Northern Lights Library System

Executive Committee Agenda
February 23, 2015
5:00 pm

1. Call to Order
2. Agenda
3. Minutes from the **December 1, 2014** Executive Committee Meeting, Executive Summary
4. 2014 Audited Financials – Barbara McCarthy
5. January 2015 Financial Report
6. Board correspondence
7. Alberta Library Conference 2015
    a. Exec members
    b. Charter service
8. Policy
    a. Policy 4
    b. Public Services operational policy
9. Directors Report
10. Chairman's Report
11. In camera
12. Adjournment

Next meeting will be held:

March 7, 2015 at 8:30 am

Present: Arnold Hanson, Stephen Dafoe, Steven Schafer, Dallas Degenhardt, Vicky Lefebvre,
               Laurent Amyotte, Greg Barr, Dianne Ross (teleconference), Pat Gordeyko

Regrets: Wayne Bokenfohr

Guests: Maureen Penn, Barbara McCarthy

Staff: Mircea Panciuk, Brigitte Sakaluk, Patty Mathiot

1. Meeting called to order at 6:12 pm
2. Agenda – **Motion to approve the agenda as presented moved by Pat Gordeyko - carried**
3. Minutes of December 1, 2014 and Executive Summary – **Motion to approve the minutes as presented – moved Dallas Degenhardt – carried. Motion to approve the Executive Summary as presented moved by Stephen Dafoe – carried.**
4. 2014 Audited Financial Statements – a hard copy of the financial statements is in the packages. There is a $68,200 excess of revenues over expenses. Collection development is less than budgeted. Public Services is more than budgeted, Infrastructure is less than budgeted, Staffing costs are less than budgeted. Revenues are more than budgeted. There was a net increase in cash of $47,578 during 2014. Increase in Internally restricted reserves of $4932.00. Invested in Capital Assets an increase of $18,317.00. Increase in Unrestricted reserves $44,971.00. **Motion to accept the 2014 Audited Report moved by Dallas Degenhardt, 2nd Steven Dafoe - carried.** Building Committee would like to change the parking lot from a 10 year to 15 amortization. The policy will have to be amended. **Motion to recommend to the board to amend the policy to read 15 years amortization instead of 10 years for the parking lot moved by Pat Gordeyko – carried.** Recommendation regarding staff attending the board meetings – it adds to the consultant/board relationship. It is also good for the staff to see the questions that are asked at the meetings. The other regions have their consultants attend the meetings. The executive would like to have the director ask the consultants the value of their time at the meetings. The Chairman will sign the minutes with each page initialed to prevent tampering of the minutes.
5. January 2015 Financial Report – Operating and establishment grant for 2014 was received for the Town of Lamont. NLLS will receive the 2015 grant as well. Establishment grant will be used for recon, hardware, wireless and computers. Expenses – book allotment, overdrive $10,000 the other $10,000 will be spent later. Interlibrary loan costs – TRAC plastic cards that were purchased for the libraries the invoice came in 2015. TRAC Polaris fees cost overrun is due to an app known as Boopsie. Oct 2014 began a staff benefits review – short term and long term benefits were increasing significantly. There is savings through Manulife and will begin coverage on April 2015. It is a guaranteed 3 year rate. Annual conference food costs have increased by 30% and might go over budget. Brigitte has applied for a CIP grant for the conference and found that food costs are increasing by 30%. Brigitte will be asking for the release of capital reserves of $171,000.00 for severs, vehicles and furniture. Grants have been applied for through Enbridge and CFEP. There has been communication with Enbridge. Audit proposals – sent out 5 letters, received 3 quotes. Question regarding AB Health care premiums NLLS paid 50% of the

cost in previous years. Servers will have to be changed before the fall because they won't be compatible with the new servers for YRL. It will take approximately 3 days to switch out the servers. The work will be completed through ACSI. If NLLS doesn't get grants, there is $55,000.00 in the reserves for changing the servers. **Motion to accept the financial report as presented – Stephen Dafoe – carried.**

6. Board Correspondence – Jen Andersons will be visiting the school housed libraries.
7. Alberta Library Conference
    a. Executive Members attending – Greg Barr is no longer able to attend the Alberta Library Conference. Stephen Dafoe will attend in his place.
    b. Charter Service – charter has been booked. Posted to ALTA, LAA, ALC website
8. Policy
    a. Policy 4 – **motion to refer the policy #4 to the NLLS board – Stephen Dafoe – carried.**
    b. Public Services Operational Policy – was emailed to the Exec. **Motion to approve the Public Services operational policy as presented – moved by Dallas Degenhardt – carried.**
9. Directors Report – point #6 – Gerri Lynn will not be returning to work until April 30th. 45 municipalities were in favor of the levy increase and four were not. Town of Lamont is now a member. IT has met with the school techs, Public services will be going this week to check out the collection to see what needs to be done. The new plastic library cards are now here at NLLS and will be delivered to the libraries for active patrons. Statement of services is based on 2013 statistics from the annual reports that are sent in to municipal affairs. NLLS Server upgrade was compiled by the IT department. In December there was talk about the survey for the annual report that the Executive would like to see. There were two different surveys that were sent out. Server upgrade – Brigitte won't hear from CFEP until June. This will have to be brought to board level, but funds will have to come out of somewhere to cover. Would like to recommend to the board to continue with the server upgrades. This includes 5 years warranty. Brigitte will investigate a lease option. The question was asked if there was an option for a provincial server. Each region does something different and software might not be compatible. Would like to see something compatible so all are doing the same thing. What is the next step forward for long term planning? The 7 systems are trying to get one ILS for the province. **Motion to accept the Directors report – Steven Schafer - carried**
10. Chairman's report – talking to the MLAs about the library systems. All executive members need to talk to the MLAs to ensure that NLLS doesn't lose money because of the issues that are arising. Libraries are on the bottom of the ladder for the majority of the MLAs. Book Allotment committee will need to set up a meeting before the March board meeting. Maureen would like to see where the book allotment committee is going if there are policies in place. **Motion to approve Chairman's report moved by Stephen Dafoe - carried.**
11. In Camera – **Motion to go into camera at 7:52 pm moved by Dallas Degenhardt – carried. Motion to come out of camera at 8:00 pm moved by Stephen Dafoe – carried. Motion to recommend Joly McCarthy & Dion for the 2015 – 2018 NLLS Audit moved by Steven Schafer – carried.**
12. **Adjournment at 8:01 pm moved by Dallas Degenhart - carried**

Executive Summary

EXECUTIVE COMMITTEE MEMBERS

PRESENT:

Arnold Hanson

Stephen Dafoe

Dallas Degenhardt

Wayne Bokenfohr

Pat Gordeyko

Vicky Lefebvre

Dianne Ross

Laurent Amyotte

Steven Schafer

Greg Barr

STAFF:

Brigitte Sakaluk

Mircea Panciuk

Patty Mathiot

GUEST:

Maureen Penn

Barbara McCarthy

Financial Report

- Question about the parking lot. All items over $1000.00 are capitalized. Brigitte sent out an ad for two weeks for tender for snow removal and received one. Contract term is Dec 1 – Apr 30 at $1050.00 per month plus $150.00 per hour for the removal of snow off of the premises. NLLS is on the town snow removal list for the parking lot, but is at the bottom of the list. NLLS could wait up to 3 days for snow removal. The quote received is for snow removal on the garage pads and emergency exits. **Motion to approve the financial report as presented – Dianne Ross –carried.**

- Auditor – questions regarding the letter – safeguards in place to prevent fraud. One management and one Exec member sign all cheques and invoices. Brigitte and Mircea do not sign cheques together. All cheques are manually signed, no stamps involved and stamps are not recommended by the auditor. One signing authority from the board signs payroll. Book allotment accounts are balanced in Simply accounting and Polaris.

2015 Budget

- Received 30 letters. 2 were not in favor of the budget increase. In the past the chairman has visited the municipalities to see why they voted no to the budget increase. Need 36 letters in favor for the budget to pass.

NLLS 2014—2017 Plan of Service

- This needs to be done every three years as dictated by the Public Library Services Branch. There were four focus groups instead of three. It is good document to go through so you know where NLLS is headed for the next three years. NLLS Budget is reflected with the plan of service. Increase in levies is partially because of the Plan of Service. This is support for the individual libraries plans of service. Strategic plan is farmed out to a consultant to do. Was started with PLSB but the timeframe was not achievable. The Executive hired a consultant to work with the final document. 2017 focus groups will be with municipalities, library boards and non-member libraries and staff.

- A question was asked about the 80% customer satisfaction in the survey. Shouldn't NLLS be achieving better than 80%? There was a concern about the 20% that weren't satisfied would be unsatisfied for 3 years. The satisfaction survey is a requirement for the NLLS annual report that is submitted to Public Library Services Branch in March. The Executive would like to have the survey circulated to them.

- Items for future consideration in the next plan of service: maintain services, open content, subscription content, more digital content, user instruction. NLLS needs a check and balance. The survey results will be seen in March or later.

The information in this document was approved at the Executive Committee meeting on February 23, 2015. Please submit any feedback, by email to Patty at pmathiot@nlls.ab.ca.

2015 Executive Committee Meeting Dates

- February 23 at 5:00 pm,
- March 7th at 8:30 am,
- May 25 at 5:00 pm,
- June 15 at 5:00 pm,
- August 17 at 5:00 pm,
- September 12 at 8:30 am,
- October 19 at 5:00 pm
- November 7 at 8:30 am

2015 Alberta Library Conference

- Need names of Executive Committee members attending. **Motion to approve Arnold Hanson, Dallas Degenhardt, Greg Barr and Steven Schafer to attend the Alberta Library Conference 2015** moved by Wayne Bokenfohr – carried.

- The charter service was used by 21 people last year and NLLS subsidized it by $25.00 per passenger. If more than 25 passengers take the charter, the cost per passenger could be reduced. The route is determined by where the passengers are from. **Motion to continue with the Charter Service to the Alberta Library Conference in Jasper moved by Dallas Degenhardt – carried.**

Director's Report

- Look at Executive Committee and or board orientation. The Public Library Services Branch does a full day orientation on Libraries Act and Regulations. Would like to see a condensed version of responsibilities at the March meeting and a tour of the NLLS facility so board members are aware of what NLLS does. Poll the municipalities to see how board orientation should be done. See if there is interest in a condensed orientation (9-10) the morning of the board meeting in March). **Motion to hold board orientation at the March meeting moved by Pat Gordeyko – carried.**

- Village of Myrnam has a school housed library which is an outlet of NLLS. NLLS does the library board responsibilities for the public part of the library. Myrnam is starting to look at forming their own library board.

- Town of Lamont has agreed to join NLLS. NLLS needs the letter from the municipality in order to apply to the Minister for their membership in the system.

- Village of Waskatenau was able to lease a location for the library. There will be a library viewing in early December at the new location.

Chairman's Report

- The ALTA representative for region 8 (Parrish Tung) has resigned and the alternate Larry Tiedemann is taking his place. The term is over on March 1. Nominations for area representatives will start on January 1. Right now ALTA is reforming committees and Larry is on the Advocacy committee. Larry is asking if NLLS would nominate him to represent the NLLS region and consider nominating him for the next term. Their meetings are usually conference calls and could be anywhere in the province. Vicky would like to see Larry finish the term.

- Book allotment committee – there will be guidelines in place for the increase in outside purchases.

- Board of Record – there will still be more meetings.

- Building committee will be meeting on February 23 at 4:00 pm.

- It has been a busy time. AAMD&C passed a resolution to get more monies for soft core services including libraries.

- Been in talks with MLAs and NLLS can apply for a grant for their 25th anniversary.

The information in this document was approved at the Executive Committee meeting on February 23, 2015. Please submit any feedback, positive or negative, by email to Patty at pmathiot@nlls.ab.ca.

35 responses

View all responses   Publish analytics

Summary

Overall, I am satisfied with Northern Lights Library System's service for the 2014 year:
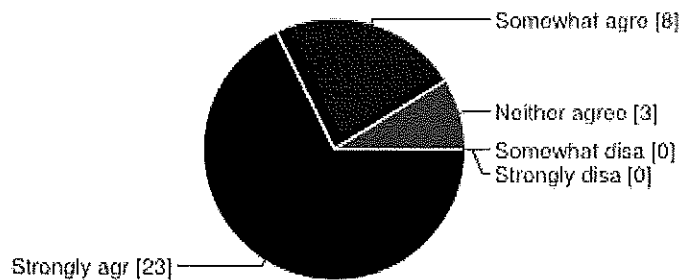
Strongly agree	**23**	66%
Somewhat agree	**8**	23%
Neither agree nor disagree	**3**	9%
Somewhat disagree	**0**	0%
Strongly disagree	**0**	0%

How do you rate NLLS' overall service performance in 2014 compared to last year at this time?
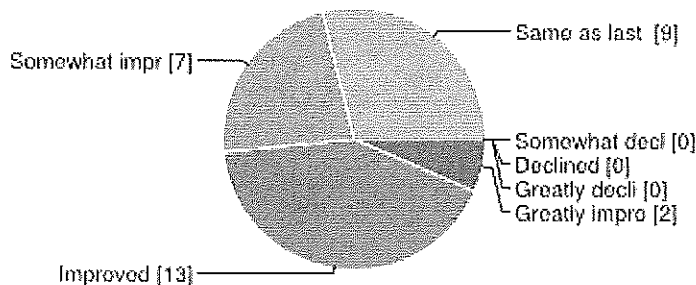
Greatly improved	**2**	6%
Improved	**13**	37%
Somewhat improved	**7**	20%
Same as last year (2013)	**9**	26%

Somewhat declined	0	0%
Declined	0	0%
Greatly declined	0	0%

If you could change or improve just one thing about NLLS' service, what would that be?

rigidity

Nothing

mobile polaris

Sometimes it is hard to make contact on the phone. It's nice that there is an option to contat the staff person you want, but i never know the extention number. An updates list would be helpful

None

Mobile training sessions

have someone to help you after working hours

That if funds allowed, there would be someone to answer questions on saturdays...

Cost of service

That all NLLS staff would treat the Library Managers and the Library Staff as important.

Not take coffee break all at same time - able to speak to somebody during this time.

more sight visits when warranted

More consultation with stakeholders and front line staff before implementation of new policies and ideas, ie. CD Tool, websites, new cards, wireless access point login usage, etc.

Bib Services staff provide accurate answers to my inquiries. [In regards to the quality of services provided by the Bibliographic Services Department, please choose your best answer when considering the following statements:]
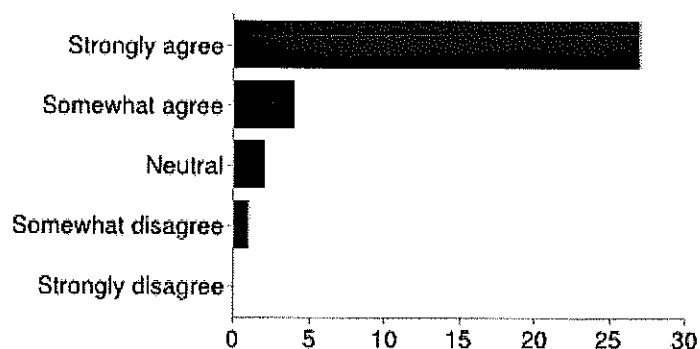
Strongly agree	27	77%
Somewhat agree	4	11%
Neutral	2	6%
Somewhat disagree	1	3%
Strongly disagree	0	0%

Bib Services staff respond to my inquiries in a timely fashion. [In regards to the quality of services provided by the Bibliographic Services Department, please choose your best answer when considering the following statements:]
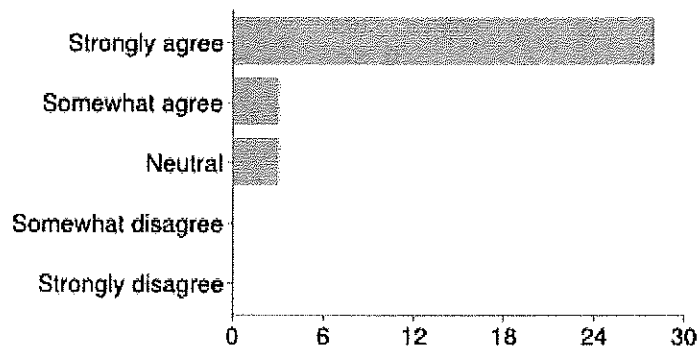
Strongly agree	28	80%
Somewhat agree	3	9%
Neutral	3	9%
Somewhat disagree	0	0%
Strongly disagree	0	0%

Bib Services staff provide quality, courteous customer service. [In regards to the quality of services provided by the Bibliographic Services Department, please choose your best answer when considering the following statements:]

Strongly agree	**29**	83%
Somewhat agree	**2**	6%
Neutral	**2**	6%
Somewhat disagree	**0**	0%
Strongly disagree	**0**	0%

I am satisfied with the quality of the consulting visits I have received (if any). [In regards to the quality of services provided by the Bibliographic Services Department, please choose your best answer when considering the following statements:]

Strongly agree	**23**	66%
Somewhat agree	**0**	0%
Neutral	**9**	26%
Somewhat disagree	**0**	0%
Strongly disagree	**0**	0%

What can we do to serve you better in the above areas? Do you have any additional comments about current service practises?

no

Proactive conflict resolution. ██████████ did this for me in the past and would like to continue to see them identifying issues before they arise.

they do a great job

Dealings with this department are usually pleasant :)

Keep doing what you are doing

IT staff provide accurate answers to my inquiries. [In regards to the quality of services provided by the Informational Technology Department, please choose your best answer when considering the following statements:]
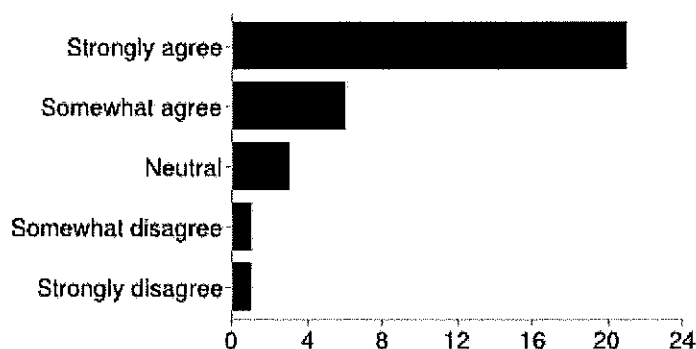
Strongly agree	21	60%
Somewhat agree	6	17%
Neutral	3	9%
Somewhat disagree	1	3%
Strongly disagree	1	3%

IT staff respond to my inquiries in a timely fashion. [In regards to the quality of services provided by the Informational Technology Department, please choose your best answer when considering the following statements:]
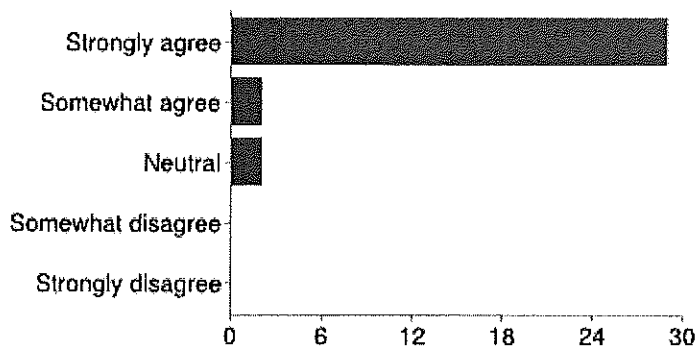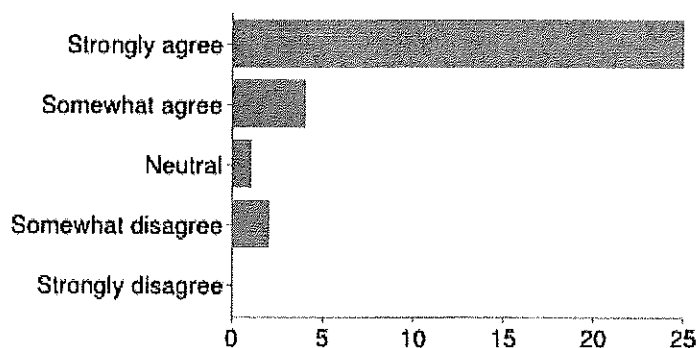

Strongly agree	25	71%
Somewhat agree	4	11%
Neutral	1	3%
Somewhat disagree	2	6%
Strongly disagree	0	0%

IT staff provide quality, courteous customer service. [In regards to the quality of services provided by the Informational Technology Department, please choose your best answer when considering the following statements:]
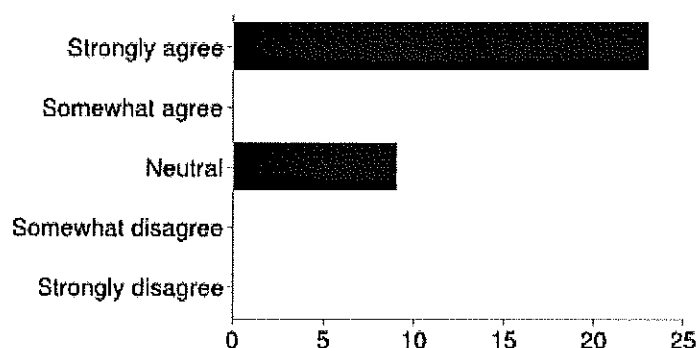
Strongly agree	**26**	74%
Somewhat agree	**2**	6%
Neutral	**0**	0%
Somewhat disagree	**2**	6%
Strongly disagree	**2**	6%

I am satisfied with the quality of the consulting visits I have received (if any). [In regards to the quality of services provided by the Informational Technology Department, please choose your best answer when considering the following statements:]
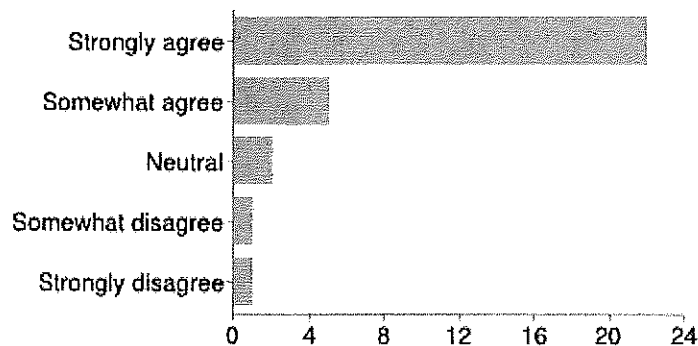
Strongly agree	**22**	63%
Somewhat agree	**5**	14%
Neutral	**2**	6%
Somewhat disagree	**1**	3%
Strongly disagree	**1**	3%

What can we do to serve you better in the above areas? Do you have any additional comments about current service practises?

no

I would lilke to see advances in the IT department instead of just keeping up.

None

I expect professional and courteous service. Most times, the IT service is condescending. I deserve better. My library deserves better!

Offer webinars for staff on general computer upkeep issues like adding new hardware, common printer issues, or training in new services being offered online that our users want assistance with, ie. backing up an iphone, troubleshooting common polaris issues, etc.

they do a fabulous job

Quality and courtesy are sometimes lacking with some members of this department.

████████████████████████████

In future, it would work better for us if you did all the updates and repair work to internet services during the evening not the day. I am a busy library during the day and having two days of down time was very irritating. Of course, we were down for four hours in the morning on one day and four hours in the afternoon on another day. It would work better if you could arrange down time in the evenings.

Public Services staff provide accurate answers to my inquiries. [In regards to the quality of services provided by the Public Services Department, please choose your best answer when considering the following statements:]
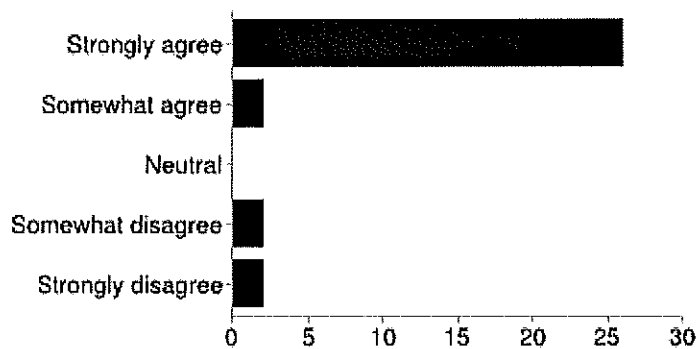

Strongly agree	28	80%
Somewhat agree	2	6%
Neutral	1	3%
Somewhat disagree	0	0%
Strongly disagree	0	0%

Public Services staff respond to my inquiries in a timely fashion. [In regards to the quality of services provided by the Public Services

**Department, please choose your best answer when considering the following statements:]**

Strongly agree	28	80%
Somewhat agree	2	6%
Neutral	1	3%
Somewhat disagree	0	0%
Strongly disagree	0	0%

Public Services staff provide quality, courteous customer service. [In regards to the quality of services provided by the Public Services Department, please choose your best answer when considering the following statements:]

Strongly agree	28	80%
Somewhat agree	2	6%
Neutral	1	3%
Somewhat disagree	0	0%
Strongly disagree	0	0%

I am satisfied with the quality of the consulting visits I have received (if any). [In regards to the quality of services provided by the Public

Services Department, please choose your best answer when considering the following statements:]

Strongly agree	**23**	66%
Somewhat agree	**0**	0%
Neutral	**6**	17%
Somewhat disagree	**0**	0%
Strongly disagree	**0**	0%

What can we do to serve you better in the above areas? Do you have any additional comments about current service practises?

no

they do a great job too...

Excellent --- thank you!

need to have another site visit.

None

~~████████████████████~~

Thanks! Would like to see more infographic-type material to use on Facebook or websites re: advertsing of services like other regional systems provide - e.g. Marigold

Many times I feel that issues do not get resolved because they are at the TRAC level, or beyond the control of NLLS because of our consortium guidelines. I would like the reps for various committees like LMAC, Trac Advisory, Etc. to continue to bring the hammer down when another system violates rules, or bends them to suit their individual need. We are a consortium, but sometimes I feel like only NLLS plays by the rules.

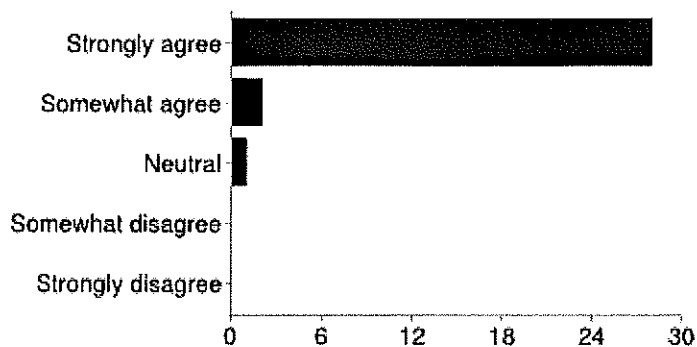Public Services is excellent. They go above and beyond most times.

Administrative staff provide accurate answers to my inquiries. [In regards to the quality of services provided by the Administrative Department,

please choose your best answer when considering the following statements:]
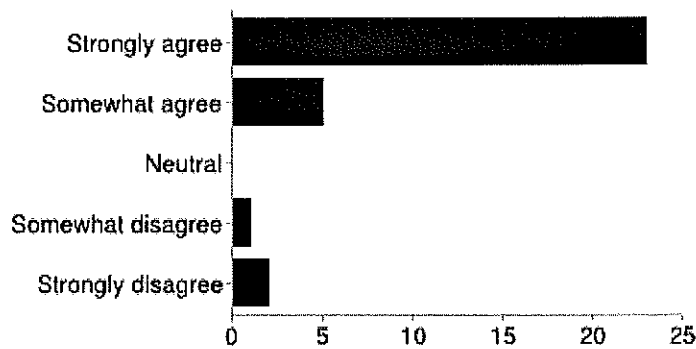
Strongly agree	23	66%
Somewhat agree	5	14%
Neutral	0	0%
Somewhat disagree	1	3%
Strongly disagree	2	6%

Administrative staff respond to my inquiries in a timely fashion. [In regards to the quality of services provided by the Administrative Department, please choose your best answer when considering the following statements:]
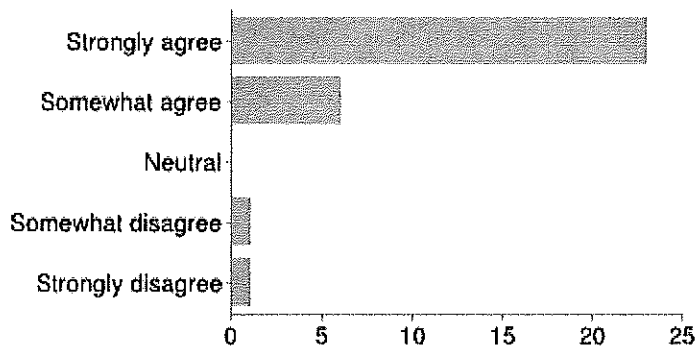
Strongly agree	23	66%
Somewhat agree	6	17%
Neutral	0	0%
Somewhat disagree	1	3%
Strongly disagree	1	3%

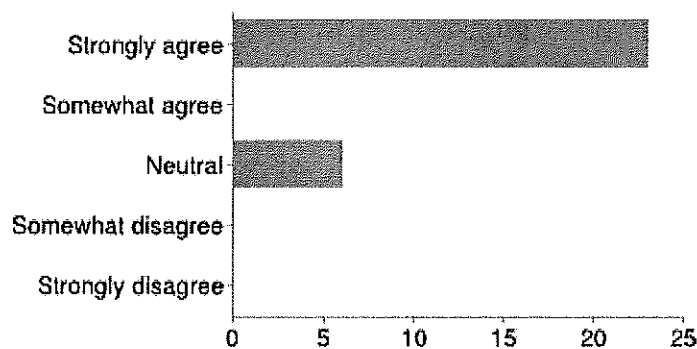**Administrative staff provide quality, courteous customer service. [In regards to the quality of services provided by the Administrative**

Department, please choose your best answer when considering the following statements:]
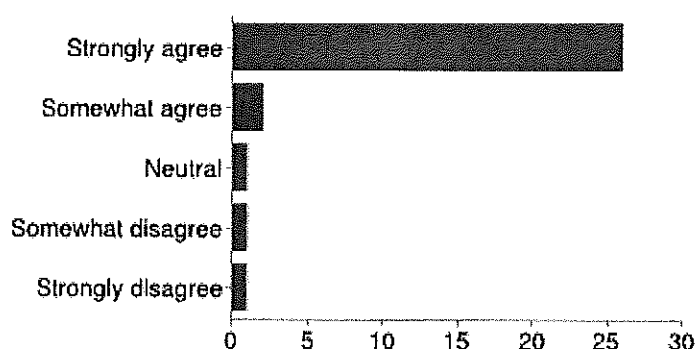
Strongly agree	**26**	74%
Somewhat agree	**2**	6%
Neutral	**1**	3%
Somewhat disagree	**1**	3%
Strongly disagree	**1**	3%

What can we do to serve you better in the above areas? Do you have any additional comments about current service practises?

no

Excellent --- thank you!

Ditch the OP sheets, give us a paperless option.

before the admin decide to send out info regarding library funding cuts, they should at least call the affected library and ask questions. Not happy about how any of this was handled....

None

Libraries and library staff are second to ego for this department

Resources (professional development, pamphlets, brochures, training opportunities, etc) are readily available to meet my needs. [In regards to the quality of NLLS' overall service, please choose your best answer when considering the following statements:]
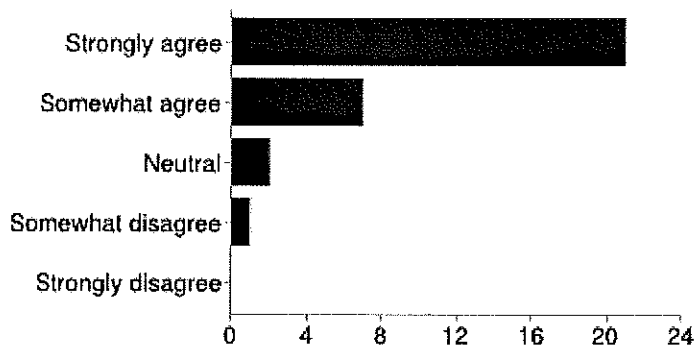
Strongly agree	21	60%
Somewhat agree	7	20%
Neutral	2	6%
Somewhat disagree	1	3%
Strongly disagree	0	0%

I am aware of the system structure and existing services available. [In regards to the quality of NLLS' overall service, please choose your best answer when considering the following statements:]
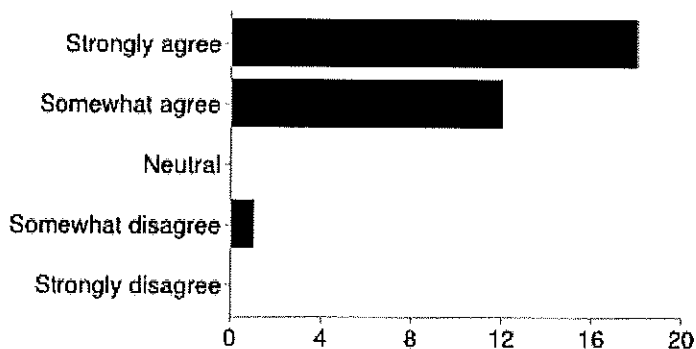
Strongly agree	18	51%
Somewhat agree	12	34%
Neutral	0	0%
Somewhat disagree	1	3%
Strongly disagree	0	0%

I know which department I should query when I have a question or concern. [In regards to the quality of NLLS' overall service, please choose your best answer when considering the following statements:]
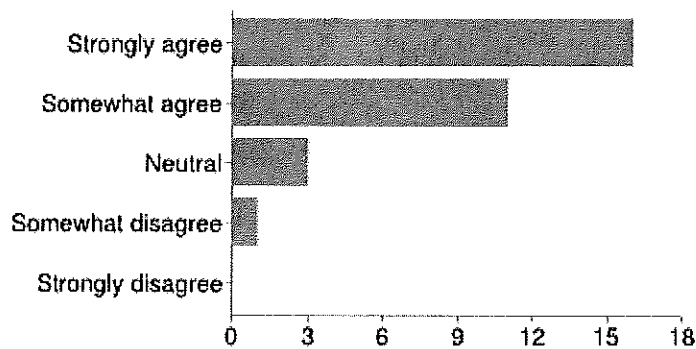
Strongly agree	**16**	46%
Somewhat agree	**11**	31%
Neutral	**3**	9%
Somewhat disagree	**1**	3%
Strongly disagree	**0**	0%

What can we do to serve you better in the above areas?

Super!

Instead of giving us paper guides/pdfs on how to use new services like hoopla, make a quick youtube video and demonstrate it, we can share this with our users on facebook, our website etc. Paper guides aren't very appealing to the new crop of users which will be using these new services.

None

na

Would be nice to have a flowchart of staff members and a brief point form description of most common services/queries go to that department

Offer courses on Microsoft Office.

I like all the pamplets that have come out over the past year. I would like to see thwm sent out in non-pdf format so that we can add our library information to them.

Now that we have the appropriate staffing levels I know which department to query.

How satisfied are you with Northern Lights Library System's van run schedule and delivery turnaround time for in- and out- of province interlibrary loans?
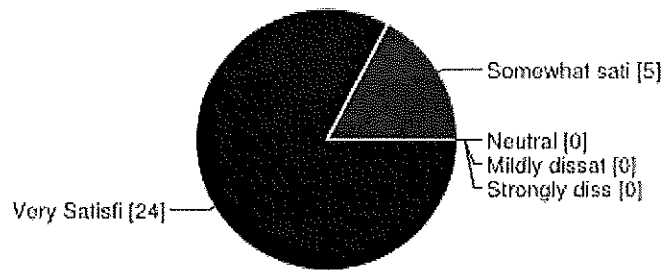
Very Satisfied	**24**	69%
Somewhat satisfied	**5**	14%
Neutral	**0**	0%
Mildly dissatisfied	**0**	0%
Strongly dissatisfied	**0**	0%

Are there any additional comments or feedback on NLLS' 2014 service that you would like to share?

Everyone is very helpful to new staff.

NLLS services are needs in a timely professional and efficient manner.

Sometimes I find the NLLS structure hard to navigate because of the large scope of the organization. I would definitely benefit from an organizational heirarchy chart detailing what department and board does what. I've been serving as a library manager for nearly 5 years, and have some board members who have served even longer, and yet we still struggle to find out who to approach in certain situations and issues.

Great job everyone ! I could not do, what I do, without YOU!

If information from NLLS about a specific library is released to communities, specifically county boards, the library should be informed first.

Please remember that although you are not open to the public - we are your public - the ability to reach yyou during the day is important to us!

great job

Thank you for your service!

Number of daily responses
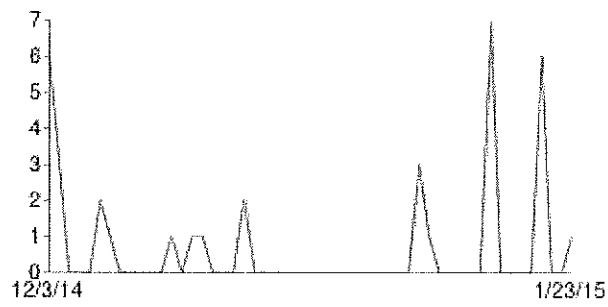
Northern Lights Library System

Budget to Actual

For The Period Ending January 31, 2015

	Budget	Current YTD	Variance To Budget	Variance To Budget %
REVENUE:				
Levies - Municipalities	1,053,242.00	1,053,241.80	0.20	0.00%
Levies - Library Boards	573,113.00	0.00	573,113.00	100.00%
Prov. Operating Grant	737,795.00	7,654.40	730,140.60	98.96%
Prov. Rural Services Grant	258,058.00	0.00	258,058.00	100.00%
Prov. Establishment Grant	0.00	17,188.60	(17,188.60)	0.00%
Deferred Allotment (Note 1)	0.00	(322,879.16)	322,879.16	0.00%
Travel Grants	5,000.00	655.78	4,344.22	86.88%
Wage Subsidies	0.00	0.00	0.00	0.00%
Non Resident Fees	12,000.00	3,050.00	8,950.00	74.58%
C.I.P. Grant	0.00	0.00	0.00	0.00%
Library Enhancement Program	0.00	0.00	0.00	0.00%
Sales -Misc. & Office Supplies	108,000.00	2,053.45	105,946.55	98.10%
Service Administrative	1,500.00	0.00	1,500.00	100.00%
Sales-Programming	2,000.00	0.00	2,000.00	100.00%
Sales SRP Provincial Program	0.00	0.00	0.00	0.00%
Annual Conference Revenue	16,000.00	0.00	16,000.00	100.00%
Sales Office Services Rent	2,880.00	0.00	2,880.00	100.00%
Interest earned	16,500.00	1,299.80	15,200.20	92.12%
Myrnam Revenue	17,434.00	0.00	17,434.00	100.00%
Garrison Revenue	19,024.00	0.00	19,024.00	100.00%
Amort. of Deferred Contribution	0	0.00	0.00	0.00%
	2,822,546.00	762,264.67	2,060,281.33	72.99%

Northern Lights Library System
Budget to Actual
For The Period Ending January 31, 2015

	Budget	Current YTD	Variance To Budget	Variance To Budget %
EXPENSES:				
Resource Sharing Collection				
Book Allotment /Allotment carryover	382,838.00	26,146.93	356,691.07	93.17%
E Books	20,000.00	10,000.00	10,000.00	50.00%
System Collection	27,670.00	2,106.94	25,563.06	92.39%
Online Databases	46,300.00	36,385.70	9,914.30	21.41%
Professional Tools	2,700.00	-	2,700.00	100.00%
Customs Shipping & Freight	1,000.00	6.49	993.51	99.35%
Cataloguing and Processing Supplies	11,500.00	-	11,500.00	100.00%
Salaries Wages & Benefits (FTE 6.33)	392,590.00	30,952.17	361,637.83	92.12%
Professional Development/ Travel	10,150.00	-	10,150.00	100.00%
Resource Sharing Collection Costs	894,748.00	105,598.23	789,149.77	88.20%
Resource Sharing Transport				
Inter/Intra Library Loans Shipping Costs	2,000.00	-	2,000.00	100.00%
Inter/Intra Library Loans Supplies Costs	6,640.00	6,618.93	21.07	0.32%
Inter/Intra Library Loans Canvas Bags	3,000.00	-	3,000.00	100.00%
Vehicle Expense (Van Run 2 Vehicles)	28,500.00	163.05	28,336.95	99.43%
Salaries Wages & Benefits (FTE 3.33)	168,943.00	13,021.82	155,921.18	92.29%
Professional Development/ Travel	2,100.00	-	2,100.00	100.00%
Resource Sharing Transport Costs	211,183.00	19,803.80	191,379.20	90.62%
Library Services Operations				
TRAC (Polaris Platform)	68,500.00	78,235.00	(9,735.00)	-14.21%
Internet Online Fees/ Web Hosting/Email	27,720.00	560.00	27,160.00	97.98%
TAL Membership	7,500.00	7,860.76	(360.76)	-4.81%
ACSI Managed Services	33,300.00	33,300.00	0.00	0.00%
Assistive Technologies	9,700.00	4,326.83	5,373.17	55.39%
CED Hardware & Maintenance 3 Year Plan	15,000.00	-	15,000.00	100.00%
Library Services Operating Costs	161,720.00	124,282.59	37,437.41	23.15%
Training and Programming				
Library Managers Advisory Council / Workshops	31,500.00	70.86	31,429.14	99.78%
Library Programming	26,300.00	-	26,300.00	100.00%
NLLS Annual Conference	19,500.00	1,500.00	18,000.00	92.31%
Sales SRP Provincial Program	0.00	-	0.00	0.00%
Training and Programming Costs	77,300.00	1,570.86	75,729.14	97.97%

Northern Lights Library System
Budget to Actual
For The Period Ending January 31, 2015

Consulting Library Services and Training

Salaries Wages & Benefits (FTE 6.33)	456,459.00	35,013.63	421,445.37	92.33%
Professional Development/ Travel	17,100.00	270.00	16,830.00	98.42%
Consulting Staff Costs	473,559.00	35,283.63	438,275.37	92.55%

Other Library Services

Office Supplies Resale	100,000.00	1,256.35	98,743.65	98.74%

Transfer Payments

Board of Record payments - Members	258,058.00	-	258,058.00	100.00%

NLLS Outlets Library Operating Expenses

Garrison Library Operating Expenses	19,024.00	-	19,024.00	100.00%
Myrnam Library Operating Expenses	17,434.00	-	17,434.00	100.00%
Outlet Costs	36,458.00	-	36,458.00	100.00%

Grant Initiatives

Provincial Establishment Grant	0.00	-	0.00	0.00%
Grant Initiatives offset by Revenue	0.00	-	0.00	0.00%

	Budget	Current YTD	Variance To Budget	Variance To Budget %
Infrastructure				
Vehicle Expenses	6,900.00	-	6,900.00	100.00%
Equipment	7,500.00	179.85	7,320.15	97.60%
Photocopier	13,000.00	117.00	12,883.00	99.10%
Postage /Courier and Brokerage Fees	1,000.00	-	1,000.00	100.00%
Legal Fees	0.00	-	0.00	0.00%
Marketing	7,000.00	528.90	6,471.10	92.44%
Audit Costs	9,000.00	-	9,000.00	100.00%
Bank Charges / Credit Card Interest	350.00	(15.81)	365.81	104.52%
Memberships	1,500.00	1,115.30	384.70	25.65%
Subscriptions	1,000.00	-	1,000.00	100.00%
Office Supplies	7,500.00	680.98	6,819.02	90.92%
Telecommunications Services	22,000.00	1,307.80	20,692.20	94.06%
Insurance	10,300.00	-	10,300.00	100.00%
Building Maintenance	6,000.00	-	6,000.00	100.00%
Maintenance Contract	34,100.00	1,725.00	32,375.00	94.94%
Janitorial Supplies	2,700.00	39.30	2,660.70	98.54%
Utilities	32,500.00	907.18	31,592.82	97.21%
Infrastructure Costs	162,350.00	6,585.50	155,764.50	95.94%

Northern Lights Library System
Budget to Actual
For The Period Ending January 31, 2015

Administration

Salaries Wages & Benefits (FTE 4)	344,476.00	28,914.46	315,561.54	91.61%
Professional Development/ Travel	17,650.00	1,224.77	16,425.23	93.06%
Staff Recruitment	3,000.00	-	3,000.00	100.00%
Human Resources Tools	1,500.00	-	1,500.00	100.00%
Administration Costs	366,626.00	30,139.23	336,486.77	91.78%

Board

Board Travel Regular Meetings	15,000.00	-	15,000.00	100.00%
Board Committee Meetings	21,000.00	-	21,000.00	100.00%
Board Special Events	3,600.00	-	3,600.00	100.00%
Board Conference/Education	9,200.00	230.00	8,970.00	97.50%
Other Board Related Expenses	6,000.00	385.25	5,614.75	93.58%
Board Approved Non Budgeted	-	-	-	-100.00%
Board Costs	54,800.00	615.25	54,184.75	98.88%

Amortization of Capital Assets	-	-	-	0.00%
TOTAL EXPENSES	2,796,802.00	325,135.44	2,471,666.56	88.37%
Gain/Loss on sale		-	-	0.000%
Residual Collection Development	(38,000.00)	-	(38,000.00)	0.000%
Capital Reserve	61,250.00	-	-	0.000%
Net earnings (loss) for period	2,494.00	437,129.23	(373,385.23)	-14971.34%

Note : Deferred Allotment Definition:

Remainder left from the budgeted book allotment

for the given year: plus any additional funds from

other sources(e.g. Non Resident Fee)

NORTHERN LIGHTS LIBRARY SYSTEM
Balance Sheet
As of January 31, 2015

ASSETS

	December 2014	January 2015	YTD Variance
Current Assets:			
Petty Cash	400.00	400.00	-
Bank Account Operating	1,569,606.40	1,286,916.90	282,689.50
Bank Account USD	741.69	535.69	206.00
Exchange Account USD #1110	118.74	78.44	40.30
Investment	-	-	-
CU Equity	23,491.93	23,491.93	-
A/R General	3,623.73	1,061,231.49	(1,057,607.76)
A/R GST Rebate	18,364.23	-	18,364.23
Pre Paid Expense & Deposits	28,561.91	34.41	28,527.50
Total Current Assets	1,644,908.63	2,372,688.86	(727,780.23)
			-
Fixed Assets:			
Vehicles	117,662.38	117,662.38	-
Computer Equipment	74,052.51	74,052.51	-
Sign	-	-	-
Furniture & Equipment	29,859.09	29,859.09	-
Parking Lot	81,000.00	81,000.00	-
Building	2,894,640.88	2,894,640.88	-
Land	50,000.00	50,000.00	-
Accumulated Amortization	(620,041.00)	(620,041.00)	-
Total Fixed Assets	2,627,173.86	2,627,173.86	-
			-
Total Assets	4,272,082.49	4,999,862.72	(727,780.23)

LIABILITY AND SHAREHOLDER'S EQUITY

	December 2014	January 2015	YTD Variance
Current Liabilities:			
Year Accounts Payable	13,869.26	13,869.26	-
Accounts Payable	42,105.56	24,111.58	(17,993.98)
Vacation Payable	81,042.97	81,042.97	-
Receiver General Payable	-	-	-
AUMA Group Benefits Payable	-	(6,767.47)	(6,767.47)
WCB Payable	13.30	(461.55)	(474.85)
Alberta Health Care Payable	-	-	-
GST Charges on Operating Sales	-	92.73	92.73
GST Paid on Operating Purchases	-	(4,676.34)	(4,676.34)
GST Paid on Exempt Purchases	-	(1,454.62)	(1,454.62)
Additional Acquisition Accounts	19,035.91	18,082.28	(953.63)
Total Current Liabilities	156,067.00	123,838.84	(32,228.16)
Long Term Liabilities:			
Deferred Grant Contributions	3,551.34	3,551.34	-
Deferred Grant Contribution/Building	-	-	-
Deferred Contributions	1,399,834.20	1,399,834.20	-
Library Allocations	124,202.00	447,081.16	322,879.16
Total Long Term Liabilities	1,527,587.54	1,850,466.70	322,879.16
Shareholder's Equity:			
Unrestricted Net Assets	804,870.87	843,371.17	38,500.30
Invested in Capital Assets	1,209,022.52	1,227,339.66	18,317.14
Internally Restricted Funds	458,795.20	458,795.20	-
Internally Restricted Funds Special Pro	58,921.92	58,921.92	-
Profit(loss) for Period	56,817.44	437,129.23	380,311.79
Total Shareholder's Equity	2,588,427.95	3,025,557.18	437,129.23
	4,272,082.49	4,999,862.72	727,780.23

ACCOUNTS PAYABLE
As At January 31, 2015

Year Accounts Payable:

System Collection	$	4,869.26
Audit Costs	$	9,000.00
Total Year Accounts Payable	$	**13,869.26**

Trade's Payable:	$	24,111.58

Total Trade's Payable	$	**24,111.58**

Benefits Payable:

Vacation Payable	$	81,042.97
AUMA Payable	$	(6,767.47)
WCB Payable	$	(461.55)

Total Benefits Payable	$	**73,813.95**
Receiver General Payable: GST	$	(6,036.87)
Total Payables	$	**105,757.92**

Northern Lights Library System

Aged Overdue Payables Detail As at 01/31/2015

Source	Type	Date	Due Date	Total Due	Total Current	Total Overdue	1 to 30 Overdue	31 to 60 Overdue	61+ Overdue
Brodart Co.									
938571Cr	Invoice	01/29/2015	01/29/2015	14.36	-	14.36	14.36	-	-
Grand & Toy									
H075422	Invoice	01/30/2015	01/30/2015	57.33	-	57.33	57.33	-	-
Gumdrop Books									
F3709-061	Invoice	01/30/2015	01/30/2015	5,571.23	-	5,571.23	5,571.23	-	-
Heaven Sent									
14411	Invoice	01/30/2015	01/30/2015	234.60	-	234.60	234.60	-	-
Marilyn Newton									
01/30/2015	Invoice	01/30/2015	01/30/2015	45.51	-	45.51	45.51	-	-
Servus Credit Union Ltd.									
Amazon-7713806...	Invoice	01/19/2015	01/19/2015	16.66	-	16.66	16.66	-	-
Amazon-4259401	Invoice	01/19/2015	01/19/2015	47.20	-	47.20	47.20	-	-
Amazon-2133048-7	Invoice	01/19/2015	01/19/2015	85.22	-	85.22	85.22	-	-
amazon7537028-3	Invoice	01/19/2015	01/19/2015	9.12	-	9.12	9.12	-	-
Amazon-3948215	Invoice	01/19/2015	01/19/2015	16.46	-	16.46	16.46	-	-
Keeran-409763	Invoice	01/19/2015	01/19/2015	42.00	-	42.00	42.00	-	-
Amazon-OR54540...	Invoice	01/19/2015	01/19/2015	75.76	-	75.76	75.76	-	-
Amazon-5421040...	Invoice	01/19/2015	01/19/2015	83.09	-	83.09	83.09	-	-
Amazon-3948215...	Invoice	01/19/2015	01/19/2015	49.38	-	49.38	49.38	-	-
Amazon-3494668-...	Invoice	01/19/2015	01/19/2015	10.76	-	10.76	10.76	-	-
ChaptersOR5453...	Invoice	01/19/2015	01/19/2015	64.34	-	64.34	64.34	-	-
ChaptersOR5453...	Invoice	01/19/2015	01/19/2015	41.48	-	41.48	41.48	-	-
Empress014784/0...	Invoice	01/19/2015	01/19/2015	75.84	-	75.84	75.84	-	-
Empress014784	Invoice	01/19/2015	01/19/2015	69.85	-	69.85	69.85	-	-
Wallyts016645	Invoice	01/19/2015	01/19/2015	64.00	-	64.00	64.00	-	-
amazon-2133048-8	Invoice	01/19/2015	01/19/2015	53.49	-	53.49	53.49	-	-
Amazon2133048-4	Invoice	01/19/2015	01/19/2015	53.08	-	53.08	53.08	-	-
ChaptersOR5378...	Invoice	01/19/2015	01/19/2015	57.50	-	57.50	57.50	-	-
ChaptersOR5437...	Invoice	01/19/2015	01/19/2015	55.59	-	55.59	55.59	-	-
Chapters OR5453...	Invoice	01/19/2015	01/19/2015	84.92	-	84.92	84.92	-	-
Amazon-1105064	Invoice	01/21/2015	01/21/2015	38.24	-	38.24	38.24	-	-
Amazon-3237049...	Invoice	01/27/2015	01/27/2015	17.84	-	17.84	17.84	-	-
Amazon-0980205	Invoice	01/27/2015	01/27/2015	27.95	-	27.95	27.95	-	-
Chaptersor546682...	Invoice	01/27/2015	01/27/2015	5.97	-	5.97	5.97	-	-
Perfect Pen 32421...	Invoice	01/27/2015	01/27/2015	555.35	-	555.35	555.35	-	-
LAA 20283557	Invoice	01/27/2015	01/27/2015	110.25	-	110.25	110.25	-	-
Amazon-3768260	Invoice	01/28/2015	01/28/2015	13.14	-	13.14	13.14	-	-
Chaptersor546715...	Invoice	01/28/2015	01/28/2015	18.95	-	18.95	18.95	-	-
ALC 8344156 J Fi...	Invoice	01/29/2015	01/29/2015	283.50	-	283.50	283.50	-	-
ALC 8344169 T J...	Invoice	01/29/2015	01/29/2015	283.50	-	283.50	283.50	-	-

Northern Lights Library System

Aged Overdue Payables Detail As at 01/31/2015

Source	Type	Date	Due Date	Total Due	Total Current	Total Overdue	1 to 30 Overdue	31 to 60 Overdue	61+ Overdue
Amazon 4939431	Invoice	01/29/2015	01/29/2015	13.02	-	13.02	13.02	-	-
ALA 8344157 B Sak	Invoice	01/29/2015	01/29/2015	283.50	-	283.50	283.50	-	-
LAA 20283839	Invoice	01/29/2015	01/29/2015	99.75	-	99.75	99.75	-	-
LAA 20283837	Invoice	01/29/2015	01/29/2015	63.00	-	63.00	63.00	-	-
8344372 A Hanson	Invoice	01/30/2015	01/30/2015	241.50	-	241.50	241.50	-	-
Amazon-0031414	Invoice	01/30/2015	01/30/2015	46.96	-	46.96	46.96	-	-
Amazon-6363437	Invoice	01/30/2015	01/30/2015	78.74	-	78.74	78.74	-	-
Amazon-8460237	Invoice	01/30/2015	01/30/2015	39.19	-	39.19	39.19	-	-
ChaptersOR5468...	Invoice	01/30/2015	01/30/2015	28.92	-	28.92	28.92	-	-
Chapters-or54683...	Invoice	01/30/2015	01/30/2015	23.04	-	23.04	23.04	-	-
Amazon3768260	Invoice	01/30/2015	01/30/2015	26.11	-	26.11	26.11	-	-
Total outstanding:				3,354.16	-	3,354.16	3,354.16	-	-
St. Paul and District Co-op									
2255	Invoice	01/23/2015	01/23/2015	31.99	-	31.99	31.99	-	-
6498	Invoice	01/23/2015	01/23/2015	27.92	-	27.92	27.92	-	-
Total outstanding:				59.91	-	59.91	59.91	-	-
Staples Advantage									
337671815	Invoice	01/29/2015	01/29/2015	93.61	-	93.61	93.61	-	-
37671815	Invoice	01/29/2015	01/29/2015	93.61	-	93.61	93.61	-	-
Total outstanding:				187.22	-	187.22	187.22	-	-
Suncor Energy Products Partnership									
336251	Invoice	01/23/2015	01/23/2015	56.00	-	56.00	56.00	-	-
193077	Invoice	01/23/2015	01/23/2015	52.20	-	52.20	52.20	-	-
Total outstanding:				108.20	-	108.20	108.20	-	-
United Library Services									
473515Cr	Invoice	12/18/2014	01/18/2015	-10.19	-	-10.19	-10.19	-	-
476967	Invoice	01/19/2015	02/19/2015	879.52	879.52	-	-	-	-
477383	Invoice	01/19/2015	02/19/2015	1,562.82	1,562.82	-	-	-	-
476923	Invoice	01/19/2015	02/19/2015	-20.16	-20.16	-	-	-	-
4735515A	Invoice	01/19/2015	02/19/2015	10.19	10.19	-	-	-	-
477844	Invoice	01/19/2015	02/19/2015	-7.50	-7.50	-	-	-	-
476839	Invoice	01/19/2015	02/19/2015	617.52	617.52	-	-	-	-
477031	Invoice	01/19/2015	02/19/2015	477.31	477.31	-	-	-	-
476459A	Invoice	01/19/2015	02/19/2015	2,030.93	2,030.93	-	-	-	-
476850	Invoice	01/19/2015	02/19/2015	666.78	666.78	-	-	-	-
476838	Invoice	01/19/2015	02/19/2015	619.05	619.05	-	-	-	-
476846	Invoice	01/19/2015	02/19/2015	1,001.52	1,001.52	-	-	-	-

Northern Lights Library System

Aged Overdue Payables Detail As at 01/31/2015

Source	Type	Date	Due Date	Total Due	Total Current	Total Overdue	1 to 30 Overdue	31 to 60 Overdue	61+ Overdue
477559	Invoice	01/21/2015	02/21/2015	428.22	428.22	-	-	-	-
477657	Invoice	01/22/2015	02/22/2015	86.26	86.26	-	-	-	-
477654	Invoice	01/22/2015	02/22/2015	130.08	130.08	-	-	-	-
477655	Invoice	01/22/2015	02/22/2015	108.77	108.77	-	-	-	-
477562	Invoice	01/22/2015	02/22/2015	637.29	637.29				
477656	Invoice	01/22/2015	02/22/2015	1,154.46	1,154.46				
477582	Invoice	01/22/2015	02/22/2015	58.99	58.99	-	-	-	-
477561	Invoice	01/22/2015	02/22/2015	307.80	307.80	-	-	-	-
477585	Invoice	01/22/2015	02/22/2015	109.05	109.05	-	-	-	-
477560	Invoice	01/22/2015	02/22/2015	910.71	910.71	-	-	-	-
477808	Invoice	01/22/2015	02/22/2015	60.99	60.99	-	-	-	-
478616	Invoice	01/26/2015	02/26/2015	1,067.00	1,067.00	-	-	-	-
478863	Invoice	01/27/2015	02/27/2015	1,081.92	1,081.92	-	-	-	-
478862	Invoice	01/27/2015	02/27/2015	509.73	509.73	-	-	-	-
Total outstanding:				14,479.06	14,489.25	-10.19	-10.19	-	-
Total outstanding:				24,111.58	14,489.25	9,622.33	9,622.33	-	-

Accounts Receivable as at January 31, 2015

Staff Computer Purchases	$	-
Yearend Receivables	$	-
Total Yearend Receivables	$	-
GST Receivable	$	-
General Receivables	$970,352.73	
Total	$970,352.73	

Northern Lights Library System

Aged Overdue Receivables Detail As at 02/03/2015

Source	Type	Date	Due Date	Total Due	Total Current	Total Overdue	1 to 30 Overdue	31 to 60 Overdue	61+ Overdue
Alice Melnyk Public Library									
5673	Invoice	01/28/2015	01/28/2015	7.88	-	7.88	7.88	-	-
5679	Invoice	01/30/2015	01/30/2015	12.60	-	12.60	12.60	-	-
Total outstanding:				20.48	-	20.48	20.48	-	-
Anne Chorney Public Library									
4876	Invoice	02/03/2014	02/03/2014	12.00	-	12.00	-	-	12.00
5591	Invoice	12/31/2014	12/31/2014	36.38	-	36.38	-	36.38	-
Total outstanding:				48.38	-	48.38	-	36.38	12.00
Beaver County									
5615	Invoice	01/21/2015	01/21/2015	57,554.64	-	57,554.64	57,554.64	-	-
Bonnyville Municipal Library									
5677	Invoice	01/30/2015	01/30/2015	92.40	-	92.40	92.40	-	-
Boyle Municipal Library									
5603	Invoice	01/20/2015	01/20/2015	6.30	-	6.30	6.30	-	-
Chauvin Public Library									
5483	Invoice	10/21/2014	10/21/2014	14.77	-	14.77	-	-	14.77
City of Cold Lake									
5623	Invoice	01/21/2015	01/21/2015	70,594.68	-	70,594.68	70,594.68	-	-
Cold Lake Public Library									
5597	Invoice	01/19/2015	01/19/2015	2,900.00	-	2,900.00	2,900.00	-	-
County of Athabasca No. 12									
5614	Invoice	01/21/2015	01/21/2015	38,491.44	-	38,491.44	38,491.44	-	-
County of Minburn No. 27									
5637	Invoice	01/21/2015	01/21/2015	33,654.66	-	33,654.66	33,654.66	-	-
County of St. Paul #19									
5647	Invoice	01/21/2015	01/21/2015	30,039.75	-	30,039.75	30,039.75	-	-
County of Two Hills									
5655	Invoice	01/21/2015	01/21/2015	29,669.64	-	29,669.64	29,669.64	-	-
County of Vermilion River									
5658	Invoice	01/21/2015	01/21/2015	80,106.00	-	80,106.00	80,106.00	-	-
Edgerton Municipal Library									

Northern Lights Library System

Aged Overdue Receivables Detail As at 02/03/2015

Source	Type	Date	Due Date	Total Due	Total Current	Total Overdue	1 to 30 Overdue	31 to 60 Overdue	61+ Overdue
5680	Invoice	02/03/2015	02/03/2015	193.10	193.10	-	-	-	-
Edmonton Garrison Community Library									
5541	Invoice	11/13/2014	11/13/2014	67.63	-	67.63	-	-	67.63
5574	Invoice	12/09/2014	12/09/2014	445.76	-	445.76	-	445.76	-
5582	Invoice	12/11/2014	12/11/2014	49.00	-	49.00	-	49.00	-
Total outstanding:				562.39	-	562.39	-	494.76	67.63
Elk Point Public Library									
5675	Invoice	01/30/2015	01/30/2015	130.56	-	130.56	130.56	-	-
Jodi Arrowsmith									
5674	Invoice	01/29/2015	01/29/2015	13.02	-	13.02	13.02	-	-
Lac La Biche County									
5632	Invoice	01/21/2015	01/21/2015	46,253.61	-	46,253.61	46,253.61	-	-
M.D. of Bonnyville No. 87									
5619	Invoice	01/21/2015	01/21/2015	45,868.29	-	45,868.29	45,868.29	-	-
M.D. of Wainwright									
5662	Invoice	01/21/2015	01/21/2015	41,705.82	-	41,705.82	41,705.82	-	-
Mundare Public Library									
5496	Invoice	10/30/2014	10/30/2014	20.16	-	20.16	-	-	20.16
Peace Library System									
5670	Invoice	01/26/2015	01/26/2015	142.17	-	142.17	142.17	-	-
Public Library Services Branch									
5598	Invoice	01/20/2015	01/20/2015	3,993.95	-	3,993.95	3,993.95	-	-
Smoky Lake County									
5649	Invoice	01/21/2015	01/21/2015	27,540.24	-	27,540.24	27,540.24	-	-
Stuart McPherson Municipal Library									
5607	Invoice	01/20/2015	01/20/2015	300.00	-	300.00	300.00	-	-
5669	Invoice	01/26/2015	01/26/2015	126.27	-	126.27	126.27	-	-
5676	Invoice	01/30/2015	01/30/2015	2.85	-	2.85	2.85	-	-
Total outstanding:				429.12	-	429.12	429.12	-	-
Sturgeon County									
5650	Invoice	01/21/2015	01/21/2015	194,333.10	-	194,333.10	194,333.10	-	-

Northern Lights Library System

Aged Overdue Receivables Detail As at 02/03/2015

Source	Type	Date	Due Date	Total Due	Total Current	Total Overdue	1 to 30 Overdue	31 to 60 Overdue	61+ Overdue
Summer Village of Island Lake 5631	Invoice	01/21/2015	01/21/2015	3,559.14	-	3,559.14	3,559.14	-	-
Summer Village of Island Lake South 5665	Invoice	01/21/2015	01/21/2015	1,064.70	-	1,064.70	1,064.70	-	-
Summer Village of Mewatha Beach 5636	Invoice	01/21/2015	01/21/2015	1,693.38	-	1,693.38	1,693.38	-	-
Summer Village of Pelican Narrows 5643	Invoice	01/21/2015	01/21/2015	1,429.74	-	1,429.74	1,429.74	-	-
Summer Village of Sunset Beach 5651	Invoice	01/21/2015	01/21/2015	892.32	-	892.32	892.32	-	-
Summer Village of Whispering Hills 5664	Invoice	01/21/2015	01/21/2015	1,267.50	-	1,267.50	1,267.50	-	-
Thorhild Municipal Library 5667	Invoice	01/23/2015	01/23/2015	26.25	-	26.25	26.25	-	-
Town of Athabasca 5613	Invoice	01/21/2015	01/21/2015	13,861.38	-	13,861.38	13,861.38	-	-
Town of Bon Accord 5616	Invoice	01/21/2015	01/21/2015	7,777.38	-	7,777.38	7,777.38	-	-
Town of Bonnyville 5618	Invoice	01/21/2015	01/21/2015	32,802.90	-	32,802.90	32,802.90	-	-
Town of Bruderheim 5621	Invoice	01/21/2015	01/21/2015	6,160.05	-	6,160.05	6,160.05	-	-
Town of Gibbons 5626	Invoice	01/21/2015	01/21/2015	14,439.36	-	14,439.36	14,439.36	-	-
Town of Morinville 5639	Invoice	01/21/2015	01/21/2015	38,714.52	-	38,714.52	38,714.52	-	-
Town of Mundare 5640	Invoice	01/21/2015	01/21/2015	4,172.61	-	4,172.61	4,172.61	-	-
Town of Redwater 5644	Invoice	01/21/2015	01/21/2015	11,113.44	-	11,113.44	11,113.44	-	-
Town of Smoky Lake									

Northern Lights Library System

Aged Overdue Receivables Detail As at 02/03/2015

Source	Type	Date	Due Date	Total Due	Total Current	Total Overdue	1 to 30 Overdue	31 to 60 Overdue	61+ Overdue
5648	Invoice	01/21/2015	01/21/2015	5,120.70	-	5,120.70	5,120.70	-	-
Town of St. Paul 5646	Invoice	01/21/2015	01/21/2015	28,554.24	-	28,554.24	28,554.24	-	-
Town of Two Hills 5654	Invoice	01/21/2015	01/21/2015	6,246.24	-	6,246.24	6,246.24	-	-
Town of Vermilion 5657	Invoice	01/21/2015	01/21/2015	22,673.04	-	22,673.04	22,673.04	-	-
Town of Viking 5660	Invoice	01/21/2015	01/21/2015	5,500.95	-	5,500.95	5,500.95	-	-
Town of Wainwright 5661	Invoice	01/21/2015	01/21/2015	29,279.25	-	29,279.25	29,279.25	-	-
Vermilion Public Library 5602	Invoice	01/20/2015	01/20/2015	52.50	-	52.50	52.50	-	-
5668	Invoice	01/26/2015	01/26/2015	243.61	-	243.61	243.61	-	-
Total outstanding:				296.11	-	296.11	296.11	-	-
Viking Municipal Library 5601	Invoice	01/20/2015	01/20/2015	30.24	-	30.24	30.24	-	-
Village of Chauvin 5622	Invoice	01/21/2015	01/21/2015	1,627.47	-	1,627.47	1,627.47	-	-
Village of Edgerton 5624	Invoice	01/21/2015	01/21/2015	1,992.51	-	1,992.51	1,992.51	-	-
Village of Innisfree 5628	Invoice	01/21/2015	01/21/2015	1,181.31	-	1,181.31	1,181.31	-	-
Village of Irma 5629	Invoice	01/21/2015	01/21/2015	2,251.08	-	2,251.08	2,251.08	-	-
Village of Kitscoty 5630	Invoice	01/21/2015	01/21/2015	4,294.29	-	4,294.29	4,294.29	-	-
Village of Mannville 5634	Invoice	01/21/2015	01/21/2015	3,858.27	-	3,858.27	3,858.27	-	-
Village of Marwayne 5635	Invoice	01/21/2015	01/21/2015	2,884.83	-	2,884.83	2,884.83	-	-

Northern Lights Library System

Aged Overdue Receivables Detail As at 02/03/2015

Source	Type	Date	Due Date	Total Due	Total Current	Total Overdue	1 to 30 Overdue	31 to 60 Overdue	61+ Overdue
Village of Minburn									
5638	Invoice	01/21/2015	01/21/2015	659.10	-	659.10	659.10	-	-
Village of Myrnam									
5641	Invoice	01/21/2015	01/21/2015	3,670.68	-	3,670.68	3,670.68	-	-
5671	Invoice	01/27/2015	01/27/2015	660.78	-	660.78	660.78	-	-
Total outstanding:				4,331.46	-	4,331.46	4,331.46	-	-
Village of Paradise Valley									
5642	Invoice	01/21/2015	01/21/2015	927.81	-	927.81	927.81	-	-
Village of Ryley									
5645	Invoice	01/21/2015	01/21/2015	2,322.06	-	2,322.06	2,322.06	-	-
Village of Vilna									
5659	Invoice	01/21/2015	01/21/2015	1,389.18	-	1,389.18	1,389.18	-	-
Village of Waskatenau									
5663	Invoice	01/21/2015	01/21/2015	1,409.46	-	1,409.46	1,409.46	-	-
Vilna Municipal Library									
5678	Invoice	01/30/2015	01/30/2015	169.79	-	169.79	169.79	-	-
Total outstanding:				970,352.73	193.10	970,159.63	969,513.93	531.14	114.56

NLLS Server Upgrade Proposal

Presented by the IT department

Feb-17-2015

Contents

Executive Summary

In this document, a server upgrade project is proposed. The project will take place in two phases. The first phase is to purchase new servers for Northern Lights Library System and install necessary software in order to provide proper service to member libraries. It is the major part of the server upgrade project. Three plans are presented and compared. The second phase is to update software installed during the first phase and improve the computer group rules. As Phase II can only be implemented after Phase I, only one plan is presented. The IT department presents their recommendations at the end of this document.

NLLS IT Environment

In this section, the NLLS IT environment is presented, including servers and computers on the network, software, and technical challenges.

NLLS Servers

NLLS headquarters has four Windows Servers. Two of them are used as Domain Controllers (DC), one as the System Centre Configuration Manager (SCCM) server and the last as the file server (FS). Detailed information about the four servers is listed in the following.

DC 1 and DC 2 These two servers work in conjunction with each other as failover units. They are the primary servers for accessing our network as well as TRAC's. They respond to security authentication requests (logging in, checking permissions, etc.)

- Dell Power Edge R200
- Windows Server 2008 Enterprise version 6.0 (Build 6002: Service Pack 2)
- Raid 0

SCCM It is used to provide to NLLS staff computers patch management, and software distribution,

- Dell Power Edge R200
- Windows Server 2008 Enterprise version 6.0 (Build 6002: Service Pack 2)
- SQL Server Configuration Manager Version 2009.0100.1600.01
- System Center Configuration Manager Version: 4.00.6487.2000

FS the file server's primary purpose is to provide a shared storage of computer files at the NLLS Headquarters (such as documents, sound files, photographs, movies, images, databases, etc.) that are accessed by NLLS HQ staff.

- HP Prolight ML350 G6
- Windows Server 2008 Enterprise version 6.0 (Build 6002: Service Pack 2)
- Backup Exec 2012 Version 14.0 Rev 1798 (32-bit)
- Sage 50 connection manager v3.0

NLLS Computers

Currently, there are approximately 425 computers that are managed and maintained by the IT department. All of the computers that are managed by IT are windows-based architecture using Windows 7. Computers on the NLLS network are grouped into two categories: 169 staff computers and about 256 public computers. The public side is not on the NLLS domain. As a result, they are considered stand-alone computers with internet access. However, they make up

the majority of computers in the system. The remainder of the computers are staff, and these reside on the NLLS domain and are networked.

Why new servers are needed?

The four servers at NLLS have been in use since late 2009. Their warranties have expired and need to be replaced. This means, if any of them has a problem, NLLS won't be able to get any support from the manufacturer. The risk of these servers being down is relatively high. In that case, it would be a disaster to Northern Lights Library System. If, for example, the domain controller server is down, all staff computers in our system (headquarters + 45 member libraries) won't be able to connect directly to Polaris. Second, since the four servers were purchased five years ago, the hardware is outdated. Each of the four servers has a RAM of only 4 G, which makes the servers very slow when they answer a large number of requests from users. With a 4G RAM, the server only meets the minimum requirement of operation. Most of personal computers have a RAM of 8G in these days. Limited by the hardware, our servers are still using 32-bit operating system Windows 2008. The IT department is unable to upgrade the operating system to Windows 2012 R2 that is mostly used nowadays. The outdated hardware and the old version of software lower the performance of our network.

TRAC is going to upgrade the Polaris server to 64-bit Windows 2012 R2 in 2015. From the perspective of the IT infrastructure, NLLS is a child domain (sub group) of TRAC. The servers in a child domain must be consistent with the mother domain. Our servers are using the 32-bit operating system Windows 2008. As a result, our servers will not be compatible with the Polaris server once it is upgraded at Yellowhead Regional Library. A consequence will be that all libraries in Northern Lights Library System will not be able to use the desktop version of Polaris if we continue using our current servers.

With our current servers, the IT department has no control of the group of public computers. The public computers are not on the NLLS domain. A domain is a group of computers where a user can be granted access to all computer resources with the use of a single username and password combination. Public computers are stand-alone computers in our system. Every public computer is managed and updated individually. The IT department has no control of the group of public computers. As a result, a large amount of time is used to manage the computers individually. For example, the IT staff have to go to each site and work on each public computer because we have no group policy.

NLLS would like to set up a central virus server that is managed and controlled by the NLLS IT department. Such a server would eliminate the time and resources used managing it via our current anti-virus consol which is the TrendMicro server online.

At NLLS, every server has a unique role on our network. We don't have backup servers. If any of the four servers is down, due to our location, there is no way for NLLS member libraries to regain the same quality of service in a short time. For example, if the DC server is down, our member libraries would have to use remote desktop to connect to Polaris, which is only an

emergency alternative. In that case, each library could possibly only have one computer that is able to provide check in/out service to patrons.

Currently, the other three library systems in the TRAC consortium are using a mixture of virtual and one-to-one infrastructure. NLLS is the only one that hasn't implemented virtualization.

Last, NLLS Network Analysts have not been trained on the new Operating system of Windows 2012. Therefore, they do not have the necessary trained skills to migrate from Windows 2008 to Windows 2012. Within each quote we have had to engage consultants to migrate our systems as our staff has not been trained for this upgrade.

Summary of the project

The server upgrade project will take place in two steps. Phase I is to upgrade the server hardware and implement new software to manage all staff computers. Phase II is to improve the group policy, update software, and put new management rules to all public computers.

Phase I

Three plans for Phase I are analyzed. A summary of the three plans is presented in Table 1.

Table 1 Summary of the Phase I plans

Plan / Feature	Plan I	Plan II	Plan III		
Principle	A pool of two powerful servers is used to create multiple logical servers to provide service that is provided by our current servers.	Four physical servers are to replace the servers currently used at NLLS	Four physical servers are to replace the servers currently used at NLLS		
Infrastructure Provider	ACSI	ACSI	Insight	Dell	CDW
Service Provider	ACSI	ACSI	ACSI		
Advantage	1. High extending ability 2. Test/Lab environment 3. Increase uptime 4. Improve disaster recovery 5. Improve performance 6. Simplify management	No special advantage	The lowest cost		
Disadvantage	Slightly higher cost	1. Limited performance 2. Resources waste 3. No extending ability	1. Infrastructure price. 2. Service fee not fixed 3. Complexity 4. Quality of server		
Cost	$56235.16	$51646.91	Insight $45933.12	Dell.ca $50101.04	CDW $33172.39

- Plus GST
- Dell Sale unable to select the 4hr response, they include five years next business day support
- Experience shows that CDW cannot provide an after-sale service as they promised.

Phase II

As Phase II is an extension of Phase I and no hardware change is concerned, only one plan is analyzed. A summary of the Phase II plan is listed in the following.

Table 2 Summary of the Phase II plan

Software Provider	Software Cost	Service Provider	Service Cost	Total Cost
ACSI	$11249.85	ACSI	14117.64	$25367.49

- Plus GST

The Cost of Doing Nothing

Risk of a server malfunction. The NLLS servers have been used for five years. With the aging of server components, the risk of a server malfunction is relatively high. Unfortunately, their warranties have expired. If a server malfunction does happen, Northern Lights Library System will be unable to get any support from the manufacturer. A malfunction of the domain controller server would affect all staff computers in our system.

Poor server performance. The NLLS servers were purchased five years ago, with the development of information technology, the hardware of our servers is outdated. For example, 2-core CPU, with a RAM of 4G, is used by our domain controller servers. Limited by the hardware performance, 32-bit operating system Windows 2008 is still used on the servers while Windows 2012 R2 is mostly used nowadays.

Incompatibility with the Polaris server. As a child domain of TRAC, the NLLS servers must keep consistency with the Polaris server hosted at Yellowhead Regional Library in order for the Integrated Library System, *Polaris*, to work normally. TRAC is going to upgrade the Polaris server to 64-bit Windows 2012 R2 late 2015. At that time, our current servers will not be compatible with the Polaris server. The consequence would be that all our member libraries will not be able to use the desktop version of Polaris. A remote desktop version of Polaris is slow and less stable, and only one connection would be allowed for each library.

Outdated IT services at NLLS. Compared with the other three library systems, NLLS is left behind in implementing advanced information technologies. NLLS is the only library system in TRAC that hasn't implemented virtualization. The IT department at NLLS is unable to set up an anti-virus server and has no control of the group of public computers.

NLLS IT Department's Recommendation

After carefully analyzing the current IT issues and studying all the plans mentioned above, the IT department believes that the best plan for the NLLS server upgrade project is

Plan I for Phase I + the Phase II Plan

A summary of the total cost is listed in the following.

Table 3 Project Cost Summary

Phase	Category	Item	Quantity	Cost
Phase I	**Infrastructure Upgrade**	Server M620 Dual Xeon 2.00GHZ 64GB of RAM	2	$16,705.86
		Power Edge VRTX Chassis 4.2TB 15K	1	$14,235.28
		Backup NAS 8TB	1	$1,764.69
		Backup Software 4 CPU	1	$3882.34
		UPS	2	$2,352.92
		Desktop Management Software 200 Nodes	1	$6,235.28
		Server 2012 Licenses	2	$2352.92
		VMware Virtualization Software	1	$8705.87
		subtotal		$56,235.16
	Consulting	Service Fee		$18,750.00
		Phase I Subtotal		74,985.16
Phase II	**Infrastructure Upgrade**	Desktop Management Software 300 Nodes	1	$9,999,87
		Server 2012 Licenses	1	$1,249.98
		subtotal		$11,249.85
	Consulting	Service Fee		$14,117.64
		Phase II Subtotal		25,367.49
		Total		100,352.65

*Plus GST

Public Services

Operational

Policy

Contents

Introduction

Northern Lights Library System (NLLS) is one of the seven library systems across Alberta, with a mandate to deliver comprehensive, efficient library service to all Albertans, regardless of where they live.

The directive of the Public Services Department at NLLS is to aid in the day-to-day library related operations of the member libraries we serve.

Services Provided

Consulting Visits

Each member library is entitled to one visit per year from a member of the Public Services Department. The topic of these visits will be highly dependent on the unique needs of your library, and can be highly specific or broader in nature. Topics can include, but are not limited to:

- Orientation of overview of Northern Lights services
- Your library's website
- Space planning / space reorganization
- Collection development and /or maintenance
- Professional development
- Human resource/staff management
- *The Alberta Libraries Act* and *Libraries Regulation*
- Policies and bylaws
- Library manager responsibilities
- Library board responsibilities
- Plan of Service
- Resource sharing in Alberta and/or TRAC, ME Libraries, and TAL
- Interlibrary Loan Software
- Polaris (staff interface)
- TRACPac (patron interface)
- Communications/advocacy/ marketing

- eContent (apps like Hoopla Digital, Freading, OverDrive, etc; e-resources like Mango, EBSCO, etc; e-books and devices)
- Programming (Children's programming, ESL, senior programming, book clubs)

Requests can be fulfilled by filling out a consultation form and emailing it to the Helpdesk.

Support & Troubleshooting

Public Services Department staff are available for support and consultation via telephone, email, and the Helpdesk during the regular business hours of Monday to Friday, 8:30am to 4:30pm. The department is available for troubleshooting problems or issues relating to Polaris circulation, resource sharing via Polaris, interlibrary loan software, ME Libraries, TAL Online, e-resources, and the website.

Interlibrary Loan Brokering

The Public Services department facilitates the physical transport of material from one library to another via the van run, Canada Post, and government courier. Member libraries are provided with bins and blue canvas bags; all materials are to be packed in accordance with TRAC Operational Guidelines for Materials. They can then be placed in bins for transport with fragile material placed on the top. Each library is assigned a pick-up/drop-off day on the Van Run Schedule, which can be accessed on Northern Lights Library System website by visiting nlls.ab.ca, clicking on "Training" in the persistent navigation, and choosing " Van Run Schedule", or by visiting the following web address: http://www.nlls.ab.ca/Van-Run-Schedule

The Public Services Department facilitates interlibrary loan brokering through interlibrary loan software. This allows members of our own library system to access materials not available within TRAC, as well as offers libraries outside of TRAC the opportunity to borrow books from our system that they might not otherwise have access to.

Orientation and Training

Orientation is provided to new library managers. This takes place at Northern Lights Library System Headquarters in Elk Point, and involves a day of meeting headquarters staff, familiarizing new managers with the NLLS policies and procedures of the various departments that operate within the system, and a brief introduction of the programs (Polaris, interlibrary loan software) staff employ at their home libraries.

Training for new library managers is also available in the areas of Polaris, Interlibrary Loan Software, TRACPac, ME Libraries, eContent, collection management, and the website.

Public Services also facilitates training via webinars and Go-To-Assist Software. The department also offers a special in-house training session.

Supplementary Collection

Member libraries have access to additional materials to borrow, either as single items or as blocks. The NLLS collection is designed to cover topics and formats which are not normally acquired by individual libraries due to costs and/or limited needs.

Blocks come in Large Print Fiction in general or specific genres, audiobooks, DVDs, and different languages including French, Filipino, Chinese, and Korean. Specialty blocks consisting of Non-Fiction and Graphic Novels can also be requested and made on demand. Requests to borrow a block can be made through the Helpdesk. After you are assigned a block, it will be delivered on the next van run. NLLS keeps a record of blocks and every effort will be made to ensure the requesting library receives a different block each time. Story Time Kits are also available to borrow and hold requests can be made through Polaris.

Materials can be requested individually and are available to borrow through TRACPac. These include: Professional books and journals, Large Print, Romance, Western, Non-Fiction, DVDs & Blu-Ray, audiobooks, and graphic novels. Northern Lights Library System participates in government-funded accessibility services, including the National Network of Equitable Library Services (NNELS), the Centre for Equitable Library Access (CELA), and the Canadian National Institute for the Blind (CNIB). DAISY readers are available for borrowing to member libraries, who can then check that item out to their patron.

Annual Reports

Libraries are expected to complete an annual report. The Public Services Department offers assistance and training to library managers should they wish for guidance on how to fill out their annual report via LibPas.

Alberta-Wide Representation

The department coordinates provincial and/or national library initiatives for Northern Lights Library System by:
- Participating in committee activities, representing NLLS and member libraries
- Acting as liaison with partner agencies on behalf of NLLS and member libraries

It also cooperates as a team member in performing any duty that contributes to the achievement of NLLS' goals and objectives. NLLS has a representative present for TRAC, ME Libraries, and other Resource Sharing meetings and for various circulation, marketing, and advocacy matters.

E-Resources

The ordering and procuring of Overdrive material is done through the Public Services Department; the department is also responsible for all statistics and content management relating to e-resources that NLLS subscribes to including, but not limited to: Zinio, Hoopla Digital, 3M Cloud, and Library Press Display.

Marketing, Promotions, and Advocacy

The Public Services Department provides promotional and training brochures and posters, as well as advice on local promotions. It also compiles an annual book of statistics for all member libraries, for use of local advocacy. It work closely with other systems in TRAC and organizations as representatives of our libraries. The Public Services Department also publishes the *Aurora*, a

quarterly newsletter that includes member library stories and information, and is responsible for the upkeep and maintenance of the Northern Lights Library System Facebook page.

Facilitation for Provision of Programs

The Public Services Department implements, coordinates, and offers support to all member libraries in regards to the Summer Reading Program, Winter Reading Program, Author Tours, and similar programs and opportunities. The department's role in these programs includes, but it not limited to:

- Organization of funding, if applicable
- Organization, purchase, and disbursement of all materials that may be associated with any program
- Scheduling
- Writing and publishing of relevant materials such as reading program manuals and promotional materials
- Support for member libraries
- Liaison between member libraries and any speaker or tour guest

Conference

The organization of the annual Northern Lights Library System conference is spearheaded by the Public Services Department. Leading a group of staff members who make up the Conference Committee, the department makes decisions regarding all aspects of the conference, including keynote speakers, conference sessions, themes, entertainment, catering, and promotional design and production, as well as managing and staying within a predetermined budget.

Acting Librarian for two Member Library Outlets

Myrnam Community Library and Edmonton Garrison Community Library both operate as outlets of Northern Lights Library System; as a result, NLLS is acting board to both. Members of the Public Services Department are considered the librarians to both libraries and are, therefore, responsible for implementation and execution of programming at said outlets, as well as fulfillment of the annual report.

Appendix 1

Acronym & Terminology Chart	
TRAC	The Regional Automation Consortium.
ILL	Interlibrary Loans.
TAL	The Alberta Library.
ME Libraries	An initiative across the province of Alberta through which a library card holder can access physical materials from other participating libraries.
Go-to-Assist	Computerized support software that allows headquarters staff to remotely access member library desktops as a method of assisting them from a distance.
TRACPac	The Regional Automation Consortium's public access catalogue through which patrons can browse TRAC's catalogue and request materials.
Polaris	Content Management System software through which libraries can write reports, place holds, catalogue, etc. It is also used in managing day-to-day library operations such as check-ins and check-outs, and has web 4.0 functionality.

TRAC Operational Guidelines For

Member Libraries

Resource Sharing

Update Approved by TRAC Directors

June 17, 2014

a. All TRAC libraries are part of the Alberta Public Library Network. The network is coordinated and supported by Alberta Municipal Affairs through Public Library Services Branch (PLSB). Libraries will adhere to the *Resource Sharing Operational Policy for Public Libraries* and the *Public Library Network Policy* established by the PLSB with each library providing the same level of access to their collections to ensure effective and consistent reciprocity.

b. Reference materials, periodicals, oversized books, oversized kits, CNIB items, vinyl and electronic devices are exempt from the resource sharing guideline.

c. Any items a library will not lend must not be displayed in the PAC; these items *must* not be circulated on the ILS using a fast add procedure.

d. Not all school libraries are required to resource share, therefore most school library holdings will not display in the PAC. If a library wishes to request a school library item they need to contact their regional headquarters.

Operational Guidelines for **Materials**

Packaging
a. Securely wrap materials to prevent damage.
b. For audiovisual materials, wrap in bubble wrap or other protective material and secure; Affix a label to the outside of the package stating "Fragile contains A/V materials."
  - do not use packing tape to secure the bubble wrap; use removable tape or elastic bands
c. Do not put audiovisual materials in the same bag as books. When possible, put audiovisual materials in a box/bin with other materials to reduce damage; put the audiovisual items on the top to avoid damage by heavier items.
d. Clearly label items with proper labels if using Government courier.

Delivery

a. Where possible, use delivery methods such as Government courier, or your regional library system delivery service for audiovisual materials.
   - some libraries in Peace Library System only receive materials via Canada Post and need to be sent to them using this delivery method.

b. There is no guarantee that specific shipping packaging purchased by the owning library can be returned by the transacting library, such as special boxes for audiovisual materials.

c. Each regional library system has different internal delivery methods; please contact your regional library system for more details or clarification.

Receiving Materials

a. Items should be checked in promptly upon receipt.

b. Libraries receiving misdirected items should forward the items onto the library waiting for them, rather than returning them to the sending library.

c. Check the condition of items upon receipt at the transacting library. If the condition of the item is questionable, apply a Damage Note either electronic, or paper (see Appendix A) to the item, and depending on how severe the damage, either return the item to the owning library, or place it on the holds shelf for patron pickup. The Damage Note will indicate that the item was received damaged so that neither the transacting library nor the patron is held responsible for the damage. If items are not checked for condition when received, the transacting library is held responsible for any damage and can be invoiced by the owning library.

d. If an item is received damaged, add a concise note explaining the condition and its impact on functionality. Do not duplicate an existing damaged note.

e. If an owning library allows the circulation of an item that is damaged, the owning library should add a note acknowledging the damage and give permission to circulate the item anyway.

f. Do not delete Damage Notes from other libraries' item records.

g. Refer to the Notes Procedure for proper use of notes fields. Only the Owning library is permitted to use the Public Notes field and only in appropriate circumstances, as such notes display in the PAC. Transacting libraries may only use the Free Text field to enter damage notes, as these pop up when the item is scanned.

h. If the item is received quite damaged, e.g. if one of its discs is unplayable or if pages are falling out, do not forward the item to satisfy a hold. This is unfair to the patron and does not permit the owning library a chance to repair the damage before it becomes irreparable. Return the item to the owning library with a Damage Note (Appendix A) attached. Do not attempt to repair another library's item.

i. When an item is not lendable, send the item back to the owning library with a Damage Noted to Item form to let them know that the item was damaged when the transacting library received it.

j. Patrons are responsible for paying for damaged materials if they have caused the destruction or damage.

k. Patrons are not responsible for paying for damage to materials that occurs during shipping.

Loan Periods

a. Loan periods are based on local policy and item type within TRAC.
b. Loan periods will vary in libraries outside of TRAC.

Barcode Placement

a. Moving forward, all item barcodes will be placed on the outside of the item away from the item's ISBN/UPC barcode.

Damaged and Lost Materials Payment

Payment for Damaged and Lost Materials
a. If damage to an item is caused by a patron, or if a patron has lost an item, the patron is responsible for paying for the item.
b. If the transacting library is unable to collect money from the patron, the transacting library is responsible for compensating the owning library for the lost or damaged item.
c. The library that checks an item out to a patron is the transacting library, regardless of whether the patron then renews the item at another library. If the patron subsequently damages or loses the item, the transacting library to invoice remains the original check-out library not the library that had renewed the item.
d. When sending an invoice for a damaged item to the transacting library, please send the damaged item as well.
e. If the owning library's item becomes lost through ILL outside of TRAC, that library must contact and invoice the ILL library directly.
f. Patrons and the transacting library are not responsible for damage or loss that occurs during shipping.
g. Items assigned the status of "claim returned/claim never had" can be considered "lost" after six months. Restitution will be made to the owning library; the owning library will invoice the transacting library for the replacement of the material. The transacting library can decide whether or not to recoup the cost from its patron/wandering patron.
h. The amount charged for a damaged or lost item will be the price of the item stated in the item record. If the owning library wishes to charge a processing fee, the processing fee must have been incorporated into the item price at the time the item record was created. No charges above the price stated in the item record should be charged.
i. If the item record does not include a price, then the locally defined default fee should be levied.
j. The owning library must invoice within a year of an item becoming lost if they want to receive compensation. If the owning library has not sent an invoice within a year the library is not obligated to pay.
k. After a reasonable time if the owning library has any concerns about an unpaid invoice from a library, they can contact their Regional Headquarters.
l. The library receiving the patron's payment will go into the patron's record and mark the charge paid.
m. A cheque from the transacting library should be sent to the owning library; the item barcode, title of the item, and the patron's name, should be included with the cheque.
n. Cheques from patrons should not be sent to the owning library.
o. It is the owning library's decision to repurchase or delete the item.

Identifying Overdue and Lost Items
a. Libraries need to post to the database (overdues and billing) weekly in order to change the

status of long overdue items to lost.

b. Overdue items will be assigned the status of lost within 45 days of the item becoming overdue.

c. Libraries run reports each month to determine items that have a lost status.

d. It is the owning library's responsibility to identify items that are lost and to invoice the transacting library. Run the custom Lost Items report to get this information.

Operational Guidelines for

Missing Items, In-Transit Items and Unclaimed Holds

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a. Libraries run reports each month to determine items that have a status of missing or in-transit.

b. It is the owning library's responsibility to identify items that are missing or in-transit and try to locate them.

c. Items that have been in-transit or transferred for over two months can be manually converted to missing.

d. Missing items will automatically be deleted after one year.

e. Libraries run reports each week to identify holds that have become unclaimed. When an item reaches the unclaimed period a library must send the item on to the next library.

f. If an unclaimed hold is lost, the transacting library has one month beyond the unclaimed hold date to find the item, after which the owning library may consider it lost and invoice the transacting library for it. The owning library must invoice within one year of the item becoming an unclaimed hold.

Operational Guidelines for
Contacting Patrons

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a. When conducting interlibrary resource sharing, the owning library should never contact patrons from the transacting library.

b. Patrons adhere to local lending policies and may be subject to collection agencies for delinquent accounts through in-person transactions at libraries in TRAC.

c. Library staff have access to all TRAC patron records. In keeping with points a. and b., libraries shall not place any sort of note—blocking or non-blocking, library assigned, free-text, or charges—into the record of a patron not their own, EXCEPT when the patron is a wandering patron to their library.

d. Wandering patrons adhere to local lending policies at each library where materials are borrowed.

e. The transacting library may identify its wandering patrons who have overdue or lost items by running the Polaris custom Wandering Patron Notices report.

f. It is the responsibility of staff at the transacting library to ensure that the patron is in good standing. If a wandering patron has checked out an item from a library that is not their registered library, it is the transacting library's responsibility to track the item down should it become overdue or lost. This is true whether the item belongs to said library or it is an intra library loan item that was checked out to the patron by the transacting library.

g. With lost items, it is the owning library's responsibility to invoice the transacting library. The owning library can run the Polaris custom Lost Items report to find out who the transacting library was in order to send an invoice. Once the invoice is paid, the lost item should be deleted promptly so that it does not continue to appear on the lost items report.

h. Due to Polaris functionality, all libraries in TRAC have the ability to place messages into the My Account of any patron on TRACpac. Therefore, libraries must not place messages into the My Accounts of patrons not their own. When placing a message in the My Account of your own library patron (or your Wandering Patron), appropriate etiquette and professionalism is to be observed. Libraries are responsible to train their staff and volunteers to use the functionality responsibly.

i. Libraries are not to renew titles or extend the due date for any items with holds. If there are no holds, libraries can renew items once over the renewal limit. If a patron asks to renew more than once over the limit or to extend the due date beyond one additional week, then the transacting library is to contact the owning library about the extenuating circumstance(s).

Operational Guidelines for
Patron Registration and Renewals

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a. When creating a new patron record the library must see some form of government issued identification and must enter the name exactly as written on the identification (including middle name) into the patron's record.

b. Libraries must make sure to designate a notification option in the patron registration record in order for items to convert to lost and for the reports to function properly.

c. Libraries will not do blanket renewals of expired patron cards, but will confirm that each individual patron card is appropriate to renew (e.g. the patron has not moved to another municipality; the patron wishes to be renewed at your library; the patron is not deceased; etc.).

d. Extended memberships (more than one year) and/or lifetime memberships may not be transferrable to other libraries, should the patron become registered at a library in another community.

NOTE 1: The *TRAC Operational Guidelines for Member Libraries* will be reviewed annually at the spring TRAC Advisory Council meeting.

NOTE 2: Also see the *TRAC Resource Sharing Principles* attached.

Appendix A

TRAC Operational Guidelines for Member Libraries

<u>Damage Noted to Item</u>

(Tuck the notice into the item or use REMOVEABLE tape.)
This item needs repair, please return it to the home library.

When received at _____

Date _____ **Initials** _____

- ☐ Barcode / Spine label
- ☐ Broken Spine
- ☐ Case damaged
- ☐ Case missing
- ☐ Contents damaged
- ☐ Contents missing
- ☐ Cover
- ☐ Loose pages
- ☐ Mismatched materials
- ☐ Needs cleaning
- ☐ Pages cut / missing
- ☐ Pages stained
- ☐ Torn
- ☐ Wet / water damage
- ☐ Writing / scribble
- ☐ Other _____

Owning Library _____

<u>Damage Noted to Item</u>

(Tuck the notice into the item or use REMOVEABLE tape.)
This item needs repair, please return it to the home library.

When received at _____

Date _____ **Initials** _____

- ☐ Barcode / Spine label
- ☐ Broken Spine
- ☐ Case damaged
- ☐ Case missing
- ☐ Contents damaged
- ☐ Contents missing
- ☐ Cover
- ☐ Loose pages
- ☐ Mismatched materials
- ☐ Needs cleaning
- ☐ Pages cut / missing
- ☐ Pages stained
- ☐ Torn
- ☐ Wet / water damage
- ☐ Writing / scribble
- ☐ Other _____

Owning Library _____

- ☐ Wet / water damage
- ☐ Writing / scribble
- ☐ Other _____

Owning Library _____

<u>Damage Noted to Item</u>

(Tuck the notice into the item or use REMOVEABLE tape.)
This item needs repair, please return it to the home library.

When received at _____

Date _____ **Initials** _____

- ☐ Barcode / Spine label
- ☐ Broken Spine
- ☐ Case damaged
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- ☐ Contents damaged
- ☐ Contents missing
- ☐ Cover
- ☐ Loose pages
- ☐ Mismatched materials
- ☐ Needs cleaning
- ☐ Pages cut / missing
- ☐ Pages stained
- ☐ Torn

Damage Noted to Item

(Tuck the notice into the item or use REMOVEABLE tape.) This item needs repair, please return it to the home library.

When received at _____

Date_____**Initials** _____

- ☐ Barcode / Spine label
- ☐ Broken Spine
- ☐ Case damaged
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- ☐ Contents damaged
- ☐ Contents missing
- ☐ Cover
- ☐ Loose pages
- ☐ Mismatched materials
- ☐ Needs cleaning
- ☐ Pages cut / missing
- ☐ Pages stained
- ☐ Torn
- ☐ Wet / water damage
- ☐ Writing / scribble
- ☐ Other _____

Owning Library _____

Definitions

Owning Library: The library that owns the item.

Transacting Library: The library that circulates (checks out in person) an item to a patron, whether it is a patron registered at your library or a patron from another library who has come to your library.

Wandering Patron: A patron that is registered at one library may go to a different library to check out and drop off materials, or select a different library as a pickup location for intra library loans.

Resource Sharing Principles

Approved at the TRAC Advisory Council meeting on November 20, 2009

Resource Sharing Principles

Access to information by all libraries is strengthened through sharing information and resources within this organized system in which the roles and responsibilities of all participants and the fundamentals upon which sharing takes place are common and understood. The following principles adhere to the *Resource Sharing Operational Policy for Public Libraries* and the *Public Library Network Policy* (approved Dec 2012) as well as to the CLA/ASTED Interlibrary Loan Code (revised in 1995).

1. **Interdependence** – with the global information explosion and limited resources of local libraries, no library can meet all customer needs. Libraries must, of necessity, share their resources through some kind of organized system to assist every public library in Alberta to meet the needs of its clientele.
2. **Local responsibility for self-sufficiency** – the local public library is primarily responsible for providing library services to its customers and should develop its collection to meet as many of the community's needs as possible. The intra-library loan service is a supplementary service and is not meant to be a substitute for local services.
3. **Reciprocity** – the key to current resource sharing is the exchange of resources and services for the mutual benefit of all participants in the resource sharing network. It implies a negotiated agreement whereby resource sharing partners are obligated to lend those kinds of resources they or their clients wish to borrow. Libraries that resource share practice reciprocity by being responsible at all stages of the process including: maintaining correct client (patron) information, packaging & shipping items,   tracking missing or

lost items and ensuring that payment for items lost or damage is provided to the owning library by the borrowing library. Reciprocity also implies that all public libraries that participate   in the resource sharing process abide by the guidelines as developed from time to time.

Resource Sharing Loan Periods

1. Loan periods are established by the lending library and will vary throughout TRAC.
2. If a library lends material to another library outside of TRAC the lending library should extend the loan period for at least two weeks to allow for shipping.
3. If an item is borrowed from a library outside of TRAC, renewals must be authorized by the lending library prior to changing the date within the ILS.
4. The lending library has the right to recall their item at any time provided the allowable loan period has been afforded (original sign out plus two renewals with the exception of materials that do not allow renewals, i.e. high demand items).
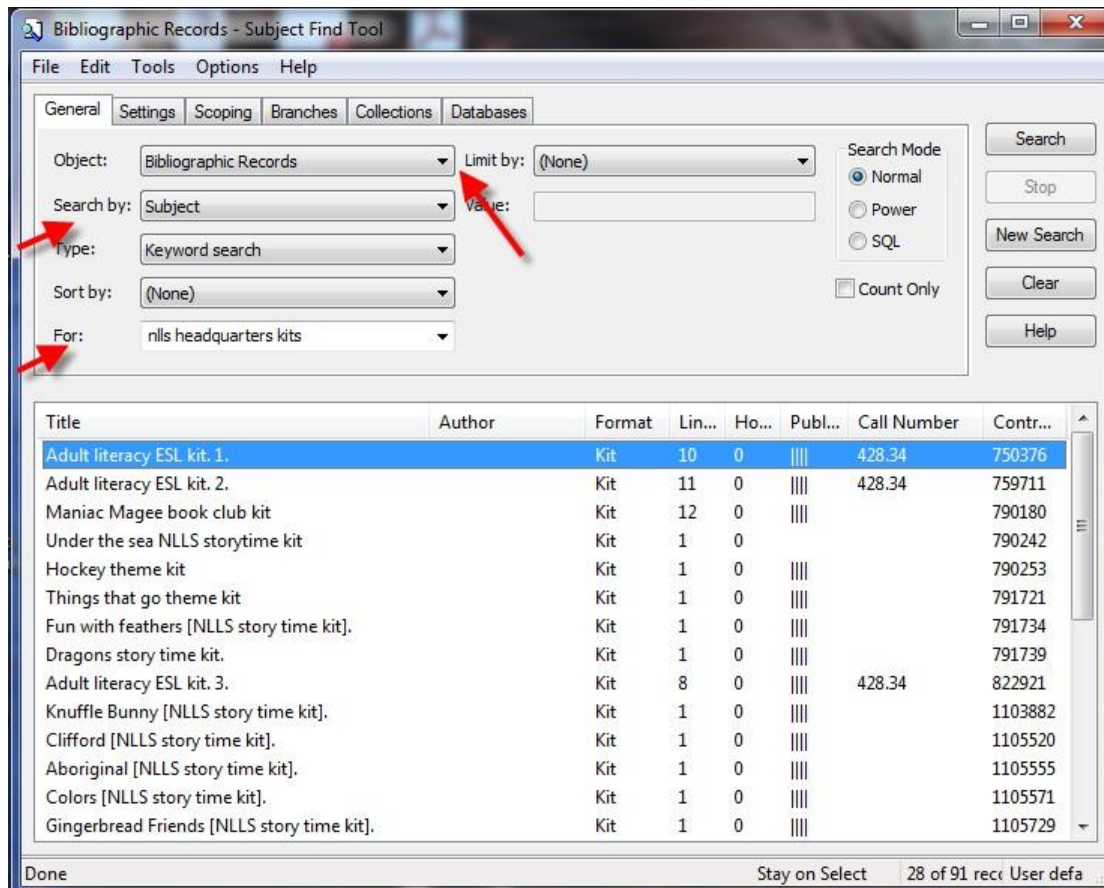
AV Materials

Due to the fragile nature of audiovisual materials, special care is required during the resource sharing process.

# NLLS PROGRAMMING KIT REQUEST PROCEDURE

To find the NLLS program kits, search bibliographic records by subject: NLLS headquarters kits:

Perform a Polaris "karate chop" to (ctrl-shift-A) to bring all of the records into one viewable screen.

The list includes story time kits, multi-generational kits, ESL kits, tween-teen book club kits, murder mystery kits and senior sing along kits.

To view the contents of a kit, double click on a title that you would like to borrow.
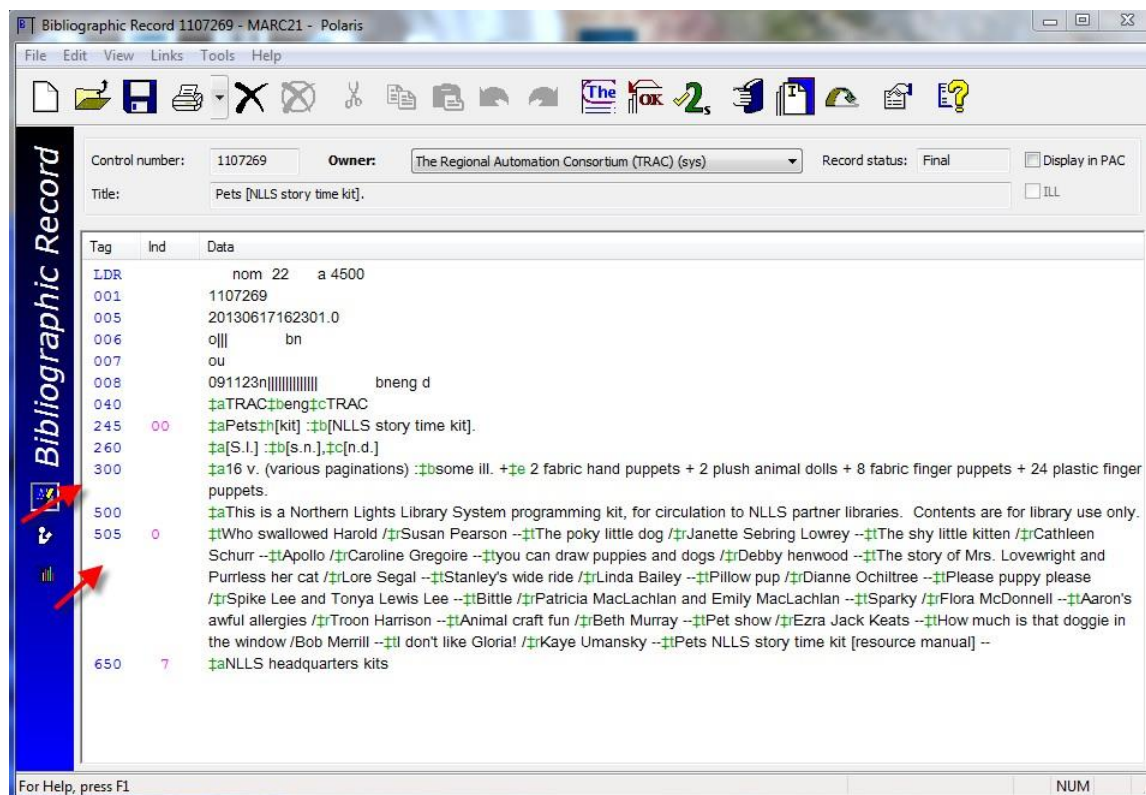
The contents of the kit are listed in the **300** field.

The specific titles are available in a **505**

note field.

If this is the kit you would like to borrow, **place a hold on it**. If the status is "in", it will be sent out to you on your next van run. Otherwise, the hold will act like any other hold in Polaris and come to
you when it is your turn in the queue. We ask that you only take one kit out at a time, so that there are enough for anyone who wishes to borrow a kit. The maximum check out period is 84 days. Upon arrival at your library, we ask you to check the item in and then out to the account the hold was placed (this should be the library account in Polaris). When finished with the kit, check it in. It will go into transit to the next library in the queue, or be transferred back to NLLS.

These kits are for **library use only**, and will only be available to NLLS libraries to borrow (this is in compliance with TRAC Operational Guidelines).

The TRAC Operational Guidelines for interlibrary loans should also be followed. Upon receipt, please   check the contents of the kit. If there is something missing, please contact the last library who had the kit. If it is missing upon receipt at NLLS and your library was the last to have the kit, you may be held responsible.

4.1 Each municipality or Metis settlement is eligible to appoint one member to the Board according to the terms of the Libraries Act and Regulation.

4.2 Each municipality and Metis settlement is eligible to appoint an alternate to the Board according to the terms of the Libraries Act and Regulations. Only duly appointed alternates are eligible to participate in Board meetings. The alternate shall not act in place of the Library System Board member at more than 2 consecutive meetings except by resolution of the Library System Board.

4.3 The Board is responsible for:

4.3.1 approving the annual budget;

4.3.2 approving audited financial statements;

4.3.3 approving recommendations for changes to the Northern Lights Library System Agreement.

4.3.4 approving honoraria and expenses;

4.3.5 approving policy;

4.3.6 establishing and setting the authority of committees;

4.3.7 electing the Chair and Executive Committee

4.3.8 electing two members from and by the large member municipalities and seven members from and by the remaining member municipalities.

4.4 Board Officers

4.4.1 Chair

4.4.1.1 The Board chair shall preside at all board meetings, authorize calls for special meetings and generally perform the duties of presiding officer including, but not limited to setting agenda items, as a signing authority, and acting as public voice for Northern Lights Library System. The Chair shall be ex officio on all committees.

4.4.2 Vice-Chair

4.4.2.1 The 1st Vice-Chair shall assist the Chair, and preside in the absence of the Chair and ensures new Board member orientation occurs.

4.4.2.2 The 2nd Vice-Chair shall assist the Chair and preside in the absence of the 1st Vice-Chair.

4.4.3 In the absence of the Chair and Vice-Chairs, the responsibility to perform the duties of the Chair shall rest with a voting member of the Executive Committee.

4.5 The Board shall meet at least as often as required by the Libraries Act and Regulations.

4.6 The last Regular Board Meeting of each year shall be the Annual General Meeting.