

MARIGOLD REPORT

To: Councils and Special Areas Board

MARIGOLD BOARD MEETING HIGHLIGHTS:

January 26, 2019

Marigold Library System Board met Saturday, January 26 via video conferencing between Strathmore, Airdrie, Hanna and Turner Valley.

Board Chair Lynda Lyster recognized new Board members:

Brian Standish – Town of Banff

Ian Huffman – Town of Black Diamond and
Town of Turner Valley

Stephen Dodwell – Kananaskis
Improvement District

Sarah Linde – Town of Okotoks

FINANCIAL STATEMENTS

Marigold unaudited Financial Statements to December 31, 2018

were accepted as presented. Marigold Library System is in a positive financial position. Everything is on track including salaries and materials.

RISE unaudited Financial Statements to December 31, 2018

were accepted as presented. The RISE account and the Marigold account were combined on January 1, 2019. Bank balance will be transferred in January and revenue will be recorded by Marigold going forward. Marigold will save some money on audit fees and accounting staff time.

Upcoming videoconference program sessions can be found on the RISE Network website: www.risenetwork.ca

Schedule C, the Marigold Agreement amendment listing 2019 and 2020 per capita levy rates for municipalities, was signed by all of our municipalities.

Operating Budget 2019-2020

Marigold Board approved its Operating Budget for 2019 as well as the projected budget for 2020. The Marigold Capital/Projects Budget 2019 was also approved.

Municipal Affairs' official municipal population information for 2018 was used to update the 2019 budget along with collection distribution and service grant schedules. Overall, Marigold's service population increased 1.76% in 2018, the lowest percentage increase in many years. Indigenous populations increased by 1.73%.

Marigold's Operating Budget for 2019 is \$5,387,580, which is 1.9% above the Board -approved 2018 budget amount of \$5,284,234.

Marigold is the third largest library system in Alberta, after Calgary and Edmonton, based on service population. With a larger service population, costs are higher, and many expenses are calculated on a per capita basis. There are increased costs for fuel, health & safety training for OHS legislation, salaries, more eBook and eAudio book titles and increasing costs for print materials. Salaries account for 36% of the total budget.

Key initiatives in 2019 include:

Website redesign and roll-out to Marigold HQ and member libraries, wireless equipment replacement, new photocopier, new building planning, advocacy courses for library staff and board members, health and safety information to support member libraries.

Capital and project expenditures for 2019 are based on available funds after estimated operating costs have been subtracted from revenue projections. This amount will be used to replace two service vehicles in 2019. Available funds for capital and project expenditures are decreasing year to year as budgets get tighter.

For more info contact Michelle Toombs, CEO michelle@marigold.ab.ca

POLICY APPROVAL & DECISION

Policies reviewed and approved by the Marigold Board:

Collection Management Policy—Standards & Services; Collection Management Policy Schedule B—Distribution of Materials 2019; Collection Management Policy Schedule C—Shared Collections & Bestseller Program 2019; Transfer Payments Policy—Standards & Services; Transfer Payments Policy Schedule A—Services Grant 2019; Transfer Payment Policy Schedule B—Community Library Grant 2019; IT Capacity Fund Policy and 2019 Schedule A; Information Technology Policy—Governance

STAFF PRESENTATIONS

Customer Satisfaction Survey:

Deputy CEO Laura Taylor discussed the results of the annual Marigold Customer Satisfaction Survey. The survey was distributed to local library boards, Marigold Board, and library staff and volunteers and showed positive responses with ratings up to 4.7 out of 5. The highest ranked categories were Delivery Services, Consultation Response Rate, Staff at Marigold and Support from Marigold.



NEW BUILDING UPDATE

- Land use re-designation to Highway Commercial for the proposed site was approved at the Town of Strathmore Public Hearing on December 5.
- A Request for Proposal (RFP) for Prime Consulting/Architecture Services was posted on December 6 and yielded bid packages from several firms by the January 11 deadline.
- A proposed Development Agreement between Marigold and the WID has been circulated to the Executive. Completion of a Development Agreement is a condition within the Purchase for Sale Agreement between Marigold and the WID signed in November.
- Marigold is on schedule to begin construction in the Fall of 2019.



Marigold's *ReNews* publication (included with this *Marigold Report*) gives detailed information and updates concerning our new building plans, funding and progress. All issues of *ReNews* can be found at: marigold.ab.ca/new-building

2018 ACHIEVEMENTS

Strategic Plan, Vision 2020: Vision 2020 was confirmed by Board members at the April 2018 Board meeting. The update coincides with the projected move-in date for the new building.

Community Libraries Plans of Service 2019-2023: Based on community feedback, stakeholders in each of Marigold's six library service point communities (located in hamlets), with guidance from Marigold Consultants, developed the Community Libraries Plans of Service to provide direction for the next few years.

Marigold increased services to member libraries through website development. Two headquarters and 83 libraries within the Peace and Marigold library systems collaborated on the project. eZ systems website platform was installed and a preliminary demo was presented to Board members and staff.

Holds Pilot: Twenty-six member libraries voluntarily joined the Holds Pilot. The

Holds Pilot reduces wait time for patron requests by up to two weeks and streamlines workflows for member library staff.

Siksika and Stoney Nakoda memberships increased by 33% from 2017. Marigold employed two Siksika summer students and one Stoney Nakoda summer employee to help with summer drop-in programs for children, and facilitated programs at Marigold libraries. Stoney Nakoda launched the Baby Book Bags for new moms and set up a reading room.

RISE conference offerings increased. Marigold arranged 28 RISE programs.

A total of 173 library staff and Board members (largest amount to date) took part in 13 Marigold Member Libraries' Workshop sessions. Thirty-four library managers, staff and Board members attended Library Leaders meetings.

Marigold is busier than ever with 32 Board, Committee and special meetings

held in-person, by videoconference and teleconference. Items shipped in Marigold delivery vans increased by 18%, eBooks borrowed increased by 10.6% and items loaned and borrowed between libraries increased by 10%. Library memberships increased by 4.3% and physical items loaned increased by 7.7%. Member libraries received 77 consultation visits.

New logo and branding rolled out on publications and promotional items.

Health and Safety: Health and Safety Committee was formed as per OH&S legislation. Speakers were hired to address Employment Standards changes, Stress, Burnout and Performance Pressures, and Chair Yoga. Marigold staff and member library staff received training for stress relief, First Aid, Preventing Violence in the Workplace and AMA driving courses. Staff participated in "Take A Walk" event. Marigold created a written Health and Safety Plan.

IMPORTANT DATES

Upcoming Board Meetings

Saturday, April 13, 2019: 9:30 am in Strathmore

Saturday, August 24, 2019: 9:30 am in Beiseker

Saturday, November 16, 2019: 9:30 am in Carseland

Book Draw & Freedom to Read Display Draw

Airdrie: Book Draw—J. Jevne

Display: J. Tennant

Hanna: Book Draw—K. Neill

Display: K. Neill

Strathmore: Book Draw—L. Gomes

Display: A. Link

Turner Valley: Book Draw—P. Emslie

Display: J. Smith