

## MARIGOLD LIBRARY SYSTEM

Board of Management  
Saturday, August 27, 2011  
Turner Valley

### MINUTES

#### Present:

Lynda Lyster (Chair) – MD of Bighorn  
Leslie Duchak (Vice Chair) – Okotoks  
Glen Kiever – Kneehill County  
Helen Veno – Special Areas #2  
Lil Morrison – Starland County  
Al Campbell – Three Hills  
Carney Raitz-Wakaryk – Town of Canmore  
Elaine Michaels – Cereal  
Donna Isaac – Delia  
Linda Schafer – High River  
Lisa Constintini – Irricana  
Debbie Habberfield – Rocky View County  
Susan Roper – Cochrane  
Berniece Bland – Wheatland County  
Marilyn King – Chestermere  
Diane Osberg – Black Diamond/Turner Valley  
Barb Beary – Foothills M.D.  
Kathie Putnam - Linden  
Louise Henrickson – Drumheller  
Maxine Booker – Acadia M.D.  
Alison Roppel – Rockyford  
John Getz – Standard  
Jan Dyck – Longview  
Connie Fraser – Trochu  
Christine Boyd – Ghost Lake

#### Guests:

Jan Burney- Library Manager – Sheep River Library  
Sharlene Brown - Mayor of Black Diamond  
Kelly Tuck – Mayor of Turner Valley

#### Regrets:

Sandra Barker – Waiparous  
Cathy Watts - Hanna  
Arn Hoffman – Kananaskis I.D  
Rosana Ramos – Special Area #4  
Shelly Sweet - Airdrie  
Dony Habich – Empress  
Kristen Anderson - Hussar  
Pat Fule – Strathmore  
Rhoda Hanna - Acme

#### Staff:

Michelle Toombs  
Lynne Thorimbert  
Denise Fung  
Shona Gourlay  
Steven Pattison  
Carlee Pilikowski  
Nora Ott (recording)  
Kari Colville  
Nancy Smith  
Margaret Newton

#### Vacancies:

Youngstown  
Beiseker  
Consort  
Special Areas 3  
Morrin

#### Regrets without notice

Lyle Cawiezel – Munson  
Gordon Thomson – Oyen  
Sheri Rice - Carbon

## **MISSION**

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

## **VISION**

Leaders in library service and innovation.

Lynda Lyster asked delegates to take note of Marigold's new Mission and Vision. She stated that the words to create the Vision, Mission and Goals came directly from the participants in the Strategic Planning Process; Marigold's stakeholders. With this new Mission statement and Vision, Marigold will have a clearer picture of expected priorities. Lynda indicated that participants were clear about the need for responsive services and programs as well as leadership and representation at a higher level.

**GREETINGS:** Greetings from Town of Black Diamond/Town of Turner Valley

Kelly Tuck, Mayor of Turner Valley, welcomed delegates to Turner Valley and the new Sheep River Library.

- She declared that she was impressed with the volunteer aspect of library services and was especially impressed by the work done by board member Diane Osberg. She stated that the building of the new library was made possible as a result of grants and donations.

Sharlene Brown, Mayor of Black Diamond, welcomed delegates to "God's Country"

### **1. CALL TO ORDER**

L. Lyster, Chair of the Board called the meeting to order at 9:40 a.m. Quorum was reached with 25 Board members in attendance and a total attendance of 36. Maxine Booker was the parliamentarian for the meeting.

- Lynda Lyster delivered a reminder that guests/observers were encouraged to participate in the meeting, but the only people that could vote or make a motion were Marigold Board members and alternates. Lynda clarified that in order for a member to be an official delegate there are two options. The first option is that they can be recognized in a letter sent to Marigold: the Village /town/municipality appoints an alternate(s) to attend Marigold Library System Board meetings – naming all the local Board members who may attend a meeting. The second option is that the local Board member attends the Marigold Board meeting bringing a letter from the Village /town/municipality appointing them as the alternate delegate for that meeting.

#### **1.1 Introduction of delegates, guests, and staff**

- In her introduction, Lynda Lyster talked about the significance of the Marigold flower as a symbol for the Marigold Library System. She talked about how it is nearly indestructible and how each petal is a single flower in itself; one among many, much like the Marigold Library System.

#### **1.2 Recognition of New Board Members**

Rhoda Hanna – ACME could not attend sent regrets

Susan Roper – COCHRANE

Louise Henrickson – DRUMHELLER

Jan Dyck – LONGVIEW

Connie Fraser – TROCHU

Lynda Lyster recognized that there are Board vacancies in Beiseker, Consort, Morrin, Special Area #3 and Youngstown.

Lynda invited delegates to introduce themselves and to share their local information at the end of the meeting during a round table,

## **2. APPROVAL OF AGENDA**

MOTION: L. Morrison/J. Getz

To approve the agenda as amended CARRIED

- Remove item 4.5 ALTA Report
- For item 5.1.1 – instead of June 30, more current financials will include July 31, 2011.
- For item 5.1.2 –add current RISE Financials

## **3. MINUTES OF THE APRIL 19, 2011 MEETING**

MOTION: B. Bland/L. Constantini

To accept the minutes of the April 19, 2011 Board and Annual General Meeting CARRIED

## **4. Consent Agenda**

- Items left on the Consent Agenda are to be voted on as a whole then unanimously approved without discussion

4.1 Transfer of agenda items from Consent Agenda

- There were no items moved from the Consent Agenda

### **4.2 Motion to approve Consent Agenda**

MOTION: K. Putnam/L. Duchak

That Consent Agenda items 4.1 to 4.4 be approved as presented and filed for information

CARRIED

### **4.3 Committee Reports**

4.3.1 Executive

4.3.2 Finance Committee

4.3.3 Governance

4.3.4 Standards and Services

4.3.5 Human Resources

CARRIED

### **4.4 Policies and Plans**

4.4.1 Marigold Library System Constitution – Governance

4.4.2 Marigold Library System Procedural Bylaws – Governance

4.4.3 Lending Bylaw – Standards and Services

4.4.4 Programs Policy – Standards and Services

4.4.5 Freedom of Information and Protection of Privacy Bylaw – Executive

CARRIED

## **5. DECISION**

### **5.1 Financial**

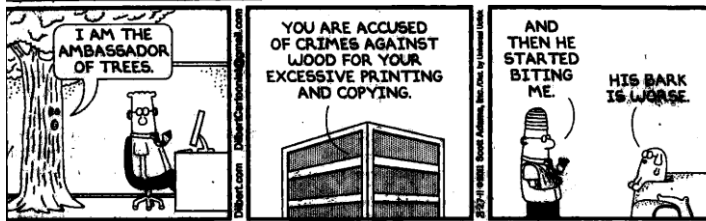
5.1.1 Financial Statements to July 31, 2011

MOTION: J. Getz/D. Isaac

That the unaudited financial statement to July 31, 2011 be received for information

CARRIED

DALBERT



Calgary Herald - August 26, 2011

- Michelle Toombs informed the delegates that Marigold is moving away from the orange binders. She stated that a complete set of current policies and plans is available on the newly configured website. The goal is to make the website a useful tool for the Marigold community. There is an entire section entitled "For Board Members".
- It is the practice of the Marigold Administration to send out documents by email prior to the meeting and to also print packages for use at the meeting. This practice enables members to receive late breaking information that is distributed at the meeting. For this meeting the RISE financials were included in the printed packages at the meeting.
- The financial statement is the statement of the resources or assets of Marigold at a particular point in time (July 31, 2011)
- Michelle Toombs explained the financial statements to July 31, 2011. 77.5% revenue has been received. Expenditures are at 50%. Book purchasing costs are down. The Summer Reading program had more promotional items distributed in 2011 so the costs were up. Salaries and benefits are on target. Marigold is to receive a GST rebate that is retroactive for 4 years. A banking Request for Proposal was submitted to a number of financial institutions in Strathmore.

### 5.1.2 RISE End of Project Financial Report

MOTION: M. Booker/B. Beary

That the RISE financials to July 31, 2011 be received for information.

CARRIED

- The RISE project is over this year. Any revenue that is left over will be shared equally among the three partners to cover expenses.

### 5.1.3 Budget Estimates 2012

- Lynda Lyster stated that the budget estimates for 2012 need to be sent to participating councils before September 15. Where 2012 numbers are known, they are used. Otherwise, 2011 figures are used. Work is beginning on the first draft budget and it will be formally presented at the November meeting.

MOTION: L. Schafer/J. Dyck

To approve the 2012 Budget estimates

CARRIED

- Michelle Toombs pointed out the budget is a guide and an estimate as well. In 2012 it is estimated that Marigold will receive more interest due to changes in banking practices. RISE revenue will come from support from Shortgrass and Chinook Arch and future non-profit partners. Delivery and ILL costs will go up due to rising fuel costs and increased use of services. Marigold will be investing more time into developing programs. Marigold is committed to providing staff with a raise as the last salary increase was in 2009. Benefits are under review to determine a range of services and costs. Health and Safety regulation compliance will become a focus.

## 5.2 Policies/Plans

- Lynda Lyster stated that Marigold's policies and plans are reviewed on a regular schedule by the Committee responsible for that functional area. When a Committee feels that revisions are necessary, the policies and plans come back to the Board for approval, either on the Consent agenda if the revisions are minor, or to this part of the agenda. Motions made on behalf of a Committee are deemed to be seconded by the Committee and do not need a seconder from the floor

#### 5.2.1 Materials Selection Policy for Library Service Points – Governance

On behalf of the Governance Committee Barb Beary moved that the Materials Selection Policy and Schedules for Library Service Points be approved. CARRIED

#### 5.2.2 Records Management Policy – Executive

On behalf of the Executive Committee, Leslie Duchak moved that the Records Management Policy be accepted as revised. CARRIED

### 5.3 Marigold Board Committees

#### 5.3.1 Governance Committee – volunteer needed

Lynda Lyster reviewed the key duties of the Governance Committee. Two delegates volunteered to Serve on the Governance Committee:

- Marilyn King - Chestermere
  - Christine Boyd – Ghost Lake
- CARRIED

#### 5.3.2 Nominating Ad Hoc Committee – volunteers needed

Lynda Lyster called for a nomination for the Nominating Committee. Elaine Michaels put her name forward. Elaine suggested Kristen Anderson as a potential volunteer. CARRIED

### 5.4 Canadian Library Month Proclamation

Lynda Lyster read and signed the proclamation CARRIED

### 5.5 Upcoming Board Meetings:

Lynda Lyster announced the upcoming Board Meetings as:

- November 19, 2011 9:30 a.m. – Chestermere
  - Marilyn King will host the next meeting at Chestermere. It will take place in Council Chambers. Lunch will be downstairs in the Library. Chestermere Mayor, Patricia Matthews will give the greetings.
- January 28, 2012 9:30 a.m. – videoconference split between Airdrie, Hanna, Strathmore and Cochrane

## 6. ITEMS FROM THE CONSENT AGENDA

Lynda Lyster declared that there were no items moved from the Consent Agenda

## 7. INFORMATION

### 7.1 Meet the Staff: Nancy Smith - Direct Services

Nancy Smith gave a presentation about what she does in Direct Services at Marigold Headquarters. Nancy looks after the Interlibrary Loans, the Paperbacks by Mail and the Paperback Deposits.

### 7.2 Marigold Library System Website

Carlee Pilikowski spoke about the progress that is towards the construction of the Marigold Website. Carlee pointed out some of the services targeted for specific Marigold members.

*For board members...*

- Board minutes
- The board policy manual is easy to access and search
- We are working on the rest of the orange binder
- We still need to post financial information

*For member libraries...*

- Plans for short training videos
- Requests from the libraries

Carlee stated that Beiseker, Bighorn, Chestermere, Consort, Delia, Drumheller, Empress, Gleichen,

Irricana, Okotoks, Rockyford, Sheep River have completed training on the Website Template project. High River and Morrin just started training.

### 7.3 ALTA (Alberta Library Trustees Association) – Trustee Learning

- Leslie Duchak invited all trustees to attend the trustee training session offered by Ken Feser from the Public Libraries Services Branch.
- The session will take place at the Airdrie Public Library on November 26 (9:30 to 3:30).

### 7.4 Updates – Michelle

- Between the 3rd and the 9th of October, 2011, libraries across Alberta will be participating in “Snapshot Day”. Statistics are being kept on computer usage and library visits. All stats are to be sent to Headquarters who will send them to Chinook Arch for compilation. Afterwards libraries can take these stats to their councils.
- Michelle updated the delegates about staffing changes at Headquarters
- Michelle informed the delegates that Headquarters will be installing a new phone system that will provide better customer service and reduce time spent delivering messages throughout the building
- Staff attended important conferences as part of their training and development
- The Member Libraries Workshop, held on May 4, was successful. For next year Marigold is looking for a larger venue to accommodate more attendees.
- Marigold has sent 120 mint condition book donations and \$100.00 to Slave Lake to help them recover from the fire
- RISE received an international award. Michelle Toombs and Steven Pattison went to New Orleans to accept the award.
- Provincial Technology Plan was released
- Schedule C was successful in acquiring the support of over 60% of the member libraries. Michelle made presentations to many municipalities as a way of promoting the concept hat Libraries are making a direct impact on communities.

### 7.5 Information Sharing – Roundtable

**John Getz – Standard:** Standard’s Facebook page has been successful with over 100 hits. E-books are very popular at the library in Standard.

**Louise Henrickson – Drumheller:** They have a new building. Their Library Manager is retiring In October.

**Christine Boyd – Ghost Lake:** They have a new community building that houses the library Paperback Deposit. There is more space.

**Lisa Constantini – Irricana:** Irricana’s new website is great. They had the best Summer Reading program ever. Lindsay Banting will be joining the Irricana library staff as a new library assistant.

**Donna Isaac – Delia:** Visitors are impressed with the Delia library. The Summer Reading program was exceptional. A grant allowed them to have a summer student. There was good support from Marigold Headquarters.

**Elaine Michaels – Cereal:** There will be a joint celebration of Alberta Arts Days and Cereals 30<sup>th</sup> Anniversary. Local artists, musicians and an author will be promoting their work.

**Susan Roper – Cochrane:** The board is in negotiations with the library manager and with CUPE to sign a new contract.

**Al Campbell – Three Hills:** Recognition for great support from Headquarters was given. There were some staffing issues at the Three Hills library.

**Carney Raitz-Wakaryk – Town of Canmore:** A multiplex building is under construction. When it is finished the view will be stunning.

**Linda Schafer – High River:** The High River town council visited the library and was impressed with how much is accomplished in a small space. They are hoping for a new building or an expansion. The summer reading program had a waiting list.

**Connie Fraser – Trochu:** Trochu is celebrating its 100<sup>th</sup> Anniversary.

**Alison Roppel – Rockyford:** The Summer Reading Program was successful. There was a wind-up BBQ. The Lego contest was well attended. The winner received a \$20.00 gift certificate. Mary Marshman is resigning.

**Maxine Booker – Acadia:** They were closed for the summer. The basement was full of mould.  
**Leslie Duchak – Okotoks:** A BBQ they hosted was so well attended that they ran out of food. Town council supported Schedule C.

**Debbie Habberfield – Rocky View County:** Debbie has been involved in talks with Crossfield, advocating the benefits of joining Marigold. Rocky View will be pin pointing additional service points in the county.

**Marilyn King – Chestermere:** Their library saw lots of activity this summer. They have a dynamic new librarian who has been there 7 weeks.

**Diane Osberg – Sheep River:** They are tracking the use of the new facility. Community groups are using the library. They have a large volunteer base. They have created job descriptions for volunteers. There is a “geek” squad in place to assist with e-books.

## 8. BOOK DRAW

Maxine Booker was the winner of “A Road for Canada: The Illustrated Story of the Trans-Canada Highway” by Daniel Francis

## 9. ADJOURNMENT

Lynda Lyster declared the meeting adjourned at 12:15pm

---

Chair

---

Secretary

**Marigold Board Meeting  
27 August 2011  
Update -- Background Notes**

**1. Marigold Headquarters Staff News**

- Laura Taylor, Assistant Director, began her leave of absence at the end of July. Marigold looks forward to her return in early 2012. In the interim, Lynne Thorimbert has accepted the role of Acting Assistant Director. Lynne will continue to provide consultation services to member libraries during this time.
- Taylor Armstrong has resigned from the Direct Services position at Marigold.
- Colleen Tooth returned to Marigold in a Summer Intern position. She has put her new skills to good use in Direct Services, Acquisitions, Cataloguing, and in records management. Colleen returns to SAIT at the end of August to complete the Library Information Technology Program at SAIT and obtain Library Technician accreditation.
- Summer Program Coordinator Lindsay Banting continues to manage the TD Summer Reading program and the Teen Summer Library Experience, while developing some exciting teen videoconference programs for the fall season and beyond. In September, Lindsay will return to Mount Royal University to start an Honours stream for a Bachelor of Arts in History.

**2. Telephone System Replacement**

Proposals for a new telephone system were distributed to seven vendors with a deadline of July 1. The Executive Committee has approved moving forward with the quote received from Allstream. The Allstream quote is in line with the anticipated cost of \$30,000. The funding for the telephone system will come from payments for RISE central site support, the APLEN Capacity Grant, and extra funds in several computer budgets.

Allstream's telephone system would provide:

- Better customer service by increasing access for members and providing needed functionality for after-hours technical support; direct lines to staff members
- Auto-attendant system with customizable menu options
- Voice mail access/remote access and retrieval, voicemail to email option
- On-screen visual indicators to know who is available or not
- Staff directory and extensions with the ability to call forward extensions to mobile devices
- Two enhanced IP phones with switchboard features and a specialized conference phone
- Increased overall capacity, including more phone lines, additional telephones for existing and new staff, no limit to number of new phones
- Timeline: installation anticipated to be completed 2 months after finalizing the contract
- Training is included
- Phones are not internet based, and do not rely on Internet or computer connections. All routing is still done through the PBX system. This allows for continued uptime even if the network infrastructure fails. In the event of (power or other) failure, all calls can be automatically routed to a cellular phone.
- Reporting and use statistics
- Transportable to another site if Marigold were to move
- In-house management, configuration, and provisioning
- One year warranty
- Support is provided by Cisco (the manufacturer) for the first year. Additional years of third party *support* can be negotiated (not maintenance); Marigold will be expected to maintain the system; if it breaks Marigold has the option of calling them for additional assistance.
- Ability to expand to member libraries and eliminate toll-free costs for internal communications
- Marigold is also investigating a different provider (Shaw or Allstream) to reduce long-distance costs and to obtain more telephone lines (currently limited to 5 lines, requested 9 minimum).

**3. Website project update**

- Marigold’s website launched near the end of June and content continues to be added and tweaked. Sheep River and Chestermere libraries have launched their new websites using the Marigold Hybrid Forge templates. The next phase includes website development for Carbon, Irricana, Three Hills, Okotoks, Delia, Bighorn and Empress.
- Marigold IT and Network Specialist, Richard Kenig ,has been delivering one on one website training to member library staff at Marigold headquarters, on-site at member libraries, and by videoconference. Training will increase in the fall.
- Staff at Irricana Library had this to say: “Staff and Board alike are very excited for the website as they feel it will be a huge asset to the library. Currently we are finding it difficult to ensure the community of Irricana and the rural residents we serve are aware of [everything] we offer. We recently started producing a monthly brochure which is handed out in all materials as well as mailed out to residents. This has helped to increase numbers of people who participate; however, with the website we hope to sizably increase the participation numbers in our programs.”

#### 4. Library updates

##### **Sheep River Library:**

- The Board of Directors at the Sheep River Library regretfully accepted Muhammad Zia-ul-Haque’s resignation last month. Best wishes to Muhammad for his future endeavors and the success of his family business in Black Diamond, Graduate Foods.
- Jan Burney, a resident of Turner Valley, has been appointed to the position of Library Manager. Jan has a Master’s degree in English Literature, Bachelor of Arts, Trained Teacher Certificate and Masters Level courses in Film Studies. Jan commenced employment on July 25. Please join us in welcoming Jan to this new position.
- Board of Directors: Joe Kelleher-Williams and Ernestine Dumont have both resigned, but will stay on in a volunteer capacity. Pam Vipond has been appointed by the Town of Black Diamond, and Garry Pollock has been appointed by the Town of Turner Valley. Welcome Pam and Garry, and new council appointee, Lane Park.

##### **Chestermere Public Library**

- Gemma Noon commenced her position as the new Director of Chestermere Public Library in July. Gemma hails from England but fell in love with Alberta and the Calgary area during a visit several years ago. Gemma has a BA in Archaeology and an MA in Information and Library Management. Welcome Gemma!

#### 5. Conferences and Training

- RISE was awarded the American Library Association Presidential Citation for Innovative International Library Projects. The 2011 Citations were awarded to: The RISE Videoconferencing Network Alberta, Canada, The National Library Board of Singapore "Quest" Library Reading Program, The E-Publicaton System Platform Project at the National Central Library in Taiwan and The Expanding Information Access for Visually Impaired People Project in Vietnam. Michelle Toombs and Steven Pattison accepted the award on behalf of RISE at the July ALA Conference in New Orleans. The ceremony took place at the International Librarians Reception, in an old music venue. Michelle and Steven met the other recipients and people from many other countries including Australia, United Kingdom, Russia, Nigeria and Kazakhstan as well as St. Albert public library staff.
- **Alberta Library Conference -- Jasper, Alberta – April 28 to May 1**  
 Attended by: Lynda Lyster, John Getz, Donna Isaac, Debbie Habberfield, Lil Morrison and Alison Roppel, Michelle Toombs, Laura Taylor, Steven Pattison, Shona Gourlay, Lynne Thorimbert, and Denise Fung. The conference was themed around “Open Doors, Open Minds, Open Access,” to showcase that the Alberta library community plays a critical role in supporting innovation, learning, creativity and creation of knowledge. Highlights included the Library Association of Alberta (LAA) and Alberta Library Trustees Association (ALTA) Annual General Meetings (AGM) and CBC Radio’s Anna Maria Tremonti as a keynote speaker. Leading forecaster and futurist Richard Worzel spoke on the challenges in imagining the future

and planning for it, and how changes in politics, technology, leadership, demographics and economics are altering the face and pace of organizations.

Marigold Director Michelle Toombs presented sessions on *Opening Doors to New Patrons with Videoconferencing* and *Making a Difference. Making You Think*. The *Making a Difference* session showcased Marigold's partnership with the University of Calgary Press on a pilot project to measure the impact of its first open access publication, *Grey Matters: Engaging Seniors with Research*.

- **AALT Conference**

The 37th Annual Conference of the Alberta Association of Library Technicians took place in Edmonton from May 26 to May 29. Marigold Cataloguing staff in attendance were Margaret Newton, Lynn Blain, Clara Cao, Wendy Rezansoff, and Candice Koshman. The theme, 'Get Connected,' brought together an inspiring blend of rural library champions, authors, and information professionals. Lynne Thorimbert from Marigold presented a session on *Videoconferencing in Libraries* with Shortgrass Library System's RISE Consultant, Jim Dunbar.

- **CLA Conference**

Michelle Toombs attended the Canadian Library Association conference in Halifax (May 25 to 28): "I found the speakers and sessions at CLA this year informative and inspiring. Merv Tweed talked about his considerable efforts and future plans to get the library book rate legislation passed (he hopes this fall, but may need more signed petitions from us). A number of sessions were helpful in tailoring our messages to have a greater impact on decisions (e.g., Getting Your Politicians Attention and Get the Message Out).

Information on e-book trends was fascinating, as was the process to get all of Saskatchewan's public libraries on the same ILS with the same lending rules. My favorite session was a historical review of Canada's Census and the potential impact of having a voluntary long form survey instead of a mandatory long form census."

## 6. **Member Libraries Workshop (held Wednesday, May 4)**

- It was another successful year at the Marigold Member Libraries Workshop! Attendees included 56 library managers and staff, 10 guests, and 23 Marigold staff members, including staff from other systems and libraries. Keynote speaker, Rob Schmidt (Robert Schmidt International Inc.) provided an inspirational and engaging presentation about challenging conventional thinking and finding innovation in the most unexpected places.

Library staff attended sessions on how to create a Plan of Service, Library Snapshot Day (October 3 to 9, 2011), videoconferencing, eReaders and Overdrive, library board development, colour theory, creating videos using Animoto and YouTube, and weeding. The first annual Marigold Making a Difference Awards were presented to Bighorn Library for their Bonnybooks program and Airdrie Public Library for their Teens After Hours program. Both libraries received a plaque and a monetary award of \$500.

For next year, Marigold is looking for a larger venue and catering options to accommodate more attendees and more sessions.

## 7. **Slave Lake Public Library Update**

- Marigold has sent 120 mint condition book donations to Slave Lake. The Marigold staff generously donated \$100 to the library as well.
- Slave Lake has received almost 27,000 donated items to date. It will be a lengthy project for Slave Lake Public Library and Peace Library System to sort, catalogue and process this daunting number of items. The library has asked people to please stop sending item donations, and instead, hold book sales or other events in their own communities and donate the proceeds to the Slave Lake Library. This will help with acquiring furniture, shelving, supplies and other items for their temporary and future locations. For more information go to:

## 8. Building

- The Functional Questions for Library System Headquarters was submitted to Public Library Services Branch on July 11. Gordon Stead (Infrastructure) and Ken Feser (Public Library Services Branch) will be coming to Marigold on August 16 to review the building.
- A new security system was installed at Marigold at the end of July. Upgrades include additional door and window security as well as smoke detectors, water sensors, and carbon monoxide detectors, and monitoring.

## 9. TRAC

- The *TRAC Operational Guidelines for Member Libraries* were updated and approved by TRAC Directors in June 2011. Revisions were made in the areas of Receiving Materials, Damaged and Lost Materials, and Contacting Patrons. The Guidelines now also include a section for Missing and In-Transit Items and include the TRAC Resource Sharing Principles
- TRAC Bibliographic Services Group and Public Services Group are currently re-vamping the collection codes with the input of member libraries. This will result in more consistent cataloguing and placement of materials.
- The TRAC greening feature, or layering, has had a positive impact on reducing long-distance shipping and holds. TRAC ILL Shipping Statistics show that items are being filled within the region by over 20% more than in 2010. This feature is quite seamless for patrons and libraries, and the statistics confirm the materials are staying closer to home.

## 10. Provincial Technology Plan

The Public Library Services Branch has released the provincial technology report Alberta Public Libraries Technology Report and Recommendations. The plan, drafted by ACSI, makes several recommendations toward the goal of providing seamless access to information for all Albertans. It also makes several recommendations toward creating a technology-enabling and technology-supportive environment. The six major recommendations of the report are to be brought to life by a variety of projects designed to foster collaboration and improve Albertans access to resources.

ACSI received input directly from key public library stakeholders and developed the comprehensive report complete with six general areas of recommendations and candidate projects:

1. Transparent/Seamless Access to Public Library Holdings: Update and create services that realize transparent (i.e. "seamless") access to all Public Library holdings for all Albertans.
2. Centralized-Decentralized Information Technology Support: Centralize and share information technology (IT) resources and services where and when possible.
3. Collaborative Communications and Content Creation: Support past and current innovation by libraries (such as videoconferencing) in information exchange between people (collaborative communication), and support the emerging role of libraries as facilitators and co-creators of content (collaborative content creation).
4. Alberta Centre for Information Technology and Services: Establish a technology group overseen by library domain experts that manages and executes technology, reports on candidate projects and provides IT support. Ensure continuity through the development of yearly project and activity goals, and demonstration of quantifiable results.
5. Electronic Resources: Seize the opportunity of eBooks by using technology to include them in the Seamless Access vision. Support the relevance of libraries by ensuring access to and familiarity with eBook technologies.
6. Infrastructure: Ensure that the SuperNet and Internet – the backbones of modern Library services – are utilized effectively and efficiently by all public libraries.

The report can be read in its entirety at:

<http://www.albertalibraries.ca/uploads/1106/techplanfinal85008.pdf>