

MARIGOLD REPORT



To Councils and
Special Areas Board

Strathmore Mayor, Michael Ell, provided greetings on behalf of the town. He complimented Marigold for going above and beyond with innovative services that may not be provided by other library systems, citing remote lockers as an example, and congratulated Marigold Representatives for their advocacy efforts towards a new headquarters facility.

HIGHLIGHTS OF MARIGOLD AGM AND BOARD MEETING

Saturday, April 22, 2017

Marigold Library System held its Annual General Meeting and regular Board Meeting at the Alliance Church in Strathmore, Alberta.

ANNUAL GENERAL MEETING

2016 Audited Financial Statements were presented by Auditors Gregory Harriman and Associates. Marigold Library System remains in a healthy financial position with a clean audit. **Revenues** increased by \$250,619 over the previous year, mostly because of increases in provincial grants based on current population, plus several other grants for eResources and for services to Indigenous populations.

Total Expenses for 2016 increased by \$280,244 from the prior year mostly because Marigold's served a population that increased by 3.35%. \$410,023 was moved into internally restricted reserves, such as operating, building, and a vehicle. Transfer Payments, which represent Community Library Grants and Service grants paid to member libraries increased by \$24,397 from the prior year.

More eBooks and digital content were purchased (downloading of eBooks increased over ↑11% in 2016)

A total of 249,861 km was driven by Marigold staff to deliver materials and consultation services.

Financials are available at:
www.marigold.ab.ca/financial-information

Elections and committee appointments
Lynda Lyster continues in her position as Chair. As outlined in Marigold's

Constitution, the Vice Chair and Treasurer are chosen from members of the Executive Committee and were appointed at the April 5, 2017 Executive Committee meeting.

EXECUTIVE COMMITTEE 2017 - 2018

Lynda Lyster – Bighorn MD #8, Chair
John Getz – Village of Standard, Vice Chair
Gary Billings – Village of Rockyford, Treasurer
Kayla Jessen-White – City of Airdrie
Kristen Anderson – Village of Hussar
Maxine Booker – Acadia MD #34
Dimitri Dimopoulos – Rocky View County
Lil Morrison – Starland County
Susan Roper – Town of Cochrane
Marian Walsh – Town of Okotoks

STANDING COMMITTEES 2017-2018

Advocacy

Lil Morrison (Chair)
Jerry Kruse
Helen Veno
Kayla Jessen-White
Lynda Lyster

Building

John Getz (Chair)
Gary Billings
Denise Peterson
Lynda Lyster

Human Resources (HR)

Susan Roper (Chair)
Berniece Bland
Dimitri Dimopolous
Lynda Lyster

Finance

Gary Billings (Chair)
John Getz
Lynda Lyster

Governance

Kristen Anderson (Chair)
John Getz (Vice Chair)
Eleanore Chinnick
Jan Dyck
Margaret Nielsen
Denise Peterson
Lynda Lyster

Standards & Services

Maxine Booker (Chair)
Elaine Michaels
Jo Tennant
Marian Walsh
Ghada Wirth
Lynda Lyster

to invoice for municipal levies earlier this year because official population numbers were released in January from Municipal Affairs, thus, Marigold has received more income at this time of year compared to last year. TRAC levy, TAL membership, insurance and some eResource subscriptions are paid in full at the beginning of the year.

Unaudited RISE financial statements to March 31, 2017 were accepted. Marigold provides RISE bridging service for 87 public libraries in Alberta. There is considerable IT expertise and oversight needed to operate central site videoconferencing equipment. Consultants at Marigold and Chinook Arch collaborate to increase the number and appeal of RISE programs.

POLICY APPROVAL & DECISION

Policies and schedules reviewed and approved by the Marigold Board:

- ✓ Committee Mandate Statements
- ✓ Executive Committee Job Description
- ✓ Board Meetings
- ✓ Marigold Technology Plan
- ✓ Policy Development
- ✓ Freedom of Information and Protection of Privacy Bylaw
- ✓ Governance

IMPORTANT DATES

- Friday, August 25, 2017: Marigold Open House at Okotoks – Details TBA
- Saturday, August 26, 2017
Okotoks, 9:30 am
- Saturday, November 18, 2017
Crossfield, 9:30 a.m.

FINANCIAL

Unaudited financial statements to March 31, 2017 were accepted. Marigold was able

UPDATES: MARIGOLD HQ FEASIBILITY STUDY

John Getz and Michelle Toombs provided an update on the work that has taken place with the Marigold HQ Feasibility Steering Committee and the report from BRZ Partnership Architecture Inc. The Feasibility Study Report will be presented at the August 2017 Board meeting in Okotoks. An Open House reception is planned for the evening before the meeting so that Board members can look at the study and ask questions prior to the presentation. In the meantime the Executive Committee is reviewing building options for a headquarters facility.

MARIGOLD TO BENEFIT FROM CAPITAL FUNDING

Confirmation has been received that Municipal Affairs will be allocating \$3,020,000 in capital funding to help enlarge the capacity of Marigold headquarters.

HQ staff finds it increasingly challenging to work in a 65-year-old building that's undersized and in deteriorating condition.

This funding will enable us to pursue an affordable solution to meet operational concerns and sustain a high standard for public library service delivery to our members.

REPORTS

Marigold Annual Report: Building Connections. The Board approved the Report for distribution to stakeholders. Read more about Marigold's achievements and milestones at:

www.marigold.ab.ca/annual-report

Value of Your Investment shows the value of services provided annually by Marigold. Libraries and municipalities benefit directly through the pooling of revenues so that all residents have access to abundant resources.

Power of Your Library Card highlights services provided annually by Marigold that are of value to residents living in Counties, Improvement Districts, Special Areas, MDs.

Members are encouraged to share these reports with their local boards and councils.

Please contact Deputy CEO Laura Taylor for more information:

laura@marigold.ab.ca

BOARD & STAFF RECOGNITION

Marigold Board

5 years Gary Billings (Rockyford)
Susan Billington (Kananaskis ID)
Ron Howe (Three Hills)
Daniel Leronowich (Acme)
Dennis Punter (Oyen)

10 years Glen Kleiver (Kneehill County)

Marigold HQ Staff

5 years Alison Oleniuk (Bibliographic Services Clerk)

10 years Bradley Hoffman (Shipping & Receiving Clerk)
Margaret Newton (Bibliographic Service Specialist)

MARIGOLD LIBRARY SYSTEM 2016 FINANCIAL OVERVIEW

Complete 2016 Audited Financial Statements are available upon request and at:

www.marigold.ab.ca/financial-information

% of Expenses		\$4,681,509
42%	Salaries & Benefits	Marigold employs 29 staff (25.48 FTE). The Staff organize and deliver direct services to member libraries and residents. Includes Salaries, Employee Benefits, Payroll Expenses, Training & Development
24%	Materials & Delivery	Books & AV, World Language, Paperbacks & Shared Collections, Professional Collection & Subscriptions, Large Print, Audio Visual, Downloadable/Digital Media, Electronic Resources, Delivery
13%	Transfer Payments	From Rural Library Services Grant plus added revenue – cash payments to help with resource sharing expenses at member libraries
3%	TRAC	Polaris Licenses and Support, eBook purchases, Mobile App, eResources (costs based on population)
3%	Reimbursements	Marigold sources and pays for equipment and supplies at lower costs because of volume discounts; member libraries repay
2%	Building	Caretaking, Insurance, Maintenance, Utilities, Furniture and Equipment
13%	Other Expenses	Equipment, Professional Fees, Travel and Meetings, Supplies, Maintenance Agreements, Programs, Memberships, Marketing, Postage, Freight, Computer Network & Applications

% of Revenue		\$5,120,201
57%	Municipal and Library Board levies paid to Marigold	\$5.83 per capita — Municipalities with library boards \$9.39 per capita — Municipalities without library board \$4.50 per capita — Library Board (all based on 2015 official population from Municipal Affairs)
36%	Provincial Grants	\$4.70 per capita — Library System Board Operating Grant to run System & provide services (based on 2015 official population) \$5.55 per capita Rural Library Services Grant — for population in rural municipalities without library boards where Marigold is the Board of Record (based on 2015 official population) and redistributed to Marigold Libraries as Services Grants
3%	Reimbursements	Marigold sources and pays for equipment and supplies at lower costs because of volume discounts; member libraries repay
4%	Other Revenue	Interest, Donations, Contracts and Sales, Grants

2016 ANNUAL REPORT HIGHLIGHTS

Marigold made significant progress towards the first year of its 2016 – 2018 Strategic Plan.

- A Feasibility Study in 2016 allowed Marigold to gain a better understanding of the options and potential costs of acquiring a facility with greater capacity.
- Lynda Lyster (Chair), John Getz (Vice-chair) and Michelle Toombs, CEO, met with the Minister of Municipal Affairs and with Public Library Services Branch Director and staff, in January and April (2016) to make an appeal for funding for a new headquarters.
- Lyster and Toombs travelled to Edmonton in October for the Regional Library System Sustainability Committee and provincial Nodes meetings
- Marigold received project funding from Municipal Affairs to extend library service for Siksika and Stoney First Nations.
- Libraries gained new members and enhanced their programming by borrowing kits and games from Marigold HQ. Borrowing was up **↑32%**. Giant Checkers, Yahtzee, giant Pick-up Sticks, life size Jenga and Karaoke are especially enjoyed by library patrons.
- Live online courses for member library staff and Board members focused on reading financial statements and budgeting basics. Marigold's Strategic plan: www.marigold.ab.ca/plan-service

Across Marigold people are discovering the Power of a library card...

96,170	people / families with library cards	↑9.6%
2,037,792	items loaned to Marigold cardholders	↑7%
931,898	items loaned & borrowed between libraries	↑14%
15,615	items checked out at Marigold libraries by MELibraries patrons (outside of TRAC)	↑66%

eResource	Growing interest in online resources	Increase
Cloud Library	14,503 eBooks downloaded	8% ↑
OverDrive	162,133 eBooks/eAudiobooks downloaded	11% ↑
Freegal	33,661 songs downloaded	14% ↑
TumbleBooks	21,215 children's books accessed	162% ↑
Hoopla	26,563 items streamed (movies, TV episodes etc)	70% ↑
Press Reader	25,867 newspaper views	12% ↑
Zinio	25,638 magazines downloaded	16% ↑
Solaro	52,834 instances used	175% ↑
Lynda.com	509 users viewed 288 hours of video	160% ↑

In the press . . . At the 2017 Alberta Library Conference

Marigold congratulates Airdrie Library Board on winning a Minister's Award for Excellence in Public Library Services



Airdrie Public Library expanded library services by offering a second pickup location for reserved library materials by using smartlocker™ technology: The smartlocker™ service was made possible through the support of a number of partners and supporters, including The City of Airdrie which provided free space at Genesis Place to house the smartlocker™ system, and Marigold Library System, which supported the lockers and the library by providing IT support. Read all about the project and other sponsors who made the service so successful, at:

http://www.municipalaffairs.alberta.ca/plsb_ministers_awards

Left to right: Nicola Russell, Library Board Trustee; Jean Van Buren, Customer Service Manager/smartlocker™ Team Lead; Pam Medland, Library Director; Brad Pickering, Deput Minister, Municipal Affairs; Kelly Kirkpatrick-Lauzon, Deputy Director/Operations Manager

Marigold hosts session on Extending Library Services to On-Reserve Populations

Marigold presenters, Rose Reid, Caleigh Howarth and Councilor & Marigold Board member Denise Peterson, focused on the first year of building relationships with First Nations communities. Outcomes for 30+ participants at this session included:

- Best practices for engaging on-reserve populations
- Overcoming barriers and encouraging library staff buy-in
- A regional library system perspective on extending library services
- Outreach ideas

