

On January 31, 2015 MARIGOLD LIBRARY SYSTEM

Board of Management

Saturday, January 31, 2015

Videoconference - Four Locations

ACADIA	Maxine Booker	Hanna	1	MARIGOLD STAFF IN ATTENDANCE	
AIRDRIE	Kayla Jessen-White	Airdrie	2	Michelle Toombs	Turner Valley
BIGHORN M.D.	Lynda Lyster	Turner Valley	3	Laura Taylor	Hanna
BLACK DIAMOND/TURNER VALLEY	Diane Osberg	Turner Valley	4	Lynne Thorimbert	Airdrie
CANMORE	Judith Smith	Turner Valley	5	Richard Kenig	Strathmore
CEREAL	Elaine Michaels	Hanna	6	Jessie Bach	Turner Valley
CHESTERMERE	Marilyn King	Strathmore	7	Jenifer Waugh	Airdrie
COCHRANE	Susan Roper	Airdrie	8	Carlee Pilikowski	Strathmore
CROSSFIELD	Jo Tennant	Airdrie	9	Margaret Newton	Strathmore
FOOTHILLS M.D.	Eleanor Chinnick	Turner Valley	10	Nora Ott (Recording)	Turner Valley
GHOST LAKE	Donna Bauer	Turner Valley	11	Lorraine Betts	Strathmore
HANNA	Jerry Kruse	Hanna	12	Caleigh Haworth	Hanna
HIGH RIVER	Diane Porter	Turner Valley	13	REGRETS WITH NOTICE	
HUSSAR	Kristen Anderson	Strathmore	14	CARBON	Richard Ekman
IRRICANA	Dennis Tracz	Airdrie	15	DELIA	Barb Marshall
KNEEHILL COUNTY	Glen Keiver	Airdrie	16	DRUMHELLER	Margaret Nielsen
LONGVIEW	Jan Dyck	Turner Valley	17	EMPRESS	Sheila Howe
OKOTOKS	Leslie Duchak	Turner Valley	18	LINDEN	Wendy Marsh
ROCKYFORD	Gary Billings	Strathmore	19	OYEN	Dennis Punter
SPECIAL AREA # 2	Bob Gainer	Hanna	20	MORRIN	Karen Neill
SPECIAL AREA # 3	Helen Veno	Hanna	21	ROCKY VIEW COUNTY	Lois Habberfield
THREE HILLS	Ron Howe	Airdrie	22	SPECIAL AREA # 4	Lisa Vert
WHEATLAND COUNTY	Berniece Bland	Strathmore	23	STANDARD	John Getz
YOUNGSTOWN	Lorraine Ruppert	Hanna	24	STARLAND COUNTY	Lil Morrison
				STRATHMORE	Denise Peterson
				WAIPAROUS	Sandra Barker
	GUESTS			REGRETS WITHOUT NOTICE	
Hanna Municipal Library	Evange Lamson	Hanna		ACME	Daniel Leronowich
Hanna Municipal Library	Cheryl Johnson	Hanna		BEISEKER	Leo Louwerse
Hanna Municipal Library	Gina Gross	Hanna		CONSORT	Dale Kroeger
ALTA Representative	Lois Bedwell	Hanna		KANANASKIS I.D.	Susan Billington
Chestermere Library	Lennox Gomes	Strathmore		MUNSON	Lyle Cawiezel
				TROCHU	Donna Kinsey

MINUTES

1. CALL TO ORDER L. Lyster called the meeting to order at 9:30 a.m. Quorum was reached with 24 members in attendance at four locations

1.1 The meeting took place via videoconference from Strathmore, Airdrie, Hanna and Turner Valley

1.2 Recognition of new Board members

-Kayla Jessen-White, from Airdrie, Dale Kroeger, from Consort, and Donna Kinsey, from Trochu were welcomed as new appointees to the Marigold Board.

- Banff, as a brand new member of the Marigold Library System, is in the process of appointing a Marigold Representative to the Board

1.3 Introduction of delegates, guests, and staff

-Cheryl Johnson, Manager of the Hanna Municipal Library, Evange Lamson, Board Chair of the Hanna Municipal Library Board, Gina Gross from the Hanna Municipal Library and Lois Bedwell, ALTA Representative for Marigold, attended as guests at the Hanna Location.

-Lennox Gomes, from the Chestermere Public Library Board, attended as a guest at the Strathmore location

1.3.1 Question during Introduction – **“What was your favorite childhood book?”**

Favorite titles included:

- Harriet the Spy
- Danny Champion of the World
- Nancy Drew (series)
- Bobbsey Twins (series)
- Dog called Kitty
- Hardy Boys (series)
- Curious George
- Little Red Hen
- books by Zane Grey
- Pokey Little Puppy
- Black Beauty
- Little Women
- Born Free
- Tale of Peter Rabbit
- Lost in the Barrens
- Indian in the Cupboard
- Peter Cottontail
- The Horse is Dead
- Aesop’s Fables
- On the Banks of Plum Creek
- Jemima Caroline’s Adventures in the Woods
- Heidi
- Anne of Green Gables
- Jane of Lantern Hill
- Blue Castle
- Watership Down
- Magic for Marigold
- John Deere tractor manual

1.4 Town of Banff

-On December 23, Diana McQueen, Minister of Municipal Affairs, signed to officially admit Banff to Marigold Library System.

-Banff and Marigold HQ staff have been collaborating on a daily basis to organize the SuperNet connections, eResources and Polaris training, commencement of ordering for collections, supplies, equipment and to begin the migration of their bibliographic data into Polaris.

2. APPROVAL OF AGENDA

MOTION: G. Billings/M. King

- To approve the agenda CARRIED

3. MINUTES OF THE November 15, 2014 MEETING

MOTION: J. Dyck/S. Roper

- To accept the Minutes of November 15, 2014 CARRIED

4. CONSENT AGENDA

4.1 Transfer of agenda items from consent agenda

- There were no items to be transferred from the consent agenda

4.2 Motion to accept remaining consent agenda items

MOTION: L. Duchak/D. Osberg

- to approve of agenda items 4.1 to 4.3.7 CARRIED

5. DECISION

5.1 Financial

5.1.1 Marigold Financial Statements to December 31, 2014

MOTION: J. Kruse/J. Tennant

-To accept the Marigold Unaudited Financial Statements to December 31, 2014 for information CARRIED

5.1.2 RISE Financial Statements to December 31, 2014

MOTION: S. Roper/M. Booker

-To accept the Unaudited RISE Financial Statements to December 31, 2014 for information

CARRIED

5.1.3 Budget 2015 – 2017

MOTION: H. Veno/J. Dyck

-To approve the Marigold Budget for 2015, and the projected Budget for 2016 and 2017

CARRIED

5.1.4 Capital Budget 2015

MOTION: L. Duchak/J. Tennant

- To approve the Marigold Capital Budget for 2015

CARRIED

5.2 Policies/Plans

5.2.1 Collection Management Schedule B – Materials Allocation 2015 – Standards & Services

MOTION: M. Booker

-To Approve Schedule B -- Materials Allocation 2015 (Collection Management Policy) CARRIED

5.2.2 Schedule A – Services Grant 2015 (Transfer Payments Policy) – Standards & Services

MOTION: M. Booker

-To approve Schedule A -- Services Grants 2015

CARRIED

5.2.3 Schedule B – Community Library Grant 2015 (Transfer Payments Policy) – Standards & Services

MOTION: M. Booker

- To approve Schedule B – Community Library Grant 2015 (Transfer Payments Policy) CARRIED

5.2.4 Schedule A - IT Capacity Fund Amounts 2015 (IT Capacity Fund) – Standards & Services

MOTION: M. Booker

-To approve Schedule A: IT Capacity Fund Amounts 2015

CARRIED

5.3 Upcoming Board Meetings

- April Board Meeting and AGM – Strathmore
Saturday, April 18, 2015 at 9:30 am
Hope Community Covenant Church
- August Board Meeting – Gleichen
Saturday, August 29, 2015 at 9:30 am
Gleichen Community Centre
- November Board Meeting – Rockyford
Saturday, November 14, 2015 at 9:30 am

5.4 Marigold Board Orientation

- Saturday, February 21, 2015 9:30 a.m.
Strathmore, Marigold Headquarters

6. ITEMS FROM THE CONSENT AGENDA

There were no items added to the consent agenda

7. INFORMATION

7.1 ALTA (Alberta Library Trustees Association) Report – Lois Bedwell

-Lois Bedwell is the Marigold Representative for ALTA and a Trustee on the Oyen Municipal Library Board. Highlights from her report include:

- ALTA is using videoconferencing for their meetings
- A larger office space has been secured for ALTA within the EPL downtown building
- ALTA is working on a plan to develop an interactive component on the ALTA website to allow trustees to connect with fellow trustees
- Different ALTA committees are working on reviewing policy & bylaws,
- The ALTA Trustee Handbook is being updated
- New educational components for trustees are being developed
- ALTA is working with LAA to organize the ALC in Jasper
- ALTA is accepting nominations for the Award of Excellence and the Lois Hole Lifetime Achievement Award

7.2 Meet the Staff: Caleigh Haworth, Training and Communication Coordinator

-Caleigh Haworth, Training & Communications Coordinator provided a brief presentation about the scope of her position at Marigold and how it benefits the Marigold Community including:

- Provides training to Member Library staff about eResources in person and via videoconference
- Creates instructional materials
- Supports the communications department in the creation and maintenance of website content (Provided 26 member libraries with website “facelifts”)
- Created the Marigold Pinterest page and routinely updates Boards and adds new Pins

7.3 Marigold Agreement with new Schedule C

- Marigold Library System has received signed Schedule C’s from 42 out of 42 municipalities. 100% of the population voted in favor of the new Schedule C

7.4 Customer Satisfaction Survey – Michelle Toombs

-Marigold consultants, Jessie Bach and Jen Waugh, led the preparation, distribution and collection of Marigold’s first customer satisfaction survey results.

-The highest rating was 4.7 for HQ staff

-The survey provided some suggestions for improvement. Marigold managers will respond to assigned sections to write an analysis of the comments

-Using this same survey from year to year will provide a framework for future comparisons. The 2015 survey will be used in:

- Vision 2015 Outcomes
- Marigold’s Annual Report
- Annual reporting to PLSB
- Strategic Planning process
- Year End Review

7.5 Highlights and Achievements of 2014 – Michelle Toombs

- Michelle listed the many accomplishments that took place in 2014

7.6 Background Notes and Updates – Michelle Toombs

-Michelle gave additional information about Banff

- Laura Taylor is the lead for the Banff conversion/migration
- Because Banff became an official member of Marigold in 2014, a System operating grant of \$40,116 has been received and will be used to cover migration expenses
- The Banff migration is proceeding quickly. Marigold and Banff staff members worked

side-by-side for three days to weed the non-fiction and fiction collections

- In a presentation on January 15, 2015, Michelle Toombs, Sarah McCormack and Susanne Rachover appealed to ID 9 to join Marigold

7.7 Information Sharing – Roundtable

-Members gave updates about what has happened at their locations. Information included:

- Irricana – The library is moving. A project manager has been hired to coordinate between the Town and the Library
- Hanna – the Town is moving out of their building so the library is taking over the Town building. Hanna Library is looking for grant money
- Chestermere - Chestermere Public Library is now a city library. They are celebrating Winterfest. The library has a Twitter account and they tweet daily. The video games that are borrowed from Marigold HQ are a huge hit.

8. BOOK DRAW & FREEDOM TO READ WEEK DISPLAY DRAW

-Winners at the four locations were:

TURNER VALLEY

- Book winner was Diane Osberg – Black Diamond/Turner Valley
- Freedom to Read display winner was Diane Porter – High River

STRATHMORE

- Book winner was Gary Billings - Rockyford
- Freedom to Read display winner was Kristen Anderson - Hussar

HANNA

- Book winner was Lois Bedwell – ALTA Rep for Marigold
- Freedom to Read display winner was Bob Gainer – Special Areas #2

AIRDRIE

- Book winner was Dennis Tracz - Irricana
- Freedom to Read display winner was Glen Keiver- Kneehill County

9. ADJOURNMENT

10. L. Lyster declared the meeting adjourned at 11:45 am

CEO

Board Chair

Marigold Board Meeting January 31, 2015 Background Notes

1. Marigold and RISE Financials

Marigold Balance Sheet and Income Statement (unaudited) to December 31, 2014:

On the balance sheet, changes in assets and total equity are because Marigold is not capitalizing book collections this year. Next year, the columns will be more comparable.

The unaudited financial report from our Sage 50 software (used to be called Simply Accounting) shows that Marigold is about 12% underspent on budgeted expenditures, which could mean a surplus of around \$300,000 (prior to changes made by the auditors). Some expenditures were lower than

budgeted because of savings which could not have been predicted when the budget was passed last January. Examples:

- Renegotiated Manulife contract in May 2014, saving \$8,400.
- Some employees chose to join the pension plan later in 2014. (This pension plan was launched on Jan 1, 2014.)
- PLSB paid over \$30,000 for our budgeted SuperNet upgrade to GigE service and they also paid for the added monthly charges to have this expanded SuperNet bandwidth at Marigold HQ, Airdrie and Okotoks (\$7,600)
- Insurance cost less than expected (we estimated in a cautious way because of the High River experience)
- Photocopier costs were reduced with the RFP and negotiation on the new print production machine installed in March.
- Money was saved on landscaping and snow removal last year.
- Staff (Richard, Margaret, Lynne and Lorraine) negotiated well for supplies, equipment and mailbags. In August, Richard reported that \$40,000 in IT equipment had been ordered for member libraries and he was able to save \$5,500 off the retail costs.

The final inspection for the roof replacement was on January 23, and the total cost is \$116,797. The final payment of \$11,679 will be made in March.

RISE Balance Sheet and Income Statement (unaudited) to December 31, 2014:

\$3,333.34 is the monthly expense that is paid by RISE to Marigold for IT staff support, administration and SuperNet/Internet charges.

The amount for central site RISE support for 2015 is \$1,000 based on the 2015 RISE budget as agreed by the RISE Partners (Chinook Arch, Shortgrass and Marigold) and also based on the anticipated participation of 91 RISE videoconference sites instead of 94.

2. Official Population: Materials Allocation Schedule B and Services Grants Schedule A and B

Official population numbers have not been received from Municipal Affairs as of January 23, 2015.

The role of official population in the calculation of per capita levy rates for municipal members is spelled out in the Marigold Agreement under the category of Financial as follows:

20. The population of a municipality that is a Party to this Agreement shall be deemed to be the population for the municipality published by the Department of Municipal Affairs for the fiscal year prior to the fiscal year in which the requisition is paid.

22. Each municipal library board in Marigold shall pay from its revenue to Marigold Board the annual per capita requisition as set out in Schedule C by October 31 in each year. The population served by a municipal board shall be that of the corresponding Party as determined in paragraph 20.

Typically, the official population for all municipalities in Alberta is published on the Municipal Affairs website (http://www.municipalaffairs.alberta.ca/mc_official_populations.cfm) in December. On one occasion, it was delayed until early January.

On January 21, The Executive Committee passed several motions as follows: **In the event that the 2014 official population is not available prior to the January Board meeting, the Service Grant Schedules A & B, Materials Allocation Schedule B, and the municipal per capita levy amounts will be based on the official 2013 population (published by Municipal Affairs). These schedules will be updated when official population for 2014 arrives.**

If official 2014 population numbers do not appear before the Board meeting date (January 31), the levy invoices will go out to Marigold member municipalities in early February with 2013 official population. There will be a note on each invoice that a supplemental invoice will be sent later (or refund issued) if there is a population difference between 2013 and 2014 population.

Service Grants are issued in three installments (March, August and October). If official 2014 population numbers are published after January 31, the population adjustment will be made to the payment amount on the upcoming payment date. Materials allocations can be adjusted as the year progresses. The base numbers of materials to be purchased for member libraries with lower populations will not be reduced.

3. Budget

Column E in the final version of the Budget has been updated to Dec 31, and budgeted amounts have been adjusted to more closely match year-end actuals. The budget will not be adjusted after it is passed by the Board on January 31. If we do get official 2014 population numbers

Operating Budget 2015: \$4,542,697

Considerations:

- Marigold member municipalities are solid supporters of Marigold as evidenced by the recent signing of Schedule C (received all except Irricana's signed Schedule C)
- Banff joined Marigold in late 2014
- IT infrastructure and services are a priority for Marigold and are highly valued by Marigold members
- Purchasing program and IT Capacity Fund have proven to be successful initiatives; Marigold members have embraced these services
- Compensation and retention of expert staff are key to Marigold's success; training and conference attendance directly benefit service provision and innovation
- Strategic Planning for 2016 and beyond will take place in 2015; opportunity to re-engage Marigold's members and to refine our vision and goals
- Marigold will concentrate on strengthening partnerships and will explore new partnership opportunities while planning for a new building
- Marigold and other library systems will explore a long-range goal to share one ILS (library system) for public libraries in Alberta; this may even cross over to academic libraries
- RISE sites will be invoiced for videoconference support again in 2015 (estimated RISE income of \$91,000).

Revenue:

- 2% population increase and Banff population factored into municipal and board levies
- Banff factored into provincial grants. Grants continue to be capped at 2010 population. Increase for current population is not expected in 2015.
- PLSB Director, Diana Davidson, confirmed that provincial grant payments cannot be issued before the current government passes the budget. If an election is called before the budget is passed, there could be a delay in receiving the provincial grants this year. The amount of the provincial grants is unknown at this time.

Expenses:

- Bank charges: US foreign exchange costs higher in 2015 (line 33)
- Professional fees (line 38) include Strategic Planning consulting fee for facilitator, Anne Smith
- Conferences for Board members (line 39) increased because of increased costs for the Alberta Library Conference
- Cleaning contract signed with an increased cost. Decision based on RFP (line 45)
- Building maintenance costs (line 47) increased because of aging infrastructure
- Utilities cost (line 49) exceeded budgeted amount in 2014; adjusted up for 2015
- Furniture and equipment: HQ staff need new ergonomic chairs (line 50)
- Computer hardware and licensing budgets merged (line 53) because hardware and licensing purchases are often combined. IT equipment purchases over \$2,000 are capitalized
- SuperNet costs will decrease (line 55) because PLSB is paying for increased capacity; Internet capacity will be increased to take advantage of response time improvements because of greater SuperNet capacity
- IT Capacity Fund (line 56) includes unspent carry-over for several Marigold libraries and \$1,000 for Banff
- Website (line 57) needs a complete make-over. Current website vendor is no longer able to provide website development support
- TRAC Projects (line 58) may be expended in 2015 because TRAC has a new plan of service
- Area forums (line 63) will be used for planned Management Skills workshop/sessions
- Member Library Workshop (line 64) is being relocated with added sessions and participants
- More travel expected (lines 65 and 66) for training, IT and Consultants visits
- Online bib tools and shelf-ready cataloguing services (lines 69 and 72) speed up turn-around time and member satisfaction

- TRAC levy (line 73) has increased substantially to replace 6 servers at Yellowhead central site (including installation and licensing); to purchase 3M Cloud e-book content, and to develop mobile applications using a 3rd party vendor, Boopsie, because our current mobile vendor is no longer able to support TRAC's mobile applications
- TAL (line 76) is developing a new strategic plan with new services and restructuring
- Delivery costs (line 79) include Banff and possible shipment of Alberta Wide Borrowing returns (volume unknown). Costs for fuel and maintenance have increased
- New Strategic Plan promotion (line 84); LibraryAware application included
- Materials allocation (books and AV) formula revised with S&S input (line 87)
- Demand for downloadable media (line 93) such as e-books, movies and music is increasing (Overdrive, 3M Cloud, hoopla, Zinio)
- E-resource budget (line 94) needs a top-up of funds from Marigold because PLSB has withdrawn some funding (e.g., TAL Core and Novelist)
- Salaries (line 104) take into account step increases on Marigold's revised salary grid as well as COLA of 3%. No COLA was provided in 2014.
- Benefit costs (line 105) were reduced after renegotiation with Manulife in 2014 by our new benefits broker, Brian Ross with Lane Quinn.
- Conference costs increasing (line 106) along with need for diverse conferences (e.g., IT topics); no Netspeed in 2015
- Training for IT staff (line 107) is very expensive and well worth the investment
- Plastic cards at \$20,000 paid for in 2014 (line 117)
- Service grants ((line 122) include Banff and a 2% population increase; formula for calculating service grants was substantially changed and base amounts for municipalities with lower populations were increased
- Reimbursement revenue equals expenses; purchasing program has been well used and appreciated by member libraries

Capital Budget:

- Passenger/delivery van to be replaced in 2015
- Basement refurbishment to reclaim space and for health/safety; seeking comparative quotes
- IT equipment costs based on updated Tech Plan
- An additional capital expenditure in 2015 will be for the repair of the parapet walls on the HQ roof; the stucco covering has deteriorated and requires replacement with either stucco or steel cladding. The cost of this is unknown. Marigold is currently seeking contractors who do this work.

4. Plastic Library Cards

The order for Marigold, Peace and Northern Lights library systems was for 254,000 plastic cards (2,500 lbs.) and over 80 variations. Every library will receive a pre-determined quantity of plastic cards with the library's name on the front of the card under the TRAC logo. Each library has been assigned a barcode number range so that use statistics for digital resources can be tracked. The final cost of the plastic cards was \$0.125 each; this is a savings of \$0.265 per card or 68% per card. (The plastic sleeves for the TRAC/TAL cards were expensive at \$0.22 each.)

The expected delivery date for plastic cards for Banff is February 3 so that they can register their patrons with these cards rather than the tri-fold cards. As soon as the cards are delivered to Banff, Banff intends to offer access to Marigold's online digital resources and online conveniences (e.g., hold placement). The remainder of the plastic cards are expected to arrive a week later with distribution to all library locations by

mid-February.



5. **Banff and ID 9**

Banff is now an official member of Marigold. Diana McQueen, Minister of Municipal Affairs, signed the paperwork on December 23, 2014, and Marigold received a system operating grant payment of \$40,000 for Banff's official population for 2014.

The Banff migration is proceeding well. The Banff profile has been created in Polaris. The SuperNet reconnection has been arranged. Marigold celebrated the arrival of a quote from Polaris to automate the downloading of Banff holdings from their L4U catalogue to Polaris; this will save months of work and staff wages. So far, the costs for Banff joining Marigold are well within expectations. Staff have gone to Banff to provide training on e-resources & e-books and Polaris, to plan the migration, to start ordering materials for Banff and to plan IT equipment installation. A number of Marigold and Banff staff members worked side-by-side for three days to weed the non-fiction and fiction collections.

Michelle met with ID 9 Councilors in Lake Louise on January 15. Michelle, the Banff Library Director, Sarah McCormack, and the Banff Library Board Vice-Chair, Suzanne Rackover did a joint presentation to appeal to ID 9 to join Marigold. The response was positive, and ID 9 may be joining Marigold sometime after their budget deliberations in February. Councilors were especially interested in L2U books-by-mail and e-resource/online services.

6. **Customer Satisfaction Survey Results**

Marigold consultants, Jessie Bach and Jen Waugh, led the preparation, distribution and collection of our first customer satisfaction survey results. Their summary has been attached for your information.

Having seen a number of results from similar surveys at Calgary Public Library, I am delighted with the results. The highest rating for HQ staff at 4.7 is heartening and well deserved. The survey was filled with suggestions for improvement. Our HQ managers each have an assigned section for which to write an analysis of the comments: what delights our members; what we have done lately; and what we can do better in 2015.

Using this same survey from year to year will provide a framework for future comparisons. This year's survey will be used in many ways: Vision 2015 Outcomes document that Carlee is preparing, Marigold's Annual Report, annual reporting to PLSB, Strategic Planning process, Year End Review and more.

7. **Year in Review – 2014 Highlights**

Marigold had another outstanding year filled with accomplishments that build a foundation for great relationships with our member municipalities and continued improvement and innovation in service:

Marigold Service achievements impacting Marigold as a whole:

- Banff joined Marigold in December 2014
- Alberta-Wide Borrowing was launched in October for 175 TRAC libraries, along with the rest of Alberta's 300+ public libraries

- High River re-opened in a temporary Sprung structure. Marigold assisted by preparing collections, dealing with the insurance company, organizing the SuperNet connection and IT equipment installations, providing some furniture, and more.
- IT infrastructure upgrades in High River, Sheep River, Linden, Chestermere, Okotoks and Canmore resulted in better IT service. IT staff also rebuilt HQ infrastructure so that our network is more reliable and responsive.
- Successful pilots:
 - IT Capacity Fund (really appreciated by our members)
 - Floating collections (e.g., DVDs) to satisfy patron requests
 - Video games in circulation
 - Networked Minecraft
 - Makerspace tools and new kits
 - Community Profiles in Polaris
- New e-resources were popular additions to our growing suite of online tools (e.g., hoopla and Zinio)
- Marigold Newsletter was launched, along with a social media presence (Pinterest and Twitter)
- Member library websites were updated and maintained along with improved access to e-resources and information on the Marigold website
- MAC (Marigold Advisory Committee) was formed with eleven library managers who volunteered. Canmore Library Director, Michelle Preston, is chairing these meetings.
- Purchasing reimbursement program was expanded and saved members literally thousands of dollars
- Training achieved a whole new profile for Marigold member staff and patrons, along with much appreciated training support and promotional materials Weeding projects
- Value of Your Investment and Power of Your Library Card reports were refined to better inform municipal councilors and decision-makers

Contributions to library development on a provincial scale:

- RISE cost-sharing and service agreement was implemented to sustain our videoconferencing network. RISE monitoring and support were greatly improved for the 94 library participants throughout Alberta
- TRAC Strategic Plan was unveiled to strengthen a great partnership with four library systems: Marigold, Yellowhead, Peace and Northern Lights
- Provincial library development presence. Michelle was on the TAL Executive and CEO Search committees; Lynne was on the Idea Lab to identify goals for the upcoming Strategic Plan
- Well-received conference presentations on LibraryAware, the RISE Network and eResources by Jessie, Jen and Laura at Netspeed and two regional library system conferences

System Headquarters Achievements:

- First Customer Satisfaction Survey results were positive and affirming for Marigold and HQ staff; great suggestions for service improvements
- Reductions in turn-around time for conversion materials and bibliographic process enhancements
- New roof on the HQ building (replacing the 25 year old tar and gravel roof)
- Photocopier replacement (two copiers for the price of one)
- Pension plan and Manulife Benefits renegotiation that saved a lot of money while providing better benefits
- Vehicle Safety program for all staff; driving safety training for HQ staff
- Lots of learning by new staff as well as staff who took courses and attended workshops, learned new skills, processes, services (Parent Child Mother-Goose) and technologies to enhance Marigold's profile

2014 Stats:

- 79,720 people/families have a Marigold library card
- 140,436 eBooks borrowed (27% increase from 2013)
- 1,665,791 items loaned to Marigold cardholders (kept pace with previous year)
- 49,506 new books, DVDs and AV items delivered to member libraries
- 677,775 items loaned and borrowed between libraries (bit of an increase from 2013)
- 3.2 million items available in TRACpac online catalogue
- 12 million visits to the online library catalogue