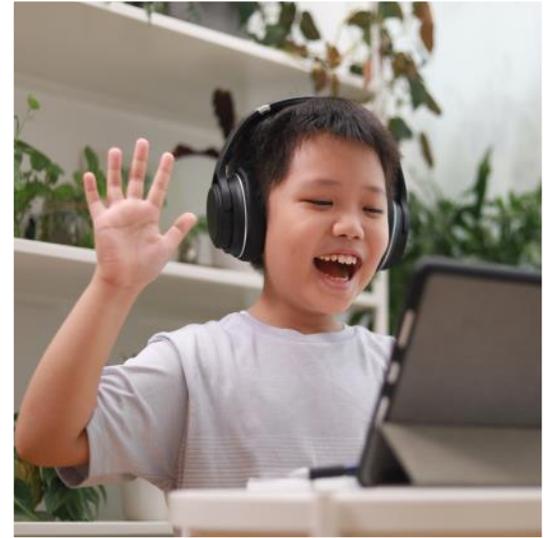## 487 New Large Print books, audiobooks, high demand movies & more!

These expensive collections are shared with libraries and rotated to ensure fresh browsing material for patrons. Libraries also collaborate with senior's lodges to provide Marigold collection large print materials for residents.

2,070 New books for Book Deposits!

Book Deposits are located in small communities across the Marigold region. Marigold staff support local volunteers in maintaining these honour-system collections. Each month, the deposit receives new popular material from Marigold and the collection is replenished annually.

3,741 holds picked up by patrons at Bragg Creek & Hussar Lending Lockers!

Patrons place holds using tracpac.ab.ca or the TRACpac app to pick up library materials in Hussar (Credit Union), Bragg Creek (Community Centre), or Airdrie Genesis Place. Marigold staff service the Hussar and Bragg Creek lockers, and the patrons receive automated messages that their items are ready for pick up.

Collaborations

SAIT

Marigold has a long-standing partnership with the SAIT Library & Information Technology (LIT) program!

- Marigold hosted practicum students from the SAIT LIT program in April and October. Each practicum lasted three weeks.
- In September, the SAIT LIT class toured the Marigold facility to learn more about Marigold's operations and opportunities for LIT's in regional library systems.

Canadian Urban Libraries Council (CULC)

Marigold is a member of CULC, an organization open to libraries that serve an urban region of 100,000 people or more. CEO Lynne Price participates on a national listserv of CEOs to share ideas and discuss emergeing issues. COO Laura Taylor participates on CULC's Futures Lab, and attended the CULC Director's Meeting in Toronto.

The Alberta Library (TAL)

As a member of The Alberta Library, Marigold's CEO Lynne Price serves on the TAL Board. COO Laura Taylor works closely with TAL for licensing many of our eResources at TAL's discounted rates.

Staff Represented Marigold at the Following Conferences:

- **Ontario Library Association (OLA) - February 1—4**
- **Southern Alberta Library Conference (SALC) - March 3**
- **Alberta Health & Safety Conference - April 26—27**
- **Social West - June 5—7**
- **The American Library Association (ALA) - June 22—27**
- **Research Institute for Public Libraries (RIPL) - July 23—26**
- **Stronger Together - November 9—10**

Advocacy & Marketing Support

Website Templates

Marigold provides website templates for member libraries to promote everything the public library has to offer! Libraries can engage with community members and provide information on resources, programming and more.

Library Cards

Marigold pays for TRAC library cards for member libraries to issue to patrons!

84,804

brochures were printed at Marigold and distributed to member libraries for staff training and patron use! Brochures promote and inform library staff and patrons on various eResources, using eBook devices, accessing interlibrary loans and more!

Marigold's CEO presented on Marigold services and support to the Town of High River and the MD of Acadia. COO Laura Taylor visited local library boards to provide orientation and training.

Regional Systems Advocacy Committee

Board Chair John Getz, and Marigold CEO Lynne Price participate on the Alberta Systems Advocacy Committee, formed by the seven regional library systems in Alberta. The systems collaborated successfully to increase provincial funding for library grants in the 2023 budget. Joint letters were sent to Premier Danielle Smith and Municipal Affairs Minister Rebecca Schulz. Letters were also sent to Minister McIver after his appointment to Municipal Affairs. An advocacy how-to guide and election toolkit were circulated to member libraries. In the coming year, the Committee will focus on assisting libraries with telling their stories to Council about the impact and value of public library service.

Demand for public library service continues to grow!

Across Marigold...

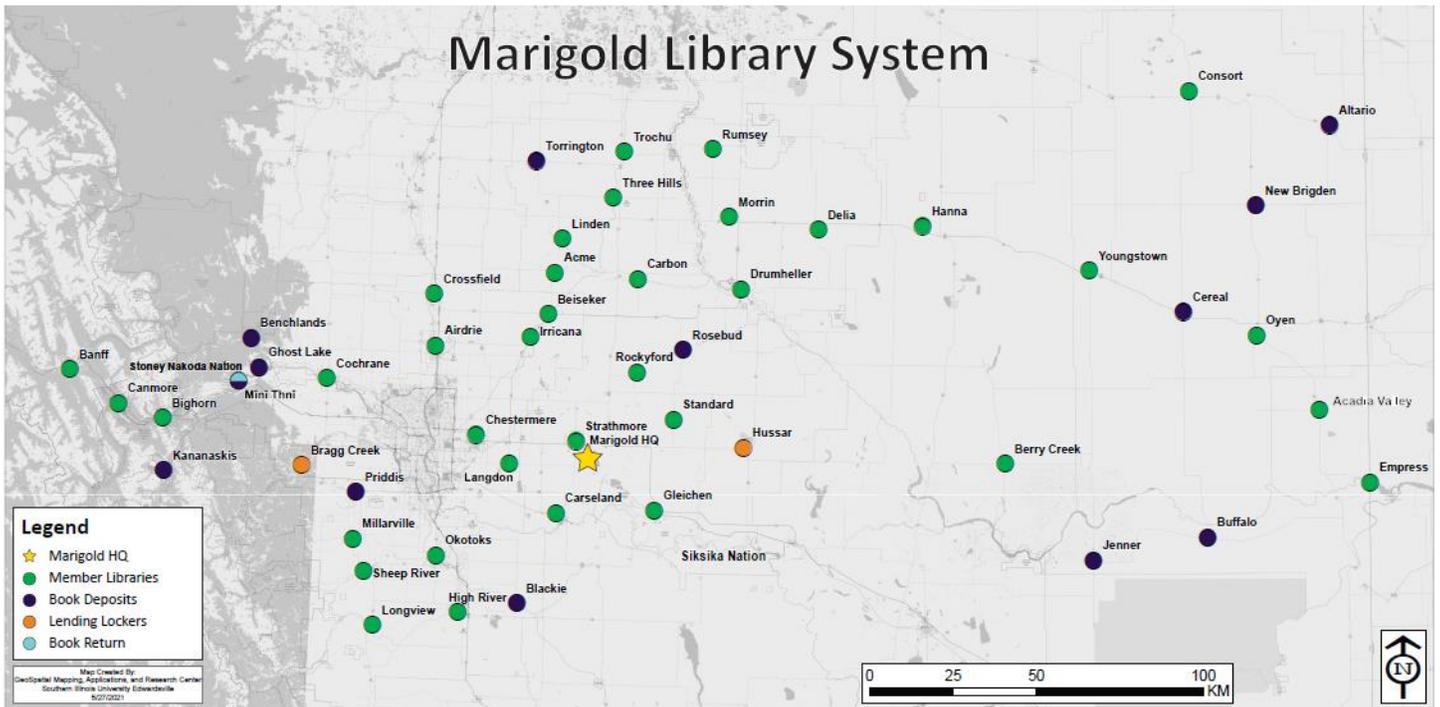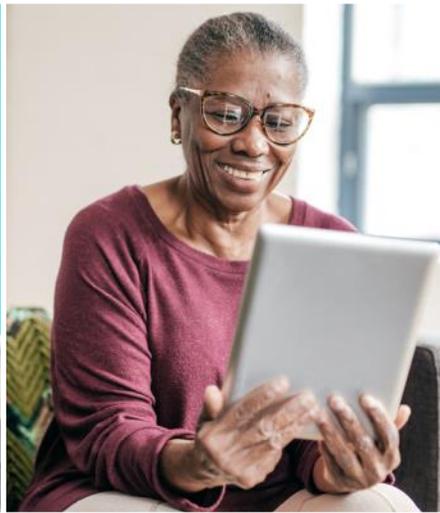114,675 people/families have a library card

393,254 eBooks borrowed

2,143,271 items loaned to Marigold cardholders, a 4.42% increase over 2022!

8,229 programs with 117,109 participants

75,684 new items added to Marigold library collections

11 million visits to the online library catalogue

MARIGOLD
LIBRARY SYSTEM

Marigold Library System

Consort
Altario
Torrington Trochu Rumsey
New Brigden
Three Hills Morrin
Linden Delia Hanna
Acme Carbon Youngstown
Crossfield Beiseker Cereal
Benchlands Airdrie Irricana Drumheller Oyen
Banff Ghost Lake Cochrane Rosebud
Stoney Nakoda Nation Rockyford
Canmore Mini Thni Acadia Valley
Bighorn Standard
Chestermere Strathmore Hussar
Kananaskis Bragg Creek Marigold HQ Berry Creek Empress
Priddis Langdon
Millarville Carseland Gleichen Buffalo
Okotoks Jenner
Sheep River Siksika Nation
Blackie
Longview High River

Legend
- ⭐ Marigold HQ
- 🟢 Member Libraries
- 🔵 Book Deposits
- 🟠 Lending Lockers
- 🔵 Book Return

Map Created By:
GeoSpatial Mapping, Applications, and Research Center
Southern Illinois University Edwardsville
5/27/2021

0   25   50   100
KM

Find out more at marigold.ab.ca!