

# MARIGOLD LIBRARY SYSTEM SERVICES & SUPPORT



## IT AND Network Support

Through our Technology Plan, Marigold continues to grow a culture of technology that supports problem solving, exceptional customer service, collaboration and innovation. Marigold HQ is the central hub for the delivery of computerized public library services for Marigold member libraries.

### Examples of IT and Network Support Services

- Polaris Integrated Library System software for patron accounts, inventory management, circulation, cataloguing, acquisitions and fund accounting, statistics tracking and the online catalogue for patrons to search for and place holds on materials
- IT Support systems and troubleshooting with Help Desk ticketing software
- IT and Network Centre with more than 30 servers, providing email services, file sharing, domain services, print service and management and public computer management
- Wide area fibre network and infrastructure (Supernet) for connections between all Alberta libraries and library systems
- High speed and high bandwidth Internet access at all library locations
- Productivity software, network infrastructure, licensing and maintenance support agreements for hardware and software needed for library operations
- Website hosting and content development
- Professional IT consulting services to help with technology decisions and planning
- Purchase recommendations and sourcing, installation, maintenance and support of IT infrastructure equipment and peripherals
- IT Capacity Fund: A spending credit to assist all member libraries with hardware and software purchases for local library use / access
- Portable laptop labs for library programming and training
- Public and staff wireless networks provided at every library

# Collection Development, Materials AND Digital Content

Every year, the Marigold Board approved a collection distribution schedule in the Collection Management Policy. Consultants and Marigold member library managers work together to develop collection plans to select materials that meet community needs and interests. There is an increasing need to provide collections, services and programs that are culturally inclusive and broaden cultural awareness. Through bulk purchasing, Marigold is able to access significant vendor and freight charge discounts.

## Examples of Collection Development, Materials and Digital Content Services

- Collection development support for member libraries:
  - Centralized workflow for the selection of balanced collections and quick distributions of materials
  - Materials selected by professional librarians and catalogued by professional cataloguers so that patrons can locate and request print, AV and digital titles in the online catalogue
  - Shelf-ready processing including barcoding, protective covers, labeling and repackaging AV materials into durable cases
  - Centralized cataloguing of materials to reduce costs and duplication
  - Physical materials acquired from preferred vendors and delivered to member libraries shelf-ready
  - Insurance coverage for physical collections at member libraries
- Books for 12 book deposits in small communities within Marigold
- eResource subscriptions for language learning, eBooks, digital magazines and newspapers, ancestry info, consumer reports, music and movie/TV programs, K-12 curriculum materials, instructional videos, early literacy, resume and job searching help
- Service to the visually impaired through large print books, audiobook and digital collections. Marigold supports and promotes print-disabled services provided by Municipal Affairs Public Library Services Branch including CELA (Centre for Equitable Library Access) and NNELS (National Network for Equitable Library Service).

# Alberta-wide Resource Sharing, Delivery Service AND Supplies

Van delivery supports resource sharing and connects member libraries with Marigold headquarters and libraries across Alberta. Four vans and drivers transport interlibrary loans, new materials, supplies, IT equipment, correspondence, kits and games, promotional materials and book recycling and purchasing orders.

## Examples of Delivery services and Supplies

- Material sorting and shipping to fill patron requests by sharing collections among all 320 public libraries in Alberta
- The Regional Automation Consortium (TRAC) Services: TRACpac online library catalogue offers patrons remote access and self-service to materials from over 180 TRAC libraries with 3.3 million items. Shared database, interlibrary loans and circulation system are used by member libraries and headquarters
- Patrons requests filled with new materials at Marigold, and then shipped to the patron's library location for pick-up
- Van deliveries to 35 Marigold libraries, and two Library Lending Locker locations with a minimum of one delivery per week

- Marigold pays for interlibrary loan costs to borrow items from institutions outside Alberta
- Marigold provides supplies, such as paper and bubble wrap, to member libraries to support resource sharing

## Consultation AND Training Services

Professional librarians provide in-person and remote consultation and training opportunities. With the growing use of digital and other services, Marigold provides instructional materials and offers presentations on interlibrary loans, programming, statistics and reports, use of digital subscriptions, board development, management and leadership, and communications and marketing. Mobile labs are available to enhance training and programming.

### Examples of Consultation and Training Services

- Consultations and planning assistance with library staff, board members, Indigenous populations, cardholders and residents in 43 member municipalities
- Collection maintenance and development through collaborative weeding and inventory projects
- Collecting, analysing and sharing statistics
- Training for library staff and board members in technology, eResource use, website development, eReaders, computer software, website support, management skills, marketing
- Videoconference and webinar training on Marigold’s YouTube channel
- Zoom subscription
- Training for the public, including local boards, volunteers and the Marigold Board. Topics have included trustee training, board governance access and use, advocacy and health and safety

## Services AND Program Support

Marigold has direct relationships with residents through the books-by-mail service called L2U (Library to You), book deposits, Library Lending Locker installations and website services (eg. Digital eResource subscriptions).

### Examples of Services and Program Support

- L2U (Library to You): A mail service for patrons with geographical and/or physical barriers to access materials. Marigold pays for postage for the shipment and return of items
- Marigold provides administrative support for local and national library services
- Prizes, contests and support for the national TD Summer Reading Program and Marigold summer programs
- Administers, schedules and delivers kits and equipment to support member libraries’ in-house library programs.
- Craft and makerspace kits, travelling book displays, Karaoke machine with CDs, gaming consoles with games, life size games including Connect 4 and Kerplunk, board games and objects like prize wheels and puppet theatres for loan to member libraries
- Mobile laptop labs for member libraries to book for program use
- Marigoldprograms.ca website for information on programs for all ages, summer reading programs and much more

# Purchasing Program

Through Marigold's participation in the Public Purchasing Group (PPG), and Marigold's long-term relationship with book and library equipment supply vendors, Marigold can provide discounts to its members on IT equipment, office supplies, furniture and processing supplies necessary for their daily operations.

## Examples of purchasing program

- With local library board approval, Marigold sources, receives, stages, licenses, installs and pays for purchases with reimbursement from library boards
- Supplies, equipment and furniture purchasing for member libraries; discounts up to 70%

# Communications AND Marketing Support

Marigold provides professional quality publications, displays, custom promotional materials and marketing software to promote resources, events and services available at the library, and to communicate news to library staff and boards.

## Examples of Communications and Marketing support

- Marigold's website is a portal for links to resources and photographs
- Online content via Marigold's websites, such as email reference service, publications, *eNewsletter*, program and resource website ([marigoldprograms.ca](http://marigoldprograms.ca))
- Online program booking through the website support for websites at 37 library locations
- Displays/posters/brochures to support local, provincial and national initiatives
- Marketing and instructional brochures for eResources
- Publications to inform library trustees and local library staff about current issues, trends and news
- Access to Library Aware application to create professional brochures and newsletters

# Board Development

Marigold Library Board Trustees are appointed by their Municipal Councils to serve on the Marigold Library Board. A Board member is responsible for the effective governance of Marigold Library System while acting in a position of trust for the member community. Marigold Board orientations are provided annually, and one-on-one orientations can also be arranged.

## Examples of Board Development Services

- Orientations for Board members and local Board members include an explanation why Marigold is a library system and not a library, as well as legal obligations, legislation, governance, structure, financial accountability, services and relationships with members
- Marigold supports Board development workshops that are provided by the province
- Webinars and training sessions for library staff and board members to develop successful advocacy projects like targeted presentations to councils, organizations and other stakeholders in their community