ANNUAL REPORT
2018

MARIGOLD
LIBRARY SYSTEM

BUILDING FOR THE FUTURE

Lynda Lyster, Chair

This year's Annual Report theme of Building for the Future reflects our devotion to building strong relationships, long-lasting community connections and embracing change as we look towards the future.

Building relationships has always been at the forefront of Marigold's operations. It happens daily: on the phone talking to member libraries; in person when our drivers are delivering books; or when our Library Consultants make scheduled visits. We often have an opportunity to visit with local mayors and interact with dedicated volunteers during our Board meetings – which are held at different Marigold member municipalities throughout the year – and continue to grow our involvement within Alberta communities. Marigold staff provide official presentations to councils and support the various business communities by shopping local.

These relationships bring value and diversity to the Marigold culture and sustaining such rapport is time well invested. When building for the future, those relationships will be of value because technological advancements have an impact on how libraries operate, and that opens doors to many new opportunities to refine our services and develop our new relationships.

While change is in the forecast for Marigold's future, our commitment to excellence and our support for quality library services will not waver.

Lynda Lyster, Chair

Michelle Toombs, CEO

Marigold has soared into 2019 bringing changes to our image, growth in our services and programs, and progress towards the construction of a new headquarters building – all because of the groundwork laid in 2018.

The website development throughout the past year has resulted in a streamlined website platform with appealing content and nimble navigation. Because of our website development collaboration with Peace Library System and all the technical and design work completed in 2018, 83 libraries and two library systems will gain access to a dynamic new website in 2019.

Marigold experienced growth and increased busyness across the board. In 2018, there were increases in cardholders, items loaned, library visits and usage of eResources. Our outreach and relationship building yielded 33% more memberships held by Siksika and Stoney Nakoda Nations residents.

Marigold also launched the Holds Pilot with almost all of our member libraries jumping on board. The pilot aims to reduce wait times for patron requests by up to two weeks while saving time, reducing delivery volume, and streamlining workflows for member library staff.

Marigold began collaborating with the Western Irrigation District (WID) on a joint facility in 2017, and this collaboration has been fruitful and future-focused. The Joint Facility Committee met numerous times. Wheatland County agreed to provide contingency funding for the building project if needed, and that was much appreciated by all Marigold stakeholders. Marigold and WID approved the Purchase of Sale Agreement for the land, held an open house at the Strathmore Municipal building, and displayed the building plans at the Strathmore library – leading to a decision by the Town of Strathmore Council to rezone the parcel to Highway Commercial at the end of 2018. This decision paved the way for next steps in 2019, including signing the Development Agreement with WID and awarding tender for joint prime consulting and architectural services. We are on schedule with the construction of our new headquarters building, thanks to the dedication and hard work from staff, board members, and municipal councillors and administrators.

With exciting new developments to look forward to in 2019, Marigold is determined to capitalize on last year's momentum as we continue to work on building relationships, serving our members well, and preparing for the 'shovel in the ground' celebration at our new headquarters site later this year (2019).

Michelle Toombs, CEO

Participating Municipalities and Board Members (as of April 2019)

Acadia M.D. #34	Maxine Booker *	Kananaskis ID	Stephen Dodwell
Village of Acme	Daniel Leronowich	Kneehill County	Glen Keiver
City of Airdrie	Leon Cygman *	Village of Linden	Cynthia Klassen
Town of Banff	Patty Anasco	Village of Longview	Jan Dyck
Village of Beiseker	Sharon King	Village of Morrin	Karen Neill
Bighorn M.D. #8	Lynda Lyster * (Chair)	Village of Munson	Lyle Cawiezel
Town of Black Diamond	Ian Huffman	Town of Okotoks	Sarah Linde *
Town of Canmore	Judith Smith	Town of Oyen	Ed Hogan
Village of Carbon	Michelle Lomond	Village of Rockyford	Gary Billings (Treasurer) *
Village of Cereal	Elaine Michaels	Rocky View County	Dimitri Dimopoulos *
City of Chestermere	Lennox Gomes	Special Areas Board:	
Town of Cochrane	Susan Roper *	- Area #2	Vacant
Village of Consort	Michael Beier	- Area #3	Helen Veno
Town of Crossfield	Jo Tennant	Area #4	Jodi Kurek
Village of Delia	Jordan Elliott	Village of Standard	John Getz * (Vice Chair)
Town of Drumheller	Margaret Nielsen	Starland County	Lil Morrison *
Village of Empress	Nora Sunderland	Town of Strathmore	Denise Peterson
Foothills County	Eleanor Chinnick	Town of Three Hills	Marilyn Sept
Ghost Lake Summer Village	Donna Bauer	Town of Trochu	Bonnie Munro
Town of Hanna	Melanie Jensen	Town of Turner Valley	Ian Huffman
Town of High River	April Trafford	Waiparous Summer Village	Janine Jevne
Village of Hussar	Kristen Anderson *	Wheatland County	Amber Link
ID 9 (Banff)	Jean-Marc Stelter	Village of Youngstown	Renee Laughlin
Town of Irricana	Teresa Cameron		

* Member of Executive Committee

- **32 board, committee and special meetings** were held in-person, by videoconferencing and by teleconference.

- **19 board members** have volunteered to be on one or more of the nine committees at Marigold, and collectively they attended 147 meetings.

- **4 board meetings** are scheduled each year at different member municipality locations.

> **Strategic Plan, Vision 2020:** Marigold Board agreed that the previous strategic plan (Vision 2018) vision, mission and goals are as timely and relevant today as they were in 2016. **Vision 2020** was confirmed by board members at the April 2018 board meeting. This strategic plan update coincides with the projected move-in date for our new building, and the title inspires us.
>
> **- Lynda Lyster Marigold Board Chair**

MISSION
Marigold cultivates a collaborative library community to support a range of responsive, quality library services

VISION
Leaders in library service and innovation

VALUES
Leadership
Respect
Responsiveness
Communication
Integrity
Inclusiveness
Accountability

	STRATEGIC PLAN GOALS: Vision 2016 –2018	SERVICE AREAS
1	Marigold will invest in its operational assets and capacity to allow for service expansion.	Headquarters
2	Marigold will increase its services to member libraries, as space at headquarters and staff time permit.	Service Delivery
3	The Marigold community will better understand the purpose and value of Marigold.	Advocacy & Communication
4	Marigold will capitalize upon and nurture the knowledge, skills, and abilities of its community.	Training & Professional Development

> **We know that our future depends on our ability to adapt and utilize change.**
>
> **- Michelle Toombs, CEO**

To ensure the advancement of Marigold's mission, these committees review and make recommendations to the board based on research presented by management staff regarding plans for services, technology, governance, programs and advocacy.

Supporting Marigold's Mission

Standing committees (confirmed at AGM in April)

- Are catalysts for growing new ideas
- Ensure that policies are reviewed, member priorities are heard and that member communities are represented
- Focus on financial and governance practices that are sustainable, ethical, transparent and accountable
- Take advantage of diverse meeting and training opportunities including videoconference, in-person, teleconference and email

LEADERSHIP

In overseeing the general operations of Marigold, the **Executive Committee** works closely with the CEO to help set the stage for Marigold's lasting success by ensuring that the organization has the resources it needs to respond to new opportunities, leadership transitions, financial and environmental trends. This committee has full powers between board meetings and represents the Marigold Board at provincial meetings or when providing recommendations on provincial library policy.

All policies now, especially those policies impacting financial, legal and personnel matters, are presented to the Executive Committee for approval before going to the board.

SERVICES and TECHNOLOGY

Marigold's **Standards and Services Committee** directs the work of Marigold in the area of programs and services to the member municipalities.

The committee vets resource distribution through board policies and schedules.

GOVERNANCE

Marigold's **Governance Committee** ensures that governance of Marigold is practical, efficient and functional. Policy and agreements for Marigold and for community libraries originates with this committee.

FINANCIAL CLARITY

Marigold's **Finance Committee** monitors policy statements in the areas of finance and gives direction on banking, investments and other financial practices.

FACILITIES

Marigold's **Building Committee** recommends upgrades and repairs that are essential to maintain a safe working environment for staff. This committee also leads planning for Marigold's new building project.

PEOPLE

Marigold's **HR Committee** reviews and revises HR policies to ensure that the policies support sound business practices and are compliant with legislation. The committee also works to ensure that policies confirm compliance with employment standards and health and safety legislation and safe work practices. The HR Committee reviews the system for remuneration and benefits for headquarters staff and recommends such changes to the Executive Committee. The Executive and board decide on the staffing component in the budget.

Recommendations for revisions to HR policies are approved by the Executive Committee.

ADVOCACY

Advocating for Marigold to the communities, governments, partners and other agencies is crucial to advancing Marigold's mission.

Marigold's **Advocacy Committee** maintains awareness of the external influences that may shape Marigold's environment. The committee plays a role in assisting the Marigold community to inform and influence decision makers and stakeholders, and guides our corporate brand, image and use of branding.

> **"** The uniqueness of this joint project has generated much interest and positive responses from community members and other stakeholders across the province.
>
> **Lynne Price, Director of Service Delivery**

Marigold Library System and the WID are committed to working together and will benefit from construction savings, operating cost savings and sharing common space with a joint facility.

Momentum picks up towards a new headquarters facility

GOAL: Invest in operational assets and capacity to allow for service expansion

- Six Joint Facility Committee meetings — Marigold and the Western Irrigation District (WID)
- Municipal planning process, environmental review, open house and public engagement – the WID, CivicWorks, Matrix Solutions, Town of Strathmore
- Town of Strathmore approved bylaw to rezone facility parcel
- Purchase and Sale Agreement signed for Marigold to purchase 50% of facility parcel, Development Agreement with the WID prepared
- Request for Proposal (RFP) for architectural services distributed

Building for the Future

April: Marigold and the Western Irrigation District engaged CivicWorks to complete planning and design services for the undeveloped WID land. Marigold and the WID began working with the Town of Strathmore and CivicWorks in the final steps towards land use designation.

September 13: As part of Marigold's Community Engagement Strategy,

CivicWorks hosted a project open house at the Town of Strathmore municipal building to inform residents on plans for the land and to create an opportunity to provide feedback to the Town.

September 25: MLA Leela Sharon Aheer (Chestermere-Rocky View) and Peter Tindall (Assistant to the MLA) toured the joint facility site with the WID general manager and Marigold staff.

October: At the request of the Town of Strathmore, the public engagement materials and conceptual site plans presented at the open house in September were displayed at the Strathmore Municipal Library for the month of October.

> **"It feels real!** In 2018, the long hoped-for new headquarters facility and the new website for Marigold and our member libraries moved into the incubation phase and we are assured that these dreams will come to fruition.
>
> **- Michelle Toombs, CEO**

WID General Manager David McAllister toured Marigold staff and MLA Leela Sharon-Aheer around the facility site

September 25: Photo credit: Peter Tindall, Assistant to Leela Sharon Aheer, MLA

November 2018: Trustees discuss the CivicWorks site plan on display at a Marigold Board meeting held in Chestermere.

" Step outside your boundaries and enjoy where your advocacy journey takes you.

- Connie May Gross
NLS instructor

The Power of Advocacy: Move Your Library Forward course launched

Marigold, Peace and Northern Lights Library Systems collaborated to create an advocacy course with a public library focus. Library staff and board members were provided with tools, practice and group learning so that they can realize persuasive advocacy results in their communities.

Northern Lakes College (NLC) hired a curriculum specialist and instructor; NLC also provided online technologies and support for learners for this five-week live online course.

This course, delivered twice in 2018 with 15 participants from Marigold libraries, had high ratings from participants.

Advocacy projects in Marigold for the pilot course included:
One With Your Library – raising money in Standard to replace the library roof
Investing in Our Library – Increasing funding from City Council – Chestermere
Imagine...Discover...Connect – Increasing awareness and participation in adult programs – Airdrie
Empower Your Future – Introducing Stoney Nakoda Nation Chief and Council to public library services – Marigold Headquarters

Getting the facts out there

Michelle Toombs, Deputy CEO Laura Taylor and Marigold consultants shared ideas about the future, advocated for the new headquarters building, and provided information through presentations, meetings and orientations.

25 presentations to member municipal councils and **11** local library boards to explain Marigold's purpose, services,

107,348 people/families with library cards across the system 4.3%↑

Fearlessly Facing the Future: Learning How to Thrive in New Environments

In May, at Marigold's Member Libraries Workshop, Michelle spoke about the workshop theme:

" Since 2009, we've added 100,000 people to Marigold's service population. Changes on the horizon include a new headquarters building, new website, and more integration of our catalogue records with the Internet.

Even with all these changes and a concerted effort to engage Albertans in guiding community-led public library service, we still battle library stereotypes of yesteryear. Those with fond memories of the library that they used when they were growing up, hang on to those nostalgic views. Too many people think that the library is either dead or on life support. We strive to change that mindset because we know that libraries are very busy people places. **We know that our future depends on our ability to adapt and utilize change.**

Strengthening Collaborations and Partnerships Within and Outside of Alberta

Partnerships inspire innovative services

- Calgary Public Library
- Calgary & Area Public Purchasing Group (PPG)
- Northern Lakes College
- RISE Network
- SAIT Library Information Technology Advisory Council (LIT)
- The Alberta Library (TAL)
- The Regional Automation Consortium (TRAC) – Marigold, Peace, Northern Lights, and Yellowhead library systems
- Town of Strathmore and Wheatland County
- The Western Irrigation District (WID)

National and international connections

- American Library Association (ALA)
- Innovative Users Group (IUG)
- Ontario Library Association (OLA) Super Conference
- Pacific Northwest Library Association (PNLA)
- Public Library Association (PLA) - division of ALA

Colleagues at conferences and trade shows

- Alberta Association of Library Technicians (AALT)
- Alberta Public Library Administrator's Council) (APLAC)
- Alberta Urban Municipalities Association (AUMA) trade show
- Canadian Federation of Library Associations (CFLA)
- Library Association of Alberta (LAA) organizes the Alberta Library Conference (ALC) in Jasper
- Rural Municipalities of Alberta(RMA)
- Southern Alberta Library Conference (SALC)

Corey, Marigold's SAIT practicum student, receives a crash course on shipping & receiving in a regional library system headquarters

Michelle Toombs' membership on the SAIT LIT Advisory Council in Calgary has resulted in a closer partnership with SAIT and the practicum placement of a SAIT student at Marigold.

Twenty-nine students came for a tour of Marigold headquarters to learn about library systems as part of their curriculum.

Michelle Toombs interviewed by *link* (The Magazine for SAIT Alumni)

"Libraries are sanctuaries for many people, including people struggling with mental illness or homelessness," says Michelle Toombs, CEO of the Marigold Library System and a member of SAIT's Library Information Technology Program Advisory Committee. "Because libraries are for everyone and open to all, they can offer refuge, companionship, hope and creativity to people who need it."

Scroll down at: https://saitalumnilink.ca/2018/10/a-tale-of-libraries-reimagined/

Mugo's Managing Director Peter Keung and Lead Designer Angela Chan, meet with Marigold's and Peace Library System's web teams

Expanding Possibilities

" Developments in technology will impact how Marigold member libraries operate, deliver services and interact with communities in the future. There will be an increasing community demand for seamless computer access, online tools, remote services and digital collections.

Richard Kenig IT Manager and Lynne Price Director of Service Delivery
Marigold Library System

GOAL: Marigold will Increase services to member libraries as space at headquarters and staff time permit

Through our Technology Plan, and following the guidance of an Information Technology Policy, Marigold continues to grow a culture of technology that supports problem solving, exceptional customer service, collaboration and innovation. Marigold headquarters is the central hub for the delivery of computerized public library services for Marigold member libraries.

Website development and planning continued throughout 2018. Peace Library System and Marigold are collaborating on this project which will bring a new website to 83 libraries and two headquarters.

- eZ Systems (Norway) platform installed
- Features and functionality identified; website development and integration with Polaris library systems by Mugo (Vancouver)
- Demo that revealed the new website design for the first time was well received by everyone in attendance at the November 17 Board meeting

IT infrastructure reconfiguration

- Domain controllers and email server were replaced
- Operating system was upgraded
- IT network architecture redesign to enhance security and access

We're here to help — IT team 2018

- Resolved **1092 help desk tickets** and **made 66 on-site visits** to install and fix IT equipment
- Completed **988 remote sessions** with member library staff to troubleshoot by phone, videoconference or remote (desktop) connection; **totaling over 600 hours of staff time**
- Provided (on request) mobile laptop labs and a mobile tab lab (containing an Android device, an Apple device, and an eReader) to member libraries to complement training and library programming

IT Team

Analyzing work plans for 2019

Marigold in the Community and Online

eBook presentation at Berry Creek Jr. High

107,348 people/families with library cards

2,123,122 items loaned to Marigold cardholders

1,022,165 items loaned & borrowed between libraries

21,759 items checked out at Marigold libraries by MELibraries patrons (outside of TRAC)

2018 library use statistics demonstrate the continued usage and relevance of public libraries in Marigold.

eResource	Statistic
eBooks Borrowed	**206,813** borrowed (includes OverDrive and Cloud Library)
Freegal	**30,901** songs downloaded **56,355** songs streamed
TumbleBooks	**6,211** children's books accessed
Hoopla	**20,456** items streamed
Press Reader	**17,551** newspaper views
RBDigital	**24,762** magazines downloaded
Flipster	**496** downloads, **454** online views of magazines (Aug to Dec)
Solaro	**19,681** instances used — curriculum support
Lynda.com	**1,322** users viewed 2,944 hours of video

Check out Marigold eResources at: **marigold.ab.ca/eresources**

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Collaborating with Siksika and Stoney Nakoda Nations

Participating at fairs, flea markets and events, issuing library cards and engaging attendees with green screen and button maker.

Canmore and Cochrane librarians regularly support Rose Reid, Marigold's Indigenous Outreach Specialist, with programming for children and adults at Morley. In December, **90 children** from the Morley Kindergarten came to the Canmore Library for crafts.

Baby Book Bags for new moms – On June 13, Lynda Lyster, Michelle Toombs, Laura Taylor and Rose Reid attended the launch of this project at the Stoney Health Centre. The event was a project funded by the Canmore Rotary Club in association with Marigold and the Stoney Health Centre.

Stoney Nakoda reading room was set up in the Stoney Family Community Resource Centre in Morley AB in the spring of 2017. The reading room was a key component of the summer fun reading program in 2018 and has experienced a slow but steady rise in usage. Although there is no way to track how many people are using the room, it is clear from social media mentions, and the regular need to tidy the shelves, that it is growing in popularity. The reading room is stocked entirely with donated books.

Marigold employed two Siksika Nation summer students, who helped with weekly summer drop-in programs for children at Siksika Deerfoot Sportsplex and who presented story and craft programs at Marigold libraries.

Cochrane, Airdrie, Banff, Linden and Canmore received Indigenous grant money to fund local programs. For example, Linden hosted an Indigenous Peoples of Canada event to explain what it was like living as a Plains Indigenous person.

First Nations Advisory Committee with representatives from Marigold member libraries met twice to discuss how to promote and deliver services.

The result of these and other outreach initiatives is a 33% increase in memberships held by residents of Siksika and Stoney Nakoda Nations from 2017.

Marigold staff — beyond our borders

- Michelle is president of TRAC, which is a society in good standing to finance and support a shared catalogue, integrated library system applications, shared eResources and online customer conveniences for 180 libraries and four library systems (Marigold, Peace, Northern Lights and Yellowhead). (**more about TRAC on page 17**).

- Michelle is on the SAIT LIT Advisory Council, which has resulted in a closer partnership with SAIT.
- SAIT's LINK magazine article "Tale of Libraries, Reimagine." -- Michelle was interviewed, photographed and quoted (**see page 7**)

- Laura Taylor — Chair of the TAL Licensing Committee
- Caleigh Haworth — LAA (Library Association of Alberta) conference planning
- Laura Taylor — PLSB Best Practices for Alberta Public Libraries
- Lynne Price — PLSB's Delivery Review Committee

Engaging Directly with the Library Community

> **Marigold headquarters directly engages with residents and supports public libraries in providing relevant, vital and cost-effective service.**
>
> **- Lynne Price, Director of Service Delivery**

Year round programming

For children in member communities: Minecraft, Storytime for preschoolers, coding and literacy programs.

Through the TeensBOOKingit.com platform, an online website that encourages teens and tweens to express and share their creativity.

Programming

Delivered by experts on a variety of topics (e.g. gardening in Alberta, beekeeping, yoga, creative writing, drawing classes, estate planning, law topics).

Training

Using digital subscriptions like digital magazines, streaming services and how to use devices and download ebooks — helps people become more confident and self-sufficient when using technology.

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. Marigold staff have delivered numerous programs hosted at schools on Siksika and Stoney Nakoda Nations.

Marigold provides training for volunteers (including local boards, other volunteers, and the Marigold Board) and for the general public on topics such as training, advocacy, and other educational series.

Access to library collections:
Marigold . . .

Issues library cards to rural patrons from headquarters and at a community event

Provides collections of large print books loaned to seniors' lodges.

Makes it possible for residents to use computers, access high-speed Internet and download content in an affordable way. Marigold pays for eBooks, streaming music, movies and TV shows, online databases for business training, genealogy research, language learning software and more— all accessible on our website.

Provides TumbleBooks and other eResources for parents to use with babies and preschoolers to build literacy and help prepare them for school.

Enables students to 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 (L2U)

If residents cannot get to a public library, Marigold loans books and DVDs by mail. L2U 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 (including bestsellers) on an honour system basis. Marigold staff help maintain deposits, support local volunteers, sign people up for library cards and present information and activities at community events. Marigold replenishes the collection annually with adult, children's and teen materials.

Interlibrary Loan and Delivery

Marigold staff fill up the Interlibrary Loan lockers in Hussar, so items go directly into the hands of patrons.

Facilitates access to materials from academic and public libraries outside TRAC and outside Alberta.
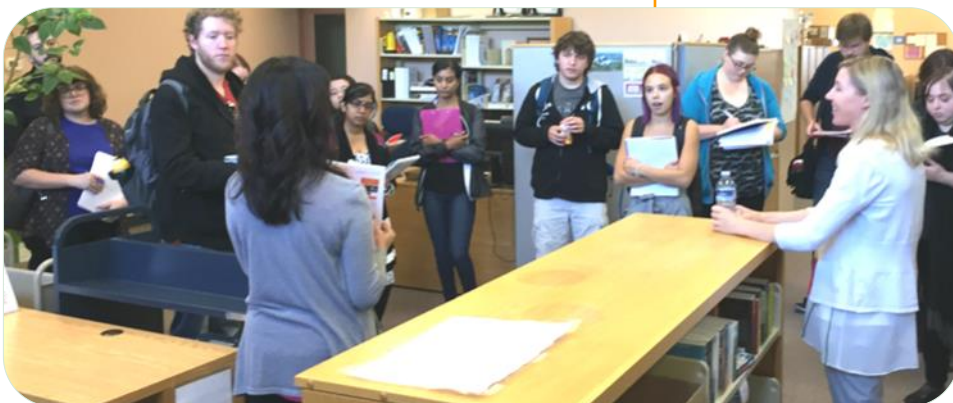

2,123,122
items loaned to Marigold cardholders

Building Community Connections

On August 30 Marigold hosted 29 first-year SAIT LIT (Library and Information Technology) students and instructors for a tour and information session about regional library systems with a focus on Marigold.

According to the SAIT LIT website page:
"LIT students gain proficiency in every area of library operations, from database searching, library network technology, cataloguing and classification to public relations, web design and records management. The two-year LIT diploma is offered at SAIT as a day-time diploma program. Students can also begin this diploma by completing Continuing education courses."

This is the forth year that Marigold has collaborated with SAIT LIT to provide a tour to the students. SAIT instructors Heather Wylie and Danny De Castro accompanied the students.

Marigold's Annual Making a Difference Award

This award acknowledges member libraries that have displayed excellence in programming, outreach, advocacy and public relations, partnerships, increased cardholder initiatives, and innovative use of videoconferencing. A winner from a small, medium and large library were chosen by Marigold's Advocacy Committee. Each library received a commemorative plaque and cheque for $500 presented at the annual Member Libraries' Workshop.

Celebrating Excellence

Community Benefit — Cochrane Library population 27,960

In a community filled with young families, grandparents who often care for grandchildren, and homeschoolers, this event received incredibly positive feedback and media coverage.

Cochrane Library was given the opportunity to host *The Book Bash Canadian Children's Literature Festival*, bringing the magic of reading to Cochrane. The event featured famed family entertainer Fred Penner, and introduced children and families to many incredible Canadian authors, brought to life the magic of stories and songs, and celebrated literacy. In partnership with Scholastic Canada and Cochrane's Friends Group, the library was able to hand out free books to all attendees to keep the power of literacy going.

Cochrane Public Library's Community and Outreach Program Librarian Andrea Johnston, Director Jeri Maitland; and Marigold's Nicole Talsma

Community Benefit — Banff Library population 8,875

The program was a tremendous success with 317 participants, leading to the program being repeated twice in 2017, and will be offered every Saturday going forward.

Banff Library's *Once Upon an Alphabet* program is a prime example of a library making a difference in their community. In partnership with the Bow Valley Learning Council, the library designed a program to meet the need for both family literacy programming and inclusive programming for newcomer families. The program began as an eight-week session, featuring storytime, a craft, and snacks. This program was well-planned and provides invaluable connections for families, the library, and the community.

Banff Public Library's Acting Library Director Susanne Repstock, Assistant Library Director Monique Fiedler; and Marigold's Kristine den Boon

Future Focus — Carbon Library, population 500

The local school teachers have tied the contest into their classes, and other schools in the area have contacted the library to find out how to run the program.

Carbon Library truly embodied the concept of "future focus" for their Making a Difference Award application. Library staff and board members paired the need to engage with the young kids in Carbon by encouraging them to write. Students participating in the *Creating Young Authors* contest were given a subject heading and word count. The winning stories were bound and displayed in the library to share with community members, and a local author (and board member) has offered to host a Learn to Write course. This program is a great example of promoting literacy in young readers and the authors of the future.

Carbon Public Library's Board Chair Holly Laffin, Library Manager Jay-Lynn Boutin and Marigold's Nicole Dunnewold

Library Leaders meeting

Marigold Committed to Health and Safety in the Workplace

- **Thirty-four library** managers, staff and board members attended presentations and discussions on mental health, health and safety and employment standards.
- A staff-based Health and Safety Committee was formed to be compliant with OH&S legislation.
- Nora Ott, Administrative Assistant & HR Coordinator, assisted member libraries with OH&S materials, information and standards advice, and presented at a Library Leaders meeting.

- Speakers were hired to address Employment Standards changes, stress, burnout, and performance pressures.
- Training was offered to Marigold staff and member library staff on: back care, HeartMath (stress relief), Preventing Violence in the Workplace, First Aid and chair yoga.
- Staff who drive Marigold vehicles took part in AMA driving courses.
- GoFleet tracking software was installed in Marigold vehicles:
    - Safety first — vehicles tracked during inclement weather
    - Drivers can access help in remote areas with no cell coverage.

Canadian Occupational Health and Safety legislation requires employers to have a health and safety program in their workplace.

EMPOWER YOUR FUTURE

Two summer students were hired for **16-week terms** and **delivered 89 programs to 25** member libraries, with program attendance of **795 participants**.

Programming impact on smaller libraries: Summer student Grant noted the most enjoyable aspect of his job was experiencing the amazing impact that Marigold has on some of the smaller communities that are only open a few days during the summer. He expanded his coding program, adding a new robot to the roster called the Sphero. This little ball can roll around, light up, and make cool noises that kids really love.

Over the summer Kaytlynn visited 17 member libraries to deliver TD Summer Reading Club programming. The theme was Feed Your Passions, within which she created four different programs with eight unique crafts and activities, including Galaxy Jars, Ocean in a Bottle, Magical Wand bookmarks, and a scavenger hunt.

Siksika Outreach Students Tiahna and Gwendora stated they were blessed to have played a part in an organization that does so much for the sake of a community.

"Working at Marigold has given me a positive and dynamic perspective on working in the library community and has thus encouraged me to go forth with my education and pursue a long-term career in this industry. I loved this job and am very grateful to have had this opportunity.
Summer Program Support Assistant
– Kaytlynn Fowler

"It's been great working together to make our ideas come to life and our programs a success.
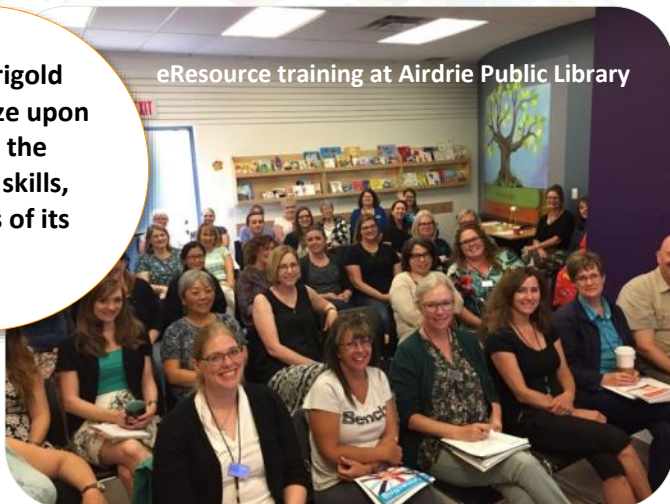Tiahna and Gwendora
Summer outreach students

(L-R) Caleigh (headquarters) with summer students Gwendora, Grant, Kaytlynn and Tiahna

Training

eResource training at Airdrie Public Library

For library, headquarters staff, patrons:

- **22 in-person training** sessions – 167 participants
- **3 videoconference training** sessions – 17 participants
- **10 Webinar staff training** sessions – 58 participants
- **5 in-person patron** presentations – 46 patrons
- **Marigold's social media presence more visible and relevant** with regular posts from Marigold staff – 2,000 followers/likes each month on Facebook, Pinterest, Twitter and Instagram

- **Marigold Member Libraries' Workshop – 173 library staff and board members** (most ever) participated in 13 sessions, including a keynote address by Todd Hirsch from ATB and 11 breakout session presenters from outside Marigold.

- **612 total subscribers:** Caleigh Haworth's **Professional Development Resources newsletter** saw a 51% increase in subscribers across Canada, the U.S. and Europe.

  " I just want to send you a quick note to THANK YOU for putting together the consistently amazing newsletter . . . it has become a cornerstone of my Professional Development – the free resources allow me to continually grow and improve during a time of increasing budget constraints. I always recommend this newsletter to my colleagues.

  – Mandi, University of Northern British Columbia

- **77 consultation visits** at member libraries and by videoconference. **Six training sessions** for new library managers.

- **RISE videoconference program** offerings **increased** with 28 RISE programs arranged by Marigold – Popular programs included "No Space, No Problem: Vertical Gardening" (10 libraries, 69 attendees), and "So, You Want To Be a Beekeeper?" (7 libraries, 55 attendees).

- IT Manager Richard Kenig organized **a week-long intensive training session for IT staff across the province** on the topic of core infrastructure (e.g., the Fortigate devices that process SuperNet signals).

"So, You Want To Be a Beekeeper"

Teaching a staff member at Old Sun College on how to place holds via the TRACpac

Marigold Staff Lend a Helping Hand

- Preferred pricing because of long-time vendor relationships and membership in Calgary and Area Public Purchasing Group

- IT Capacity Fund fully expended ($1,000 for each member library to acquire computer equipment)

Bibliographic Service enhancements:

- Cataloguing backlog eliminated

- New cataloguing practices and database cleanup projects coordinated with the other three TRAC library systems to make it easier to use TRACpac online catalogue

- Collection use data and reports (CollectionHQ and BookNet Canada) shared with libraries and used to make smart collection development decisions

- Dozens of unique items were added to the TRACpac catalogue, such as bicycles, rock tumbler, sports equipment and power tools

Weeding and collection inventories completed with considerable assistance from Marigold staff: Acadia, Acme, Beiseker, Carbon, Cereal, Delia, Empress, Millarville, Morrin, Strathmore, Sheep River and Youngstown.

Marigold assisted member libraries with in-house programming. A selection of kits, games and other resources were loaned to support in-house library programming. Most kits are fully booked right after availability is announced. Marigold staff also delivered on site programs for member libraries.

36,797 promotional materials were printed by Marigold headquarters staff on behalf of member libraries. This number is over and above the materials that are created and printed by Marigold and is **55% higher than in 2017**.

Purchasing program use increased — $15,964 spent on supplies for member libraries, saving $5,961. Benefits include

- Convenience, cost savings, no shipping costs on many items, verification of compatibility, staging and installation of IT equipment by Marigold staff

New computers waiting to be staged and sent to member libraries

" Just wanted to say thank you for the new medium sized button making machine! It works perfectly and is so easy to use. YAY BUTTONS!

- Okotoks Public Library

" It has turned out that *Biblio RPL Ltée* has the best pricing and I would not have known about them but for Marigold sourcing hub labels and sharing that information. Thank you very much!

- Grace, Airdrie Public Library

Marigold gives back: Headquarters staff pulled together to donate toiletries, clothing, toys, bed sheets, pillows, books, and cash for the purchase of women's, men's, and children's clothing and undergarments. The shelter was so thankful for Marigold's continued support.

Marigold's fifth annual customer survey yielded equal and improved ratings in all categories with a general overall rating of 4.66 (out of 5) and 4.72 for Marigold headquarters staff. The highest rating was for Delivery Services at 4.77.

The Regional Automation Consortium

TRAC members are the four regional library systems headquarters (Peace Library System, Northern Lights Library System, Yellowhead Regional Library, Marigold Library System) and 180 libraries.

Behind the Scenes with Our Consortia Partners

TRAC Directors

Met by videoconference & in person in 2018:

- Approved budget, TRAC levy, and gave final approval on TRAC Operational Guidelines
- Investigated a replacement for the TRACpac app
- Met with Innovative Interfaces Inc (Polaris software provides)
- Increased Polaris licenses
- Surveyed stakeholders and prepared Plan of Service

TRAC Directors

TRAC Advisory Council

Advisory Council

- Meets once per year with representatives from up to three member libraries from each of the four partner library systems, as well as directors and staff

ACCESS

13,825,880 visits to the TRACpac catalogue
tracpac.ab.ca
mobile friendly

access to 3,269,009 million items

... search for, order and renew library materials

... see bestsellers and other lists to find great books and audiovisual materials

... access downloadable eBooks and Audiobooks

... search through a wide variety of eResources

SAG

Met via videoconference or teleconference; in-person

- Review library services workflows in system administration to create the most efficient use of all technology in TRAC
- Share technology innovations and experiences to extend and/or enhance library service
- Ensure best practices have been developed and are being followed by end users

Systems Administrators Group (SAG)

Public Services Group (PSG)

PSG met via videoconference and in-person to:

- Ensure procedures are in place for effective daily operations and circulation activities of member libraries
- Encourage discussion and development of customer-centered projects that positively affect library services
- Maintain *TRAC Operational Guidelines* document for member libraries

Bibliographic Services Group (BSG)

BSG met by videoconference and in person to:

- Collaborate with Polaris, CollectionHQ and BookNet Canada on collection development
- Review workflows in key areas of cataloguing and acquisitions to create the most efficient use of ILS (Polaris)
- Enhance discoverability with 'patron first' cataloguing practices in library catalogue

Expenses 2018: $5,244,535

% of Expenses		
40%	**Salaries & Benefits**	Marigold employs 29 staff (26.3 FTE). The Staff organize and deliver direct services to member libraries and residents. This includes Salaries, Employee Benefits, Payroll Expenses, and Training & Development
23%	**Materials & Delivery**	Books & AV, World Language, Paperbacks & Shared Collections, Professional Collection & Subscriptions, Large Print, Audio Visual, Downloadable/Digital Media, Electronic Resources, Delivery, Processing for Shelf-Ready Content
12%	**Transfer Payments**	Cash payments to help with resource sharing expenses at member libraries; funding from Rural Library Services Grant and from Marigold operating revenues
3%	**TRAC**	Polaris Licenses and Support, eBook purchases (costs based on population)
4%	**Computers**	Maintenance Agreements, Computer Network & Applications, Equipment
2%	**Current Building**	Caretaking, Insurance, Maintenance, Utilities, Furniture and Equipment
16%	**Other Expenses**	Professional Fees, Travel and Meetings, Supplies, Programs, Memberships, Marketing, Postage, Freight, Computer Network & Applications

Revenue 2018: $5,635,556

% of Revenue		
57%	**Municipal and Library Board levies paid to Marigold**	• **$6.06 per capita** — Municipalities with library boards • **$10.26 per capita** — Municipalities without library board • **$4.50 per capita** — Library Board (all based on 2017 official population)
35%	**Provincial Grants**	• **$4.70 per capita** — **Library System Board Operating Grant** to run System & provide services (based on 2016 official population) • **$5.55 per capita Rural Library Services Grant** — for population in rural municipalities without library boards where Marigold is the governing board (based on 2016 official population) and redistributed to Marigold Libraries as Services Grants • **$10.25 per resident** — **Indigenous Project Grant** (Stoney Nakoda & Siksika Nations) based on 2016 population
8%	**Other Revenue**	Interest, Donations, Contracts and Sales, Grants

Complete Financial Statements are available upon request.
Access Marigold's 2018 Audited Financial Statements at www.marigold.ab.ca/financial-information

Shaping Marigold's Future

TOWARDS A NEW HEADQUARTERS FACILITY
- New headquarters building subdivision, development permits, architectural services, planning for new building layout and functions, site preparation and building commencement

WORK PLANS
- Update essential agreements, including the Marigold Agreement
- Review school-housed library agreements
- Assist member libraries with Libraries Act and Occupational Health and Safety legislation compliance

OUTREACH:
- More advocacy training courses for library managers and board members
- Expand Member Libraries' Workshop with more information sessions for board members during each time slot
- Build relationships, seek input and expand service for Indigenous peoples living on and off First Nations reserves

- Encourage more Marigold libraries to access Indigenous grant funding to provide programs and services

BIBLIOGRAPHIC SERVICES
- Support the new Holds Filling workflow with improved reporting and operational efficiencies for headquarters and member library staff
- Collaborate with vendors to provide custom cataloguing and processing programs for special collections
- Manage an increase in the materials budget while refining processes to get new and hot books, TV series, movies and more in patron's hands
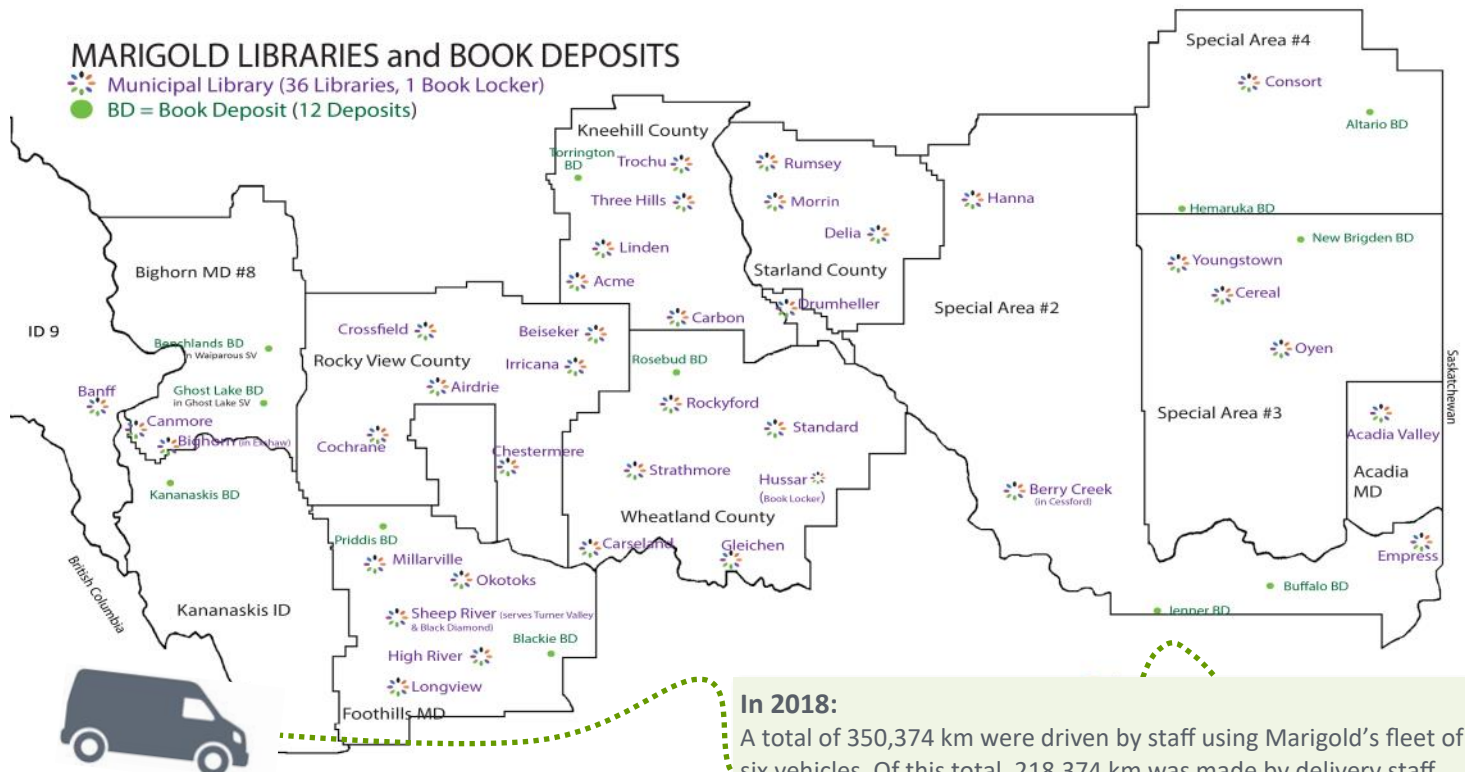
IT PROJECTS:
- New website platform launches for headquarters and member libraries
- Website training for member libraries and headquarter staff
- Network and infrastructure projects: Optimize local library bandwidth, upgrade headquarters server infrastructure and operating systems to increase capacity

MARIGOLD LIBRARIES and BOOK DEPOSITS
- Municipal Library (36 Libraries, 1 Book Locker)
- BD = Book Deposit (12 Deposits)

In 2018:
A total of 350,374 km were driven by staff using Marigold's fleet of six vehicles. Of this total, 218,374 km was made by delivery staff delivering library resources and information to member libraries.

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MARIGOLD LIBRARY SYSTEM:

Established in March 1981 under the *Libraries Act* of Alberta

Cooperative public library service for 320,000 residents in south-central Alberta

44 participating municipalities

Service area of 53,646 km

Governed by the Marigold Board of 44 appointed representatives

36 member libraries, 11 paperback deposits, 2 book locker outlets, and a Library to You (L2U) mail service

Registered charity

Not for profit municipal collaborative

MISSION

Marigold cultivates a collaborative library community to support a range of responsive, quality library services.

MARIGOLD LIBRARY SYSTEM

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admin@marigold.ab.ca

Telephone: 403.934.5334

Toll free: 1.855.934.5334

www.marigold.ab.ca

Join us on social media

	Like us on Facebook:	www.facebook.com/MarigoldLibrarySystem
Follow us on Twitter:	http://twitter.com/MarigoldLibSys
Follow us on Pinterest:	www.pinterest.com/marigoldlibsys
Follow us on Instagram:	www.instagram.com/marigold_library_system

We are Connected

TRAC (The Regional Automation Consortium) with Marigold, Peace, Northern Lights and Yellowhead Library Systems to share library software and collaborate on technology development

RISE (Rural Information Service initiativE) to provide videoconferencing capacity and support throughout Alberta; used for programs, training, meetings, consultations

TAL (The Alberta Library) for collaboration with Alberta's public, academic & special libraries

PPG (Calgary and Area Public Purchasing Group); discounts and shared contracts