

# MARIGOLD LIBRARY SYSTEM SERVICES & SUPPORT



## IT AND Network Support

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

### Examples of IT and Network Support Services

- Polaris Integrated Library System software for patron accounts, creation of statistics, inventory tracking, day-to-day operations, and for patrons to search materials
- IT Support systems include Help Desk with ticketing software
- IT and Network Centre with more than 25 servers, providing email services, file sharing, domain services, print service and management and public computer management
- Professional IT staff provide consulting services to help with technology decisions and planning
- Wide area fibre network and infrastructure (Supernet) that facilitates connections between all Alberta libraries and library systems
- Purchase recommendations and sourcing, installation, maintenance and support of IT infrastructure equipment and peripherals
- High speed and high bandwidth Internet access
- Videoconference equipment and bridging services for over 80 public libraries in Alberta
- Productivity software, network infrastructure, licensing and maintenance support agreements for hardware and software needed for library operations
- Public and staff wireless networks provided at every library
- Website hosting and content development
- IT Capacity Fund: A spending credit to assist all member libraries with hardware and software purchases for local library use / access
- Portable laptop labs to assist with library programming and training
- Minecraft servers and software
- Social media access

# Collection Development, Materials AND Digital Content

Every year, the Marigold Board reviews a collection distribution total targeted through the Collection Management Policy. Consultants and library managers work together to develop collection plans and meet community needs. While residents have access to more resources and material than their local library could provide alone, there is an increasing need to provide collections, services and programs that are culturally inclusive and broaden cultural awareness. Through bulk purchasing, Marigold is able to access vendor and freight charge discounts.

## Examples of Collection Development, Materials and Digital Content Services

- Collection development support for member libraries:
  - Materials selected by professional librarians and catalogued by professional cataloguers so that patrons can locate and request print, AV and digital titles in the online catalogue
  - Processing including barcoding, plastic covers, labeling and repackaging AV materials into durable cases
  - Centralized cataloguing of materials reduces costs and duplication
  - Physical materials are catalogued using services from preferred vendors and delivered to member libraries shelf-ready.
  - Insurance for physical collections at member libraries
  - Centralized workflow for the selection of balanced collections and quick distributions of materials
- Material sorting and shipping for resource sharing, by filling patron requests in sharing collections among all public libraries in Alberta
- The Regional Automation Consortium (TRAC) Services: TRACpac online library catalogue offers patrons remote access and self-service to materials from over 180 TRAC libraries with 3.29 million items. Shared database, interlibrary loans and circulation system are used by member libraries and headquarters
- Books for 12 book deposits in small communities within Marigold
- eResource subscriptions for language learning, eBooks, digital magazines and newspapers, ancestry documentation, consumer reports, music and movie/TV programs, K-12 curriculum materials, instructional videos, early literacy
- Service to the visually impaired through large print books, audiobook and digital collections. Marigold supports and promotes print-disabled services provided by Municipal Affairs Public Library Services Branch including CELA (Centre for Equitable Library Access) and NNELS (National Network for Equitable Library Service).

# Delivery Service AND Supplies

Van delivery supports resource sharing and connects member libraries with Marigold headquarters and libraries across Alberta. Three vans and drivers transport interlibrary loans, new materials, supplies, correspondence, kits and games, promotional materials and book recycling.

## Examples of Delivery services and Supplies

### Van Delivery:

- Van deliveries to 36 Marigold libraries, with a minimum of one delivery per week
- Marigold pays for interlibrary loan costs to borrow items from institutions outside Alberta

### Supplies:

- Marigold provides supplies to member libraries to support resource sharing, correspondence, program kits, equipment and supplies

# Consultation AND Training Services

Professional librarians provide training opportunities for in-person, videoconference, email and telephone consultations. With the growing use of digital and other services, Marigold offers training and patron presentations on interlibrary loans, programming, statistics and reports, use of digital subscriptions, board development, management and leadership, and communications and marketing. Mobile labs and a tab lab are available to complement training and programming.

## Examples of Consultation and Training Services

- Consultations and assistance to library staff, board members, indigenous populations and Marigold patrons
- Collection maintenance and development through the weeding and inventory of library collections
- Training for library staff and board members in technology, eResource use, eReaders, computer software, website support, management skills, marketing
- Videoconference and webinar training is available on Marigold's YouTube channel
- Videoconferencing programming with expert presenters
- In-person training on resources and website development
- Training for the public, including local boards, volunteers and the Marigold Board. Topics have included trustee training, advocacy OH & S and other educational series
- Targeted training (especially eResource use) for patrons and stakeholder groups
- Marigold's website is a portal for links to resources

# Services AND Program Support

Marigold develops programs in consultation with member libraries. We provide quality programs that use a variety of delivery methods, such as in-person, videoconference and the Internet. Marigold also has direct relationships with residents, notably through the books-by-mail service called L2U (Library to You), book deposits and, more recently, with the remote book locker installations. As direct library services and program support continues to grow, Marigold provides administrative support for local and national programs, administers, schedules, delivers kits and equipment to support member libraries' in-house library programs.

## Examples of Services and Program Support

- L2U (Library to You): A mail service offered to patrons facing geographical and/or physical barriers to accessing materials. Marigold pays for postage for the shipment and return of items
- Prizes and support for Minecraft programming and the national TD Summer Reading Program
- Resources for borrowing include craft and makerspace kits, travelling book displays, Karaoke machine with CDs, gaming consoles with games, life size games including Connect 4 and Kerplunk, board games, and objects like prize wheels and puppet theatres
- Marigold organizes and pays for public programming using videoconference equipment for member libraries to use
- Mobile laptop labs for loan can be booked in advance by member libraries for up to two weeks
- Audio Cine Film (ACF) licenses purchased by Marigold provide member libraries with public performance rights to show films in the library
- teensBookingit.com website so that teens can connect with teens across southern Alberta, ranging from Banff to the Saskatchewan border

# Purchasing Program

Through Marigold's participation in the Public Purchasing Group (PPG), and Marigold's long-term relationship with book and library equipment supply vendors, Marigold can provide discounts to its members on IT equipment, office supplies, furniture and processing supplies necessary for their daily operations.

## Examples of purchasing program

- With local library board approval, Marigold sources, receives, stages, licenses, installs and pays for purchases with later reimbursement from library boards
- Supplies, equipment and furniture purchasing for member libraries; discounts up to 70%

# Communications AND Marketing Support

Marigold provides professional quality publications, displays, custom promotional materials and marketing software to promote resources, events and services available at the library, and to communicate news to library staff and boards.

## Examples of Communications and Marketing support

- Displays/posters/brochures to support local, provincial and national initiatives
- Marketing and instructional brochures for eResources and videoconferencing
- Publications to inform library trustees and local library staff about current issues, trends and news
- Access to Library Aware to create brochures, and more
- Online content via Marigold's websites, such as email reference service, publications, *eNewsletter*, the teen website (teensBOOKingit.com)

# Board Development

Marigold Library Board trustees are appointed by their Municipal Councils to serve on the Marigold Library Board. A Board member is responsible for the effective governance of Marigold Library System while acting in a position of trust for the member community. Marigold Board orientations are provided once a year, and one-on-one orientations can also be arranged.

## Examples of Board Development Services

- During orientation for Board members and local Board members include an explanation why Marigold is a library system and not a library, legal obligations, legislation, governance, structure, financial accountability, services and relationships with members
- Marigold supports Board development workshops that are provided by the province
- *Power of Advocacy: Move Your Library Forward* course for library staff and board members helps participants create the tools needed to develop successful advocacy projects like targeted presentations to councils, organizations and other stakeholders in their community