

Marigold Library System  
Board of Management  
Saturday, November 20, 2010  
Okotoks, AB

MINUTES

Present:

Lynda Lyster (Chair) – MD of Bighorn  
Leslie Duchak (Vice Chair) – Okotoks  
Maxine Booker – MD of Acadia  
Marj Olafson – Acme  
Diane Osberg – Black Diamond/Turner Valley  
Marilyn King – Chestermere  
Dale Chenoweth – Cochrane  
Barb Beary – MD of Foothills  
Christine Boyd – Ghost Lake  
Arn Hoffman – Kananaskis I.D.  
Glen Kiever – Kneehill County  
Kathie Putman – Linden  
Gordon Thomson - Oyen  
Helen Veno – Special Areas #2  
Lil Morrison – Starland County  
Al Campbell – Three Hills  
Frank Vanderkley – Town of Trochu  
Berniece Bland – Wheatland County

Guests:

Jo Keller – Town of Black Diamond  
Ray Watrin – Town of Okotoks

Regrets:

Judy Dufort – City of Airdrie  
Carney Raitz-Wakaryk – Town of Canmore  
Sherri Rice – Carbon  
Elaine Michaels – Cereal  
Lisa Myers-Sortland – Consort  
Donna Isaac – Delia  
John Serkiz – Drumheller  
Dony Habich – Empress  
Cathy Watts - Hanna  
Linda Schafer – High River  
Kristen Anderson - Hussar  
Lisa Constintini – Irricana  
Debbie Habberfield – Rocky View County  
Alison Roppel – Rockyford  
Rosana Ramos – Special Area #4  
John Getz – Standard  
Pat Fule – Strathmore  
Sandra Barker – Waiparous

Staff:

Michelle Toombs  
Laura Taylor  
Denise Fung  
Kristin Goebel (recording)  
Shona Gourlay  
Kayla Knopf  
Margaret Newton  
Steven Pattison  
Carlee Pilikowski  
Jane Smith

Vacancies:

Longview  
Special Areas 3  
Morris

Regrets without notice

Lyle Cauilzel – Munson  
Henry Jackson – Youngstown  
Dianne Phillips – Beiseker

## 1. Call to Order

L. Lyster called the meeting to order at 9:37 am.

### 1.1 Greetings from the Town of Okotoks

- Bill Robertson, Mayor of Okotoks brought greetings from the Town of Okotoks. He spoke about how the library is the cornerstone of the community and how it offers unique and valuable resources.

### 1.2 Introduction of Delegates, Guests, and Staff

- L. Lyster welcomed new Board members to the meeting. They included:
  - Cathy Watts – Hanna – replacing Mary Collins
  - Arn Hoffman – Kananaskis ID – replacing Bruce Lukey
  - Gordon Thomson – Oyen – replacing Lois Bedwell
  - Pat Fule – Strathmore – replacing Bob Sobel
  - Ellen Vickerman – Trochu – replacing Mary O’Shea
  - Al Campbell – Three Hills – replacing Kevin Edwards
- There are vacancies in Special Area #3, Village of Longview, and Village of Morrin.
- Marigold staff introduced themselves and as an ice breaker, some Marigold Board Members shared why they became a Board Member.

### 1.3 Recognition of Marigold Board Member and Staff

- L. Lyster stated that City of Airdrie representative, Judy Dufort has announced her resignation from the Marigold Board effective December 31, 2010. Judy was an active Board member and participated on several committees including Executive, Strategic Planning and Ad Hoc.
- Judy was unable to attend the meeting due to inclement weather.

#### 1.3.1 Recognition of Marigold Staff

- M. Toombs announced that Jane Smith, Consultation Assistant would be retiring in mid-December after 23 years of employment with Marigold Library System. Jane was presented with a bouquet of flowers.

### 1.4 Review of Documents

- M. Toombs reviewed the documents for the meeting.

### 1.5 Information from NEXT Conference

- M. Toombs spoke about the NEXT Conference that Marigold Board Members, Consultants, and Library Managers from some member libraries attended in Edmonton at the end of October. NEXT was part of TAL’s Strategic Planning Process. The first day involved five keynote speakers from a variety of backgrounds including a futurist from the DaVinci Institute, a statistician, an expert on youth and technology trends, a newspaper editor, and a Director of Library School in Syracuse New York. The second day incorporated a world café style where people transfer to various tables and answer a question that is posed and take part in discussions.
- More information about Next can be found at the website [www.libraryfutures.ca](http://www.libraryfutures.ca)

## 2. Approval of the Agenda

MOTION: L. Morrison/ M. King

To approve the Agenda as amended.

CARRIED

- Added: 5.1.4 RISE Financial Statements to September 30, 2010
- Added: 7.1 Meet the Staff: Margaret Newton from the Cataloguing Department

## 3. Minutes of the August 28, 2010 Board Meeting

MOTION: D. Chenoweth/ B. Bland

That the minutes of the August 28, 2010 Board Meeting be accepted as distributed.

CARRIED

#### 4. Consent Agenda

##### 4.1 Transfer of Agenda Items from Consent Agenda

- There were no items transferred from the consent agenda.

##### 4.2 Motion to Accept Consent Agenda

MOTION: B. Beary/ L. Duchak

That consent agenda items 4.3 - 4.4 be approved as presented,  
and filed for information.

CARRIED

#### 5. Decision

##### 5.1.1 Financial Statements to September 20, 2010

MOTION: A. Hoffman/ H. Veno

To approve the Financial Statements to September 30, 2010.

CARRIED

- M. Toombs informed the Board that Natasha Shave, Bookkeeping Clerk, resigned at the end of October.
- Kari Colville has accepted the position and will start on Monday, December 6. The revised position will now be called Accounting Administrator.
- Marigold's Financial Statements have been a work in progress. Improvements have been made in splitting and combining accounts to line up with the budget and audit documents. This explains why there are some expenses on the Net Revenue and Expenditures statement without budgeted amounts.
- A procedure is now in place to capitalize computers and furniture each month. This will eventually be done with book assets, but first it will need to be determined what will be capitalized.
- Revenue is up this year compared to last year by almost 9%, largely because of population growth.
- Expenditures are down this year compared to last year by almost 9%, but there is still three months to go. Expenditures are on track at 72%.

##### 5.1.2 Audit Tender

MOTION: M. Booker/ F. Vanderkley

To approve the audit tender for 2011 fiscal year conducted in early 2012.

CARRIED

- M. Toombs explained that is in the best interest of an organization to do an Audit Tender at least every five years to ensure that Marigold's financial records are in the best shape and to strengthen risk management.
- Gregory, Harriman and Associates have been the auditor for Marigold for 25 years.

##### 5.1.3 2011 Budget – Second Draft

MOTION: K. Putman/ L. Morrison

To approve the 2011 Budget – Second Draft.

CARRIED

- M. Toombs stated that the 2011 revenue for Marigold is \$3,651,449. The revenue estimates have been conservative because expected revenue from interest, donations, contract sales, and special grants is lower. In 2010, the provincial operating grant is based on 2009 population figures. There is no guarantee that grants will be increased to 2010 population figures by the province next year.
- The Municipal and Board levies are estimated based on a 3% population increase however this may have been too high. Last year's population increase was almost 5%, but immigration to Alberta has slowed with the economy. The 2011 grants are based on 2010 population which will not be available until the first quarter of 2011 at the earliest.
- For the past three years, each member library received an increase of 10% in their collection allocation because of establishment funding that was received when new municipalities joined Marigold. In 2011, member libraries will no longer receive an increased allocation and will go back to their regular base allocation.

- The RISE project, which is a videoconferencing project in collaboration with Chinook Arch and Shortgrass Library Systems, will conclude in April 2011.

#### 5.1.4 RISE Financial Statements to September 30, 2010

MOTION: B. Bland/ K. Putman

To approve the RISE Financial Statements as presented.

CARRIED

- Member libraries received the first instalment of their capacity grant in June for 2010. The final instalment of capacity grant funding for the project to member libraries will be in December. The success of videoconferencing is evident in all three regions.
- A three year maintenance agreement was signed with Allstream for the videoconferencing equipment, worth an estimated \$12,500 each. Funds were taken from each Capacity Grant to cover the cost of the agreement. The maintenance agreements are valid until the end of 2012.

### 5.2 Policies and Plans

#### 5.2.1 Board Member Compensation – Governance

MOTION: B. Beary

To approve the Board Member Compensation Policy as presented.

CARRIED

- The policy was reviewed and approved by the Board in 2009, but Schedule A was not updated at that time. Schedule A outlines costs associated with meals, mileage, accommodation, and Director's fees for Board Members who are on committees. The majority of the policy followed the Government of Alberta rate for mileage, but did not reflect the same information for meals. The meals section has been increased to align more with the Government of Alberta document.
- Schedule A was not included with the Board package and will be sent with information for the next meeting. It is also available in Policies and Plans on the Marigold website.

#### 5.2.2 Orientation Plan for New Board Members – Governance

MOTION: B. Beary

To approve the Orientation Plan for New Board Members Document as presented

CARRIED

- The plan was revised with minor changes to recognize new publications that promote the services and resources that are provided by Marigold Library System.
- An Orientation for new Board members will take place on Saturday, February 26, 2011 in Strathmore.

#### 5.2.3 Programs Policy – Standards & Services

MOTION: M. Booker

To approve the Programs Policy as presented.

CARRIED

- The policy was revised to better describe programming that is available to member libraries and the variety of delivery methods including in-person, internet, or videoconference. Marigold develops programs that will serve member libraries needs and interests.

#### 5.2.3 Advocacy Policy – Advocacy Committee

MOTION: L. Morrison

To approve the Advocacy Policy as presented.

CARRIED

- Advocacy, which includes community relations, marketing, lobbying, public relations, and publicity, is a high priority for Marigold Library System. The policy has been reviewed several times by the Committee but has not been reviewed by the Board for a number of years. Some statements were taken out that were no longer applicable to the existing operation of Marigold. The policy may be reviewed again upon the completion of the Strategic Plan in 2011.

### 5.3 Marigold Board Committees

#### 5.3.1 Volunteers for Nominating Committee

- The Ad Hoc Nominating Committee is formed each year prior to the Annual General Meeting.
- D. Chenoweth volunteered to be on the committee.
- M. Booker volunteered E. Michaels to be on the committee as she has volunteered to be on the committee in previous years. E. Michaels was not in attendance at the meeting and M. Booker will contact her about the nomination.

#### 5.3.2 Volunteers for Schedule C Committee

- The Ad Hoc Schedule C Committee determines the levy rate that municipalities and Library Boards are charged for membership in Marigold Library System.
- The current Schedule C concludes at the end of 2011.
- L. Duchak, B. Beary, and G. Thomson volunteered to be on the Schedule C Committee.

### 5.4 Freedom to Read Declaration

- L. Lyster declared February 20 – 26, 2011 Freedom to Read Week for Marigold Library System.
- L. Taylor made a presentation to the Board about the importance of intellectual freedom and provided examples of books that have been challenged in Canada in the past year.

### 5.5 Next Meeting Dates

- Saturday, January 29, 2011; four videoconference locations: Airdrie, Cochrane, Hanna, and Strathmore.
- Tuesday, April 19, 2011; AGM in Strathmore
- Saturday, August 27, 2011; Host Required
- Saturday, November 19, 2011; Host Required
- Diane Osberg volunteered to host the August Board meeting at the new Sheep River Library in Turner Valley.
- A host is still required for the November meeting.

## 7. Information

### 7.1 Meet the Staff – Margaret Newton, Manager of Cataloguing Services

- M. Newton provided information to the Board about the Cataloguing and Processing departments.

### 7.2 Updates

- See Background Notes – at end of minutes.

### 7.3 Online Board Policy Manual Demonstration

- C. Pilikowski demonstrated how to access the Marigold Board policies that are now available on the website.

### 7.4 RISE Testimonial Video

- M. Toombs stated that the success of the RISE project has resulted in Allstream – the company that provided the equipment to create a testimonial video.
- The video was shown during the lunch break.

### 7.5 Round Table – Information Sharing

- Board Members provided updates about what is occurring at their member libraries or municipalities.
  - D. Chenoweth - Cochrane is losing three Board Members in 2011. They had a successful fundraiser which raised \$1,500. The library is experiencing some budget shortfalls which will need to be addressed.
  - A. Campbell – Three Hills Municipal Library has an entirely new Board.
  - D. Osberg – The grand opening of the Sheep River Library is April 23. The library had a successful volunteer recruitment and orientation event.

- F. Vanderkley – The Trochu Municipal Library raised funds via a casino to help with costs to pay the library manager.
- M. King – Chestermere Public Library have 53% of cardholders with a library card as a result of the ‘Drive to 75’ campaigns which strives to have 75% of the population in Chestermere have a library card. The library received a donation of \$7,000 as a result of the “Loop Around the Lake” fundraiser.
- G. Thomson – New Board Member appointed from the Town of Oyen.
- M. Booker – The library recently celebrated its 10<sup>th</sup> anniversary in May. The library had to temporarily move from its location in the basement of the school to an upstairs classroom due to mould and foundation problems.
- K. Putman – Linden Municipal Library recently held a successful lunch fundraiser during the fall fair. The council supports the library. K. Putman has recently become Chair of the local library board.
- L. Duchak – Town of Okotoks Council is supportive of the library. The library asked for additional funding to hire an additional part-time employee.

8. Book Draw

- A. Hoffman won the book *National Geographic: Simply Beautiful Photographs*.

9. Adjournment

- L. Lyster adjourned the meeting at 1:02 pm.

---

Chair

---

Secretary

**Marigold Board Meeting  
20 November 2010 Background Notes**

**1. New and Departing Board Members**

A warm welcome from everyone at Marigold goes out to the new Board members, Cathy Watts, Arnold Hoffman, Gordon Thomson, Pat Fule, Al Campbell and Ellen Vickerman. A Board Orientation is scheduled for Saturday, February 26, 2011 to which all new and longer serving Board members are invited. The orientation will provide opportunities to learn about Marigold's purpose and services, recent service enhancements and board governance practices.

It is with sadness and gratitude that we say good-bye to Board members, Mary Collins, Bruce Lukey, Lois Bedwell, Bob Sobol, Kevin Edwards, and Mary O'Shea. Judy Dufort from Airdrie Public Library is also leaving our Board at the end of 2010. Lois has served for many years on the Standards and Services Committee and Judy has served on the Executive, ad hoc HR and Strategic Planning committees.

**2. Marigold Headquarters Staff**

As of November 18, there are two vacancies at Marigold: Technology Assistant (formerly Training Assistant) and Accounting Administrator (formerly Accounting Clerk). The vacancies provided an opportunity to revise these job descriptions to better meet the needs of Marigold. Interviews are in progress and the positions will be filled shortly.

Long-time staff member Jane Smith, Consultation Assistant, announced her retirement in November. Her last official day of work is December 16. The Consultation Assistant's job description has also been revised and the position will be posted shortly.

**3. Technology Purchases**

Marigold is in the process of upgrading its IT infrastructure, starting with a more powerful and functional computer and triple monitor configuration for Richard Kenig, our Network Specialist. A new terminal server and two network switches have also been acquired and are in the process of being integrated into the IT network. In the months to come the Domain (master) server will also be purchased and Marigold is considering a shared email server arrangement with the other three TRAC partners. As more computers are installed at member libraries and online capabilities and response time demands increase over time, this equipment is needed to accommodate that growth.

**4. Building Review**

Williams Engineering Canada was awarded the contract by Alberta Infrastructure to conduct and report on a building inspection of Marigold HQ on Tuesday, Oct 12. Edward, Bob and Keith spent several hours taking pictures and noting conditions as they inspected the interior, roof, exterior and basement. Pictures and architectural drawings were provided by Marigold. During the inspections, there were observations and conversations about the lack of adequate fire alarm or sprinkler protection, water leaking into a seam on the roof, poor temperature control, poor air quality in the basement, water shut-off valve in an out-of-reach location in the ceiling, wiring that does not meet code requirements and too few cubicles in the women's washroom. A date for the completion of the report has not been set; however, we are hoping that the report arrives in time and with sufficient justification to put Marigold in the queue for emergent funding so that HQ can be relocated or enlarged. Prior to this inspection, Bradley Hoffman at HQ did an outstanding job of cleaning up the basement. He recycled unneeded equipment, furnishings and supplies, and he also repositioned the filing cabinets so that all the archived information is together.

**5. Strategic Planning Meeting**

The planning committee (five Board members, four staff members) met on Oct 7 to review the purpose, timelines and process of Marigold's upcoming strategic plan, listing potential stakeholders and reviewing possible survey questions. A date will be selected for a facilitated event that will include the Marigold Board, Local Library Board, Councillors and headquarters staff. The committee feels that it is important to have an experienced consultant direct the strategic planning process from beginning to conclusion. An investigation of potential consultants is underway. Environmental scans (e.g., demographic trends) will be prepared for all Marigolds' municipalities as part of the Strategic Plan final report.

**6. Alberta Library Systems Review**

Diana Davidson, Director of the Public Library Services Branch (the Branch), Municipal Affairs, organized a meeting of Regional System CEOs along with Calgary and Edmonton CEOs to consider next steps prompted by the Alberta Regional Library Systems Review Report (Feb 2010). There were concerns arising from this report, largely because it did not appear to acknowledge the political and funding realities in Alberta; however, the Branch staffs, with input from the Directors, has prepared a response indicating our interest and commitment to move forward collaboratively to improve public library service throughout Alberta.

**7. Technology Plan**

ACSI was awarded the contract to do a review of the technology needs for public libraries in Alberta. Key outcomes will include a literature review to identify current, emerging and future technology needs; consultation to determine needs, costs and timelines; and recommendations for expansions, improvements or new technology-related library services. Implementation of this plan will be financed through a \$2 million fund provided by the Government of Alberta and currently held by TAL (The Alberta Library). The report and detailed plan is to be completed by Jan 31, 2011 and made available by the end of Mar 2012. During a discussion with ACSI representative, Dean Townson, in October, Michelle called attention to SuperNet installation affordability and sustainability as well as expanding videoconferencing to all public libraries throughout Alberta.

**8. SuperNet**

The SuperNet has become essential for the delivery of the ILS, network and videoconferencing services to public libraries; this is a coordinated Alberta-wide service that is much admired by other jurisdictions in North America. Marigold has counseled member libraries that the installation of a SuperNet fibre-optic cable is the only way to go, with the high cost of this installation to be paid by the municipality that is doing a SuperNet build or move. In recent discussions with Turner Valley for the new Sheep River Library, the only viable option is a wireless SuperNet connection. With assurances from the SuperNet vendor, Axia, this will be the first such installation that we are aware of, at least in southern Alberta. If it delivers sufficient bandwidth and is absolutely reliable, this may provide significant cost savings for other SuperNet moves and builds in Marigold. Recent technology advancements have improved the quality of wireless SuperNet access.

**9. Government Courier meeting**

The delivery of hundreds of thousands of interlibrary loans each year across Alberta is effectively handled by a combination of regional library system van deliveries, government courier and Canada Post. Because of the ever escalating volume of library materials in the government courier system (estimated at 95% of all material sent by government courier), Service Alberta has begun to charge Municipal Affairs for this service; cost to date for 2010 exceeds \$500,000. TRAC libraries in the four regions account for 85% of the government courier volume. All the regional library systems have been encouraged to do what we can to contain the growth of use of the government courier because their sorting facility in Edmonton cannot be expanded. The good news is that Marigold has the second highest volume of ILLs, but we have managed to keep our government courier volume to 9% of the total TRAC volume. Marigold member libraries accomplish this by using the system delivery van effectively. Even with our crowded space and single vehicle garage, Larry Stirling, our Shipper Receiver, handles an astonishing volume of sorting with great skill and efficiency.

**10. Marigold Library Leaders Advisory**

Eight Library Directors and Managers attended this dynamic meeting on Sep 29 at Marigold HQ. The meeting concluded with everyone feeling that the discussions, sharing and learning were very worthwhile. Ken Feser, our Public Library Services Branch consultant, updated the group on activities at the Branch and strategic planning. Rose Reid of Bighorn Library agreed to be the Chair and Deb Gardner of High River to be recorder for future meetings that will be scheduled at least twice per year (videoconferencing will be used). Marigold intends to organize a forum for the managers at all the other member libraries.

## 11. RISE

RISE Video: Michelle, Kayla Knopf (summer student) and Mary McKay (Hanna Public Library manager and videoconference champion) participated in the filming of a RISE testimonial (funded by Allstream, our videoconferencing vendor) along with representatives from Chinook Arch, Shortgrass and Allstream. We were impressed with the quality of the video and the impact of the RISE project that is described in the video. It is now available on the RISE website at <http://risenetwork.ca/about/> and <http://risenetwork.ca/resources/RISE-Toolbox/> (long and short versions). Please share this with your Boards and Councils.

The final RISE capacity grant payment will be issued this fall (2010) and the amount will be the same as the RISE capacity grant issued in the summer. The deadline for this last application submission was November 16 so the grants will be coming very soon after the applications have been reviewed. These capacity grants (summer and fall) were reduced by a shared amount for a three year service agreement to repair or replace non-functioning videoconferencing equipment (TV not included). Equipment replacement has already been needed at one site and the replacement cost is staggering (e.g., \$6500+ for the camera alone).

Maggie Macdonald gathered lots of information and stories about RISE from the member libraries and regional headquarters in the three regions so that she could submit a compelling application for the Access to Learning Award (ALTA) -- \$1M from the Bill and Melinda Gates Foundation. If we get this award, the money will be shared among the three regions. It is a long shot but we are already excited to have received confirmation that the RISE project meets the eligibility requirements and that our application will be considered. An announcement is expected sometime in mid 2011.

## 12. CAP (Community Access Program)

Ron Sheppard, Chair of APLEN (Alberta Public Library Electronic Network), confirmed that CAP funding for public libraries will be available for the 2010 – 2011 fiscal year. This round of CAP funding is being administered in exactly the same manner as recent rounds with approximately \$1,400 available for each library.

## 13. TAL (The Alberta Library)

The NEXT Symposium, replacing Netspeed this year, was TAL's strategic planning event held in Edmonton on Oct 21 and 22. Of the 243 in attendance, Marigold had 12 representatives from HQ staff, the Board and member libraries, all of whom rated the experience as inspiring. Lynne summarized this very well when she said, "I enjoyed hearing the concerns and issues and joys of other library systems and libraries. It brought up so many questions as well as possible solutions that may help us in our own strategic planning. It was such an inspiring two days that I came away with more ideas for Marigold than I know what to do with! Hopefully we can keep the momentum going."

Day One featured futurists from across North America: Michael Adams (*The Shape of Things To Come*); Thomas Frey (*Age of Enlightenment*); Mike D'Abramo (*Influence of Young Canadians*); Patricia Graham (*Crossing the Digital Divide*); and David Lankes (*Librarian Militant, Librarian Triumphant*). David Lankes challenged and engaged his audience with comments such as: "Stuff does not a library make!" "You're not in the book museum business" and "The future is participatory: when involved in strategic planning, remember it is about conversation and knowledge, and goals..."

On Day Two, using the World Café conversational process, delegates participated in a series of focused conversations to identify key trends and opportunities; Laura Taylor was trained to be an expert facilitator for this day-long process.

The website <http://www.libraryfutures.ca/> was designed to continue these conversations and to provide information about the symposium. As a follow-up, Michelle is on an ad hoc committee which has been tasked to develop a draft strategic plan that the TAL Executive will review in February. The learning from this two day conference will also be funneled into Marigold's strategic plan.

## 14. Conferences and Training:

**Pacific Northwest Library Conference:** Laura attended this conference in Victoria BC in August and found the following sessions particularly useful and inspiring: *Holding Difficult Conversations*, Keynote speech by Robert Sawyer, a Canadian Science Fiction author who feels that libraries are valuable, especially when

people understand the importance of libraries in communities; *Stress-free Productivity for Librarians – Getting Things Done* and *Safety in Small Libraries*.

**Northern Lights Conference: Sep 17 & 18:** The long drive to and from Elk Point was time well spent because Lynda Lyster and Michelle were able to tour the expanded and improved Northern Lights HQ facility; meet staff, board members and member library staff from that regional library system; and attend informative sessions on the roles of board members, news from the Branch, the new Standards document and best practices in customer service training.

**15. Library Book Rate (Bill C-509)**

On September 30, the Canadian Library Association released a statement that Bill C-509, an Act to amend the Canada Post Corporation Act to provide long-term, sustainable provision of the reduced rate of postage for library materials, unanimously passed second reading in the House of Commons. The government is strongly in support of the Bill that will ensure a reduced rate to send materials through Canada Post that includes all types of materials including DVDs. Presently, only books can be sent through the mail at a reduced rate. This is the furthest that the Bill has passed in the House of Commons.