

MARIGOLD LIBRARY SYSTEM
 Board of Management
Saturday, August 29, 2015
 Gleichen & District Community Centre
Gleichen, Alberta
MINUTES

MARIGOLD BOARD MEMBERS IN ATTENDANCE

ACADIA	Maxine Booker	1
ACME	Daniel Leronowich	2
AIRDRIE	Kayla Jessen-White	3
M.D. BIGHORN	Lynda Lyster	4
CANMORE	Judith Smith	5
CHESTERMERE	Shawna Biddles	6
COCHRANE	Susan Roper	7
DRUMHELLER	Margaret Nielsen	8
GHOST LAKE	Donna Bauer	9
HANNA	Jerry Kruse	10
I.D. #9	Ghada Wirth	11
KANANASKIS I.D.	Susan Billington	12
KNEEHILL COUNTY	Glen Keiver	13
LONGVIEW	Jan Dyck	14
OKOTOKS	Marian Walsh	15
OYEN	Dennis Punter	16
ROCKYFORD	Gary Billings	17
SPECIAL AREA # 2	Bob Gainer	18
SPECIAL AREA# 3	Helen Veno	19
STANDARD	John Getz	20
STARLAND COUNTY	Lil Morrison	21
THREE HILLS	Ron Howe	22
TROCHU	Bill Cunningham	23
TURNER VALLEY/ BLACK DIAMOND	Diane Osberg	24
WHEATLAND COUNTY	Berniece Bland	25

GUESTS

Rex Harwood	Wheatland County Division 2	1
Bill Ptacek	Calgary Public Library	2
Lois Bedwell	ALTA Representative	3

MARIGOLD HQ STAFF IN ATTENDANCE

Michelle Toombs
Laura Taylor
Lynne Thorimbert
Caleigh Haworth
Carlee Pilikowski
Nora Ott (recording)
Margaret Newton
Richard Kenig
Jessie Bach
Nicole Talsma
Jane Fisher

REGRETS WITH NOTICE

BANFF	Stavros Karlos
BEISEKER	Sharon King
CEREAL	Elaine Michaels
CROSSFIELD	Jo Tennant
DELIA	Barb Marshall
FOOTHILLS M.D.	Eleanor Chinnick
HIGH RIVER	Linda Schafer
HUSSAR	Kristen Anderson
WAIPAROUS	Sandra Barker
YOUNGSTOWN	Lorraine Ruppert
STRATHMORE	Denise Peterson

REGRETS WITHOUT NOTICE

CONSORT	Dale Kroeger
EMPRESS	Sheila Howe
IRRICANA	Dennis Tracz
LINDEN	Wendy Marsh
MORRIN	Karen Neill
MUNSON	Lyle Cawiezel
ROCKY VIEW COUNTY	Lois Habberfield
SPECIAL AREA #4	Lisa Vert

MINUTES

1. CALL TO ORDER

1.1 L. Lyster called the meeting to order at 9:32 am

1.2 Recognition of new Board members

L. Lyster extended a welcome to three new Board Members:

- Stavros Karlos – Town of Banff
- Sharon King – Village of Beiseker
- Ghada Wirth – I.D. #9

There is one vacancy in the Village of Carbon

1.3 Greetings from Wheatland County – Rex Harwood

Wheatland County Councilor, Rex Harwood, acknowledged that Wheatland County works with Marigold as a neighbor and a partner. In Wheatland County there are 6700 cardholders. He stated that libraries define a community and are affordable to everyone. They are a vibrant place where people can stay connected. Libraries contribute to a community's health, wellness and safety and can lead to getting employment. Rex recognized that Marigold's services are needed and appreciated.

1.4 I.D. #9

On May 5, 2015, official documentation was received from the province, declaring I.D. #9 as a member of Marigold.

2. APPROVAL OF AGENDA

MOTION: D. Punter/B. Gainer

-To approve the agenda

CARRIED

3. MINUTES OF THE April 18, 2015 MEETING

MOTION: J. Getz/L. Morrison

-To accept the minutes of the April 18, 2015 meeting

CARRIED

4. MINUTES OF THE April 18, 2015 AGM

MOTION: D. Osberg/G. Billings

-To accept the minutes of the April 18, 2015 AGM

CARRIED

5. DECISION

5.1 Financial Statements to July 31, 2015

MOTION: G. Billings/M. Nielsen

-That, subject to audit, the Marigold financial statements to July 31, 2015 be accepted as presented, and filed for information

CARRIED

5.2 RISE Financial Statements to July 31, 2015

MOTION: M. Booker/K. Jessen-White

- That, subject to audit, the RISE Financial Statements to July 31, 2015 be accepted as presented and filed for information

CARRIED

5.3 Budget Estimates 2016

S. Billington requested that the operational and capital budget amounts be changed on the draft so that they are less confusing

MOTION: H. Veno/L. Morrison

-To accept the Marigold Budget Estimates for 2016

CARRIED

6. DISCUSSION

6.1 Strategic Planning – Anne Smith, Facilitator

Anne Smith was Marigold's facilitator for the last Strategic Plan: Vision 2015. Anne stated that Marigold is starting the strategic plan process in a position of strength.

Anne spent several days at Marigold in July 2015, working with three different focus groups including the Executive and Standards and Services Committees of the Marigold Board, Headquarters staff, and Library Managers from several member libraries.

The objective of the workshop at this meeting was to engage the Board members in the process of developing the 2016 – 2018 strategic plan for Marigold Library System.

CONCLUSIONS:

It was determined that the Vision Statement, "Leaders in Library Service and Innovation", is strong and will serve Marigold Library System through 2016 - 2018

The consensus was that in order to increase the services or to offer new services the Marigold Headquarters space issue (new building) would need to be addressed

An emphasis on advocacy will also need to take place so that stakeholders and funders know how much of an impact Marigold makes

Some refinement of the wording needs to take place on the plan but otherwise it is on track

7. INFORMATION

7.1 Calgary Public Library – Bill Ptacek, CEO

CEO, Bill Ptacek presented information on Calgary Public Library's new Strategic Plan and discussed the new Central Library project. Bill stated that he was excited to come to Calgary because the people of Alberta are excited about libraries and that libraries make a difference when the economy is difficult

7.2 Library Month –

C. Pilikowski provided information on three initiatives that will be rolled out in October

- Snoopy Library Card promotion
- UWalk Challenge
- Snapshot Day/Week

7.3 ALTA Report – Lois Bedwell

Marigold's ALTA (Alberta Library Trustees Association) representative, Lois Bedwell provided information about ALTA. Highlights of the report include:

- The ALTA website has been completely overhauled
- The new 2015 Trustee handbook is available online at www.librarytrustees.ab.ca.
- There are two Board workshops coming up. One in Drumheller on September 25th and another in Okotoks on October 17th
- Call for proposals are open for the 2016 Alberta Library Conference. The submission deadline is September 30th

7.4 Updates – M. Toombs

On Thursday, Sept. 3, 35 Library and Information Technology students and two instructors from SAIT will be spending the afternoon at Marigold, touring and learning about what Marigold does. The group will be divided into two parts, because there is no space at Marigold where 35 people can meet together. This is the first time that SAIT has visited Marigold. The LIT program has not discussed library systems as part of the curriculum in the past, so this is an opportunity to educate the students about the value library systems offer to the library community and may help with recruitment in the future.

On September 23, Michelle Toombs will be attending a meeting of managers at Calgary Public Library and will be presenting information about Marigold and the regional library systems.

7.5 Upcoming Board Meetings

- Saturday, November 14, 2015, 9:30 a.m. – Rockyford Community Center
- Saturday, January 30, 2016, 9:30 a.m. – Videoconference, four locations via videoconference including Airdrie, Hanna, Strathmore and Turner Valley.

8. **BOOK DRAW**

The book draw for *Biophilia* by Christopher Marley was won by Susan Billington from Kananaskis I.D.

9. **ADJOURNMENT**

L. Lyster declared the meeting adjourned at 12:46 pm

CEO

Board Chair

**Marigold Board Meeting
August 29, 2015 Background Notes**

1. **Marigold and RISE Financials**

Marigold Balance Sheet and Income Statement (unaudited) to July 31, 2015:

Balance Sheet: Marigold is in a positive financial position. The provincial grant payment was 75% of the expected total. We were pleased that 2014 population and increased levy rates were applied to the grant calculations.

Accounts Receivable includes GIC interest (\$43,693); GST rebate; RISE transfer; and other invoiced amounts for which we are awaiting payment. The Building asset was increased by the roof replacement (\$116,797). The Computer asset increased for the IT Storage Server package (\$23,870). The Vehicle asset increased \$29,083 for the Honda Odyssey, which replaced the Dodge passenger/cargo van; the same \$ was deducted from the Vehicle Reserve. (Vehicle Reserve was at \$44,503 after the reserve transfer motion at the AGM.) The excess of revenue over expenditures is less than last year because our revenue is less than 2014 YTD and our expenses are higher YTD.

Income Statement: 67% of the year has been completed to the end of July; expenditures equal 55% of the budget to the end of July because of cautious spending prior to receipt of the provincial grant in late June. Salary and benefit expenditures are on target at 60% and 58%. (Please note that there were three pay periods in July and salary grid step increases were applied on Jan 1.) Marigold purchased ergonomic chairs for HQ staff who did not have them already (Furniture and Equipment line 32). Internet/SuperNet expenditure is low at 22% because PLSB is paying all monthly SuperNet fees for Marigold HQ and Community Libraries (line 36). Marigold saved money on the Member Library Workshop this year because of a new location; the Alliance Church charges less for the use of their space (line 42). Insurance for materials is slightly overspent at 105% because Marigold paid for Banff collection insurance (line 49). Recruitment is overspent at 311% for job postings, interviewing and moving expenses for the six new hires this year (e.g., two new consultants, accounting administrator, acquisitions clerk, shipping/receiving clerk and bib services technician) (line 52). Other expenses have also increased: foreign exchange payments to US vendors under bank charges (line 17); increased caretaking costs with a new cleaning contract this year (line 27); IT maintenance agreements (line 35); internal travel for more consultation and IT visits (line 45); TRAC levy increase to pay for new Polaris servers at Yellowhead HQ (line 52); e-resource cost increases and e-resources that are no longer paid for by PLSB (line 68); and increased service grant payments because of Board-approved increases to the base amounts and the addition of Banff (line 91).

Provincial Grant

Because the provincial election was called before the provincial budget was approved, the payment of provincial grants was delayed. To date Marigold has received \$1,332,181. This is only \$216,345 less than the 2015 budgeted amount with 2010 population. We are expecting another \$444,061 sometime in the fall.

We received an email from Diana Davidson on May 21 as follows: *As you may know, Budget 2015 has not yet received legislative approval. Municipal Affairs realizes that public library boards rely on provincial funding for operations. To that end, your annual public library operating grant will be paid out at 75% of the rate proposed in Budget 2015 (based on 2014 official population and a \$0.10 increase in the per capita formula). We anticipate paying the rest of the grant once Budget 2015 has been approved. This means you will receive your grant in two installments for 2015-2016.*

IT Capacity Fund: Seventeen libraries have not spent their allocated \$1,000 IT Capacity Fund at all this year for computer equipment sourced and installed by Marigold. Please mention this to your local library Board and Library Manager because any unspent portion will not be carried over to the following year (as per Board motion – IT Capacity Fund Policy). Orders need to be confirmed and placed by the end of November so that the equipment can be received and invoices paid by year end.

RISE Balance Sheet and Income Statement (unaudited) to July 31, 2015:

RISE Balance sheet was reformatted to look like the Marigold Balance Sheet in response to a suggestion from a Marigold Executive member. Aside from the monthly transfers from the RISE account to Marigold, there has not been very much financial activity in the RISE accounts lately.

Marigold will begin discussions with Allstream this fall for service agreement renewals for RISE equipment in 2016. A \$500.00 donation cheque was received from Garth Carl, CAO, Henry Kroeger Regional Water Services, based in Hanna, for the use of RISE at Acadia and Hanna libraries. The attached letter made us feel that RISE has been 100% worthwhile and doing what it was intended to do. A videoconference presented by Service Canada on funding for seniors programs through New Horizons for Seniors Programs on May 27 was a success – eight libraries in Marigold participated. Several exciting projects are being lined up this fall in partnership with Municipal Affairs and with Alberta Law Libraries.

2. **Budget estimates**

Marigold's estimated budget for 2016 is \$4,609.705 – + 7% above the Board-approved 2015 budget.

Key considerations for budget estimates:

- Two municipalities joined Marigold in 2015: Banff and ID 9 – Banff National Park. The resident population from these two municipalities, plus the population growth in communities surrounding Calgary, has resulted in Marigold becoming the third largest library system in Alberta (after Calgary and Edmonton) based on population. 2014 population (from Municipal Affairs) is 280,855, which is an 8% increase from 2013 population.
- With population growth, revenue increases and expenditures also increase. Many of Marigold expenditures are based on per capita population, including contract subscription fees for online resources and the TRAC levy. With two more municipalities, there are added service costs, such as extending delivery routes, increasing insurance coverage and expanding materials allocations.
- **Revenue:** Schedule C levy rates for 2016 were confirmed in 2014 when all municipalities signed the Marigold Agreement Schedule C Addendum. There is a 5% anticipated increase in municipal and board levies mostly because of population growth. If the provincial government continues the levy rate and population increase that we anticipate this year, the provincial grant revenue will increase 11% in 2016.
- **Salaries and benefits:** A 4% increase is projected to include salary grid step increases for eligible staff, a modest COLA increase, and the salary for another professional consultant to assist with service delivery for a larger population base.
- **Materials, processing, delivery:** A 7% increase is projected. The largest portion of this is for e-book and downloadable media purchases (e.g., hoopla titles). E-book and e-resource costs are increasing, and PLSB no longer covers the cost of the TAL Core and has reduced funding for Zinio and hoopla, so Marigold is picking up these costs to continue to provide these popular resources. Recently added e-resources, Solaro (study guides for students) and Lynda.com (online training courses), are appreciated by cardholders.
- **Transfer payments:** With the projected 4% increase, community library grants can be raised to the same level of funding that the province is providing for communities with 3,000 or fewer

residents. Service grants for larger communities near Calgary are based on per capita population, while the base rates for communities with smaller populations were increased in Schedule A of the Transfer Payments Policy.

- **Admin, Board, building, supplies, vendor services and contracts:** The 26% projected increase accounts for bank charges because of foreign exchange rates; rising contract costs for caretaking and landscaping; maintenance fees for aging infrastructure; furniture replacement; insurance and shipping costs.
- **Computers, peripherals, licenses, network costs:** A 9% increase is projected. Although PLSB is picking up the monthly fees for the SuperNet, there is a need to increase Internet capacity. Member libraries would like Marigold to replace the website platform for a more appealing website presence and to make it easier for member libraries to populate their own websites. The TRAC levy has also be added to this category, and the annual levy was increased to allow for the replacement of Polaris servers. The Tech Plan lists IT capacity improvements each year, and these costs are factored into this category.
- **Consultation, programs, marketing:** The 10% increase will cover increased travel costs for Marigold consultants, IT staff and program staff to travel member libraries. Increasing cell phone costs are also included. Cell phones are provided to all Marigold staff who travel on Marigold business.
- **Reimbursement:** Revenue equals expenditures. This estimate is based on actuals to date and could change when the actuals are updated at year end.

3. Vehicle Purchase

Marigold purchased a new 2015 Honda Odyssey from Airdrie Honda for \$29,083.35. One of Marigold's 2009 Dodge Caravan passenger vans was traded in for a (surprising!) \$3,000 credit that helped to bring the cost down. The remaining 2009 Dodge passenger van continues to require frequent and costly repairs. If cash flow permits, we will revisit the possibility of trading in this van in the fall after the second part of the provincial grant has been received.

4. New HQ Building

Marigold staff have reviewed clauses in the Alberta Libraries Act that relate to borrowing money. Michelle had a conversation with Bonne Gray (PLSB) on May 12 and her responses are summarized as follows:

- A library system like Marigold simply cannot borrow money for capital purposes. The reason for this is that a library system has no authority to raise taxes to pay for a loan.
- A municipality may borrow money for a library system.
- There are no restrictions on a special levy to pay for capital costs, although all of the municipalities in the region would have to be in agreement.
- A library system can borrow some money to cover operational over-expenditures.
- There are no grants that library systems can apply for capital funding.
- Only remedy is to actively lobby MLAs.
- Library systems are in competition with schools for infrastructure funding. No indication that there will be available funding from Alberta Infrastructure.
- We learned that we cannot borrow from ACFA -- Alberta Capital Finance Authority because library systems are not recognized by the Alberta Capital Finance Authority Act.
- Alberta Libraries Act:

Borrowing for library system boards

24 A municipality or a school authority that is a party to an agreement [like the Marigold Agreement] described in section 13 may, with the approval of the Minister, borrow money to acquire real property for the purposes of a building to be used as the headquarters of a library system or for erecting, repairing, furnishing and equipping a building to be used as the headquarters of a library system, and section 10(2) and (3) apply to the borrowing of the money.

System board duties

17 The library system board, subject to any enactment that limits its authority and the agreement described in section 13, has full management and control of the library system and shall, in accordance with the regulations and in co-operation with other boards, organize, promote and maintain comprehensive and efficient library services and may

(a) borrow from time to time for the purpose of defraying its operating expenses an amount not exceeding 50% of the amount expended by it during its immediately preceding fiscal year;

A brochure, included in this Board package, has been created by Carlee Pilikowski to explain why we feel that *Marigold Needs a New HQ Building*.

In May 2015, the Executive Committee directed the CEO to prepare an RFI or RFQ for a **Facility Needs Assessment** to identify interior and exterior space and functional requirements along with potential costs. The first draft of this document has been prepared with much help from Lorraine Betts and Lynne Thorimbert. The next step is to refine the document and send it to the Building Committee for review. A list of architectural firms have been identified as potential recipients of this document thanks to help from Calgary Public Library facility experts.

Marigold continues to experience roof leaks at the skylight roof joint because of crumbling stucco on the clerestory wall. Nora will be seeking a quote to replace this stucco.

5. Bibliographic Services Workflow (Lynne Thorimbert)

Marigold has transformed the areas of cataloguing, acquisitions and processing to deliver physical materials and digital content to member libraries and patrons efficiently and quickly. Lynne Thorimbert presented an overview of the changes to workflow to the Executive Committee in May including a description of the automation tools that have positioned Marigold for the future. Marigold has achieved a major goal to deliver a one-week to one-month turnaround time for all new material purchased by Marigold and conversion material (local purchases and donations). This was accomplished through a team philosophy, a two-track physical workflow system, purchasing shelf-ready cataloguing and processing for items that require more time to catalogue, and the implementation of multiple automated systems that speed up workflow while reducing errors. Ongoing improvements to reporting, statistics, and auditing practices have resulted in greater accuracy, accountability and budget management.

6. PLSB Meeting

Regional Library System Directors were invited to a meeting hosted by PLSB on June 11 to discuss operational and capital funding; governance of library service points (i.e., community libraries) and school-housed public libraries; government courier review; and province-wide ILS/technology collaboration. PLSB is considering alternate funding mechanisms to help regions that have smaller populations and higher operational costs (e.g., Peace Library System serves an area that is 4 times larger than Marigold but has half the population). PLSB staff are of the opinion that a library board must be formed in a municipality with a library service point, rather than having the library system board act as the board of record. Director Diana Davidson will bring a recommendation on this matter to a follow-up meeting on October 22 with Board Chairs and Library Directors in attendance.

7. TAL E-resource Licensing Value

The TAL Licensing Librarian leverages the collective buying power and expertise of consortia across Canada to negotiate the best available price with access to a broader range of resources. Christa Foley (Christine Loo while Christa is maternity leave) negotiates licenses with vendors; examines contracts; clarifies content; communicates with members and consortia; manages billing; and more. TAL members purchased 772 e-resource licenses in 2014, not including the TAL Core. Marigold paid almost \$60,000 for 13 e-resources through TAL in 2014, and saved \$22,636 from TAL consortia and participation discounts.

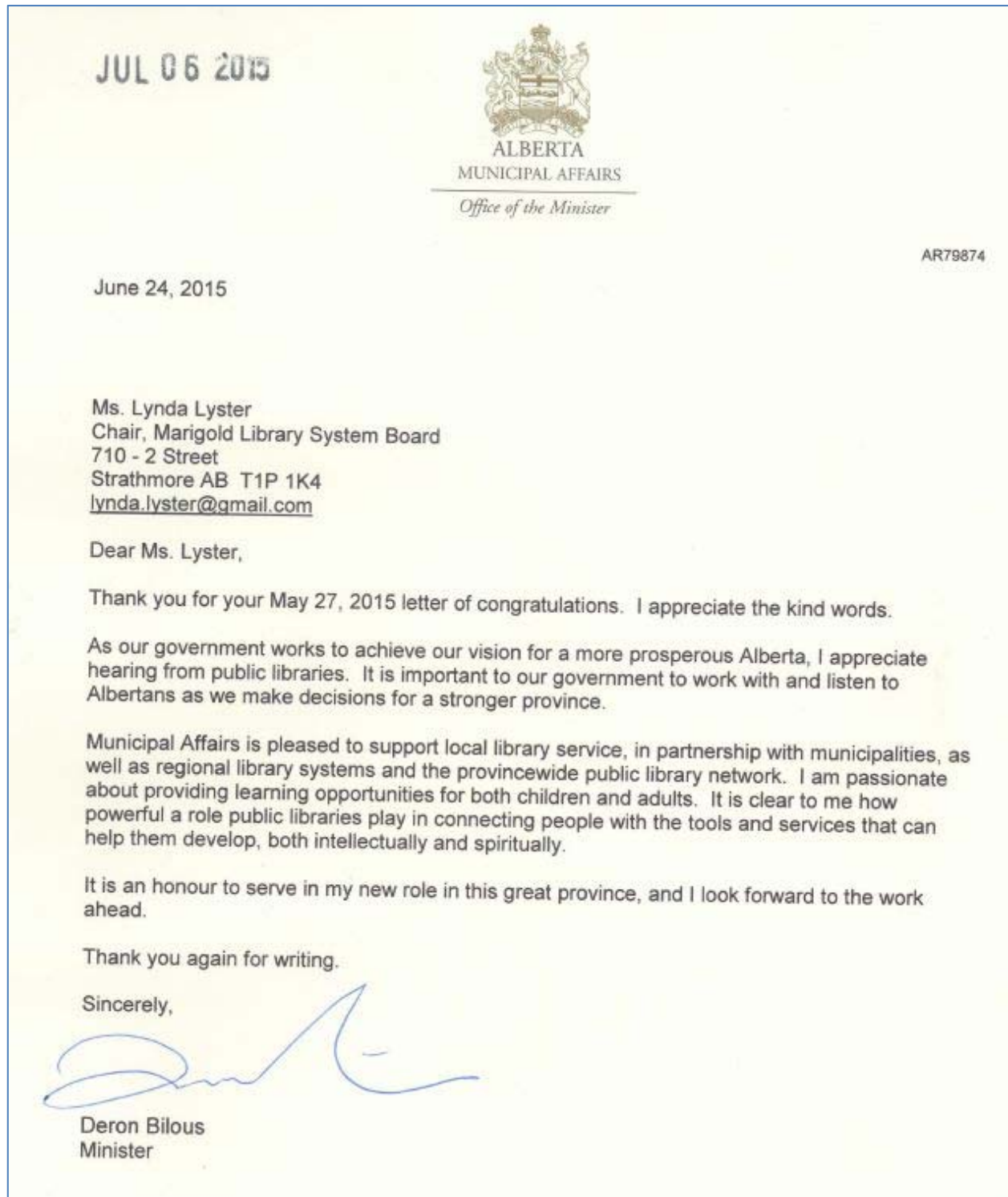
8. IT news (Richard Kenig)

Office 365 has been installed on all HQ computers and will be installed on all staff computers in member libraries throughout Marigold by the end of year, he hopes. Office 365 is the next evolution of the Microsoft Office productivity suite of software. In addition to upgrading our Word, Excel, PowerPoint, etc. programs to the most current version (MSOffice 2013), it provides access to other software programs that were previously subscription and server based. It also allows us to provide employees with the software to install on up to 5 devices, including computers, tablets, or phones so they can access their files at home or on the go.

Marigold acquired a core network storage device. This is the central piece of our network that holds all our internal data, and the data to run all our servers. This replaces a component of our server network that was getting old and running close to maximum capacity.

9. **Correspondence:**

- a. Below is an encouraging letter from Municipal Affairs Minister, Deron Bilous, acknowledging Marigold's welcome letter from Lynda Lyster.
- b. Also below is the letter from the CAO of Henry Kroeger Regional Water Services, explaining how RISE has benefited their organization.



Henry Kroeger Regional
Water Services Commission
501 South Municipal Road
Box 2170, Hanna, AB
T0J 1P0

Marigold Library System
710 2nd Street, Strathmore, AB
T1P 1K4
RE: Video Conferencing through Marigold Library

Dear Michelle Toombs,

The Henry Kroeger Regional Water Services Commission began using the RISE video conferencing system, provided through the Marigold Library, in October of 2014. Henry Kroeger Regional Water Services is a class III water treatment plant with over 300km of regional potable water pipeline. The HKRWSC supplies clean, safe drinking water to various areas in Starland County, Stettler County, Special Areas, and the M.D. of Acadia Valley No.34. A number of municipalities located in these areas obtain their drinking water from the HKRSWC system including: Hanna, Delia, Cereal, Youngstown, Oyen, and Acadia Valley. This Commission is comprised of a board of eight elected officials from the various municipalities and counties connected to the potable water distribution system. This commission is a non-profit organization controlled by the board, who meet once per month to discuss and manage the affairs of the Henry Kroeger Regional Water System for all members of the public receiving this water.

The amount of time our elected official's give to the public is vast and demanding. In remote areas driving times can, in some cases, be longer than meeting times. Our solution came through the Marigold Libraries in Hanna and Acadia Valley. Our board member, the elected councillor for the M.D of Acadia Valley No.34, now connects to our meeting by using the video conferencing equipment at the Acadia Valley Library. Our meeting is broadcast to him using the video equipment from the Hanna Library. The capability of using video conferencing has saved this elected official a 288 km drive equaling 3 hours of drive time. Henry Kroeger Regional Water Services will compensate commission members with mileage and therefore this video conferencing solution has also resulted in a cost savings to the commission as no mileage compensation is now necessary. Please find enclosed a donation to the Marigold Library System of \$500 for the use of this valuable RISE video conferencing system. Equal donations have been made to the Hanna Library and Acadia Valley Library for their help to make these meetings a success.

Thank you and best regards,



Garth Carl,
CAO, Henry Kroeger Regional Water Services