

# MEETING AGENDA – EXECUTIVE MEETING

## MEETING INFORMATION

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*Date: May 5<sup>th</sup>*  
*Time: 8 am*  
*Attendees:*

## PREPARATION FOR MEETING

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***Please Read: Minutes of the Executive Meeting, April 5<sup>th</sup>, 2018 (Attached)***

## ACTION ITEMS FROM PREVIOUS MEETING

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1. LMC request update (Board Meeting March 10<sup>th</sup>)
2. Admin-develop a detailed timeframe for reply to calls
3. Admin-put on website NLLS staff names and job descriptions
4. Admin-report back to LMC on items that have been addressed
5. Admin-job description for committees and term
6. Chair-ensure we got on agenda ALTA AGM meeting in Jasper
7. Chair-letter of complaint about Innovative to TRAC Chair
8. Policy Committee-Breach Code of Ethics-disciplinary measures
9. Policy Committee-Communication Policy for Staff, Board Members and Library Managers

## REPORTS

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1. Chair's Report
2. Director's Report
3. Financial Report
4. Policy Report

## AGENDA ITEMS

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1. Additions to agenda
2. Approval of Minutes from April 5, 2018
3. Policies
4. Board Code of Ethics

## NEW ACTION ITEMS

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Next Executive Meeting will be held on Monday, July 30, 2018 at 10:00 a.m.

# MEETING MINUTES – EXECUTIVE MEETING

## MEETING INFORMATION

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*Date: May 5<sup>th</sup>, 2018*

*Time: 8:00 am*

*Attendees: Larry Tiedemann, Vicky Lefebvre, Laurent Amyotte, Warren Griffin, Craig Lukinuk, Jill McLuckie, Elaine Sorochan, Neal Comeau (on behalf of Susan Evans), Cyndy Heslin, Jodi Dahlgren, Julie Walker, Lois Quail, Terri Hampson, Heather Elliott, Tracy Paradis*

*Missing: Justin Thompson*

Meeting called to order at 8:05 a.m.

## ACTION ITEMS FROM PREVIOUS MEETING

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1. LMC request update
  - see attached
2. Admin-develop detailed timeframe for reply to calls
  - needs to be referred to Policy Committee
3. Admin-NLLS staff names and job descriptions
  - see attached
  - in process of putting information on website with Staff pictures
  - booklets with staff information to be given to Librarians at LMC
4. Admin-report back to LMC on items that have been addressed
  - will be reported to LMC at next meeting scheduled for May 30, 2018
5. Admin-job descriptions for committees and term
  - see attached

### **Motion to take out the word “all” in Committees of the Board Policy – Warren Griffin - carried**

6. Chair-ALTA AGM in Jasper
  - spoke with Chair of ALTA, stated that ALTA is responsible for provincial advocacy; regional advocacy is the responsibility of each jurisdiction
7. Chair-letter about Innovative
  - an email was sent out by the Chair to the TRAC Chair regarding Innovative (see attached)
8. Policy Committee-Breach Code of Ethics-disciplinary measures
  - to be addressed at next Policy Committee meeting
9. Policy Committee-Communication Policy for Staff, Board Members and Library Managers
  - to be addressed at next Policy Committee meeting

## REPORTS

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1. Chair’s Report
  - see attached
  - provincial government is in the “red-zone”
  - Jasper conference was good, lots of general discussions

### **Motion to accept the Chair’s report as presented – Jill McLuckie – carried**

2. Executive Director’s Report
  - Met with Innovative and 3 other TRAC Director’s; meeting went very well.
  - Innovative is assigning a Canadian representative and they are implementing a plan, therefore they can be held accountable.
  - Polaris is still the best option out there, however the developer of Polaris (he is not with them anymore) is looking at developing a new program comparable to Polaris.

- Julie and Larry, as well as PLSB, went to Legal to present joining the NLLS system; they are unsure of the way they want to go (build a new building, renovate a current building or just join for services) they will let us know.
- Hoopla – with agreement from LMC we have dropped checkouts from 5 to 2 per month. This has created quite a bit in savings from previously. PLSB has given a one-time amount of \$31,000 to NLLS to put towards Hoopla.
- LMC concerns will be addressed at the LMC meeting scheduled for May 30.
- VR machine is booked up until summer of 2019, we are looking to purchase another VR machine with an estimated purchase price of \$12,000.

**Motion to approve the purchase of a new VR machine – Elaine Sorochan - carried**

- New Staff – Anna will be starting in Public Services on June 11; Alexis Bristow will be joining as one of our summer students, one of our cataloguers, who has been with NLLS for 23 years, is retiring this summer, we will be advertising for a full-time cataloguer.
- There was flooding in Bib. Services on April 16<sup>th</sup>. See attached pictures. Refer to Building Committee.
- New Van-There is 150,000 km on the large van (Quasi)
  - Joanne and Lois went and looked at new vehicles in Lloydminster
  - Important items when looking for a vehicle: smaller van, better driver comfort, fuel economy, service options, 2 sliding doors. (see table in Director’s report)
  - there is a 3-9 month wait as the van needs to be ordered

**Motion to purchase Ford Transit, with the note that Lois is to look at Ford dealership in St. Paul – Cyndy Heslin – carried**

- Electrical issues in building
  - suggestion from Craig is to purchase larger UPC devices, and to not plug the printers into the device (refer to Building Committee)
- Board members who miss 3 meetings in a row, according to the Libraries Act will be notified of removal/replacement. Recommend Chair to write letters to Mayor and CAO’s of municipalities.
- FOIP workshop – see who is interested at the Board meeting. NLLS will be putting on that workshop if there is enough interest.
- Summer student application (needs to be done in-camera)

**Motion to go into camera at 9:50 a.m. regarding personnel – Vicky Lefebvre – carried**

**Motion to come out of camera at 9:55 a.m. – Craig Lukinuk - carried**

(no motion to accept Executive Director’s Report)

- 3. Financial Report
  - not addressed
 (no motion to accept Financial Report)

- 4. Policy Report

**AGENDA ITEMS**

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- 1. Additions to agenda
  - 5. Review Policy “Election of Executive Committee”

**Motion to approve amended agenda – Jill McLuckie - carried**

- 2. Approval of Minutes from April 5, 2018

**Motion to approve Minutes from April 5, 2018 – Laurent Amyotte – carried**

- 3. Policies

**Motion to accept amendments to the “Role of the Executive Committee” Policy and forward to the Board for approval – Jill McLuckie – carried**

**Motion to accept amendments to the “Recognition - Board” Policy and forward to the Board for approval – Vicky Lefebvre – carried**

- 4. Board Code of Ethics
  - not addressed

5. Review Policy "Election of Executive Committee"

- Add to policy "If in the event of a provincial election year, any person elected to the Executive Committee, will hold that position for 2 years +/- the difference between the next staggered zone election".

**Motion to accept amendments to the "Election of Executive Committee" and forward to the Board for Approval – Cyndy Heslin – carried**

**NEW ACTION ITEMS**

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CHAIR – create a committee and plan to move forward with advocacy

CHAIR – send letters to Mayor/CAO's of municipalities of Board members who have missed 3 or more meetings consecutively

POLICY COMMITTEE – Breach Code of Ethics – disciplinary measures

POLICY COMMITTEE – Communication Policy for Staff, Board Members and Library Managers

**Approved By:** \_\_\_\_\_

**Date:** \_\_\_\_\_

## Chair Report May 2018

I apologize for not having this report done and sent out with the rest of the meeting package. I wanted to incorporate my thoughts about the Jasper conference in the report. However, this has been one of my busiest weeks for me personally. I started work on Monday, at my summer job with the Ukrainian Village. For the first two weeks of May, as part of my training, I am taking a university course (with the mid-term exam taking place on day 3 of the course; the final will be next Friday!) As well, just before we left for Jasper, one of my wife's aunts passed away, with the funeral tomorrow.

### Jasper Conference:

-this was one of the strangest conferences I have attended, all for personal reasons: On Thursday night, I ate something which did not agree with me – I did not fully recover from this until Sunday morning. On Saturday morning, my wife broke her glasses cleaning them. This took all morning to be able to jury-rig something so she could still see. Then on Saturday, my youngest granddaughter was affected by the sun!

-I was able to attend the Systems Directors, and Chairs meeting with the Libraries Branch on Friday. The Minister was supposed to be there, but chose to send the Deputy Minister instead. The DM chose to host a networking event instead of the "traditional" round table discussions. I had a very good discussion with the DM (whom I have worked for about 3 years before he started working with the Provincial government). I also had a very good discussion with the Assistant Deputy Minister. It was quite clear, this government is in the "red zone" already. While advocacy at the provincial level might be beneficial for the long term, it is very unlikely there would be any short term benefits. We do have a couple of issues to resolve, but I believe we can solve this at the Libraries Branch level instead.

-I was also able to meet with the director, the past-chair, and the incoming chair for ALTA. They all made the same comment: ALTA is responsible for advocacy for all library trustees in Alberta. Advocacy for local issues, be it for the local library, or system, remain the responsibility of the local level. This was also stated at the beginning of the past-chair's remarks at the ALTA AGM.

-I was able to meet with several of the directors and chairs to discuss several topics of interest, including: building upgrades; the van run; broadband; indigenous rights; as well as other issues.

-I had several discussions with trustees from other areas, at the conference and at my hotel off-site.

-I stayed off-site for the conference, getting one of the last rooms available. While this does work, it definitely is not the best alternative.

# Director's



# NLLS REPORT

**Executive Report: May 5, 2018**

## Innovative Interfaces

TRAC Director's had a very successful meeting on 12<sup>th</sup> April with Innovative Interfaces, our Integrated Library System provider. The CEO and three of his staff members listened as the Directors' brought up many issues such as contracts, billing and invoicing, communications, training, future development and relationship building. Both teams were very responsive to working out issues and building solutions to problems that TRAC has incurred. Innovative are in the process of setting up an account plan that checks in quarterly. The results of the meeting are attached to the report for further reading.

## Legal

The Public Library Services Branch (PLSB), the Board Chair and myself visited Legal on the 26<sup>th</sup> March. Legal had many questions such as the steps in forming a library board, how to join the system, differences in having a physical library vs a system membership, new library build compared to renovating an existing building. NLLS will update the board members when Legal decides to join NLLS or not.

## Hoopla

At the last Library Manager' Council Meeting (LMC), the Managers decided that due to the expense of Hoopla the checkouts would be reduced from 5 to 2 checkouts per patron. Since the drop of checkouts, NLLS can report that this has reduced the expense from \$5,500 to \$3,001 a month. NLLS can also report that PLSB has recognized that the rising costs of Hoopla is a drain on system's and node's budgets and have awarded NLLS \$31,000 to help offset this cost. This extra money will be the last time that PLSB will fund for Hoopla.

## Library Manager's Quality of Service Report

At the LMC meeting on Feb 28<sup>th</sup> the managers' expressed issues at NLLS. With consensus of the council, two issues were identified for each of the five departments. Please see the attached document of the action plan addressing their concerns. This is for information only.

# Director's



# NLLS REPORT

## Virtual Reality Machine

Our libraries love the VR machine; so much so that it is booked up until Summer 2019! To alleviate the demand, NLLS is proposing to buy a second machine, this item is not allocated for in the 2018 budget and will be taken out of surplus. Total cost is estimated at \$12,000.

## Staffing

Anna Scott will be joining NLLS, June 11<sup>th</sup>, as the new Public Services Consultant, specializing in programming. Alexis Bristow will be returning to NLLS as our summer student. We will be saying a sad goodbye to our long-time employee, Margaret Young, as she retires in the summer. Margaret has been with NLLS for almost 23 years and has filled many positions over the years; we thank her for her dedication, contribution and years of knowledge. Currently, NLLS is advertising for a full time cataloguing position as Margaret's replacement.

## Flooding in Garage and Processing Area

We arrived at work on the morning of April 16<sup>th</sup> to find water in the garage and processing area, including 10-20 feet of carpet. After the water was mopped up, fans and a dehumidifier were used to dry out the area. Paul Kosa chopped the ice in the yard to allow water to drain away from the building. Tim Smereka, who does NLLS yard maintenance and snow plowing, was also called and brought a bobcat to push away the built-up ice. Hopefully, there will not be any further flooding this spring.

The yard is sloped towards the building, and when the ground is still frozen, meltwater finds its way into the garage and back door. This has been an on-going problem over the years.

# Director's



# NLLS REPORT

## New Van

We obtained 4 quotes on cargo vans to replace our current Dodge Ram 1500 Promaster.

The 2 vehicles that stand out for the features offered are the Ford Transit and the Mercedes Sprinter.

The main advantages of the Ford are:

- Comfort of driver's seat
- Good fuel economy
- Attractive price with trade-in
- Service in Lloydminster

The main disadvantage of the Ford is that it does not come with 2 sliding doors.

The main advantages of the Mercedes are

- 2 sliding doors
- Excellent fuel economy

The main disadvantages of the Mercedes are the price, servicing in Edmonton (every 30,000 km) and the height of 94.5 inches, which is extremely tight for the NLLS garage.

Vehicle	Price	Discount	Engine	Payload-- pounds	Capacity cubic feet	2 sliding doors?
<b>Ford Transit</b>	\$38,220	Plus \$12,00 trade in	3.5L eco boost 95L fuel tank	3600	285	No
<b>Mercedes Sprinter</b>	\$55,020	Plus \$4500 fleet discount	6-cylinder diesel	3501	319	Yes
<b>GMC Savannah</b>	\$38,690		4.3L V6 117L fuel tank	3227	270	No
<b>Dodge Promaster</b>	\$41,240	Plus \$3000 fleet discount	3.6L V6 91L fuel tank	4000	259	No

Prices are plus tax and licensing fees.

**A decision on the van purchase is needed as soon as possible due to a wait time of at least 3 months for a new vehicle.**



## **NLLS Report:**

### **Response to Library Manager's Council Meeting on Departments**

On February 28<sup>th</sup> 2018, the Library Manager's Council held an in-camera session at the meeting held at headquarters, Elk Point. Management and staff encouraged the session as it allows for the Library Managers to speak freely amongst their peers about any issues that they may be having. A list was produced from the meeting emphasizing issues in each department: Administration, Public Services, Bibliographic Services, IT services, Marketing and Communications.

The Library Managers then highlighted their top two issues from each department that they wanted the staff of Northern Lights Library System to address.

## Administration

### 1. Improved communication (phone calls/ reports) and understanding of NLLS staff roles.

- Phone calls: The library managers have to understand that HQ staff have 47 libraries that they have to attend to. Each staff member will answer those calls in order, as well as address any tickets in the order they come in through the help desk. Depending on the nature of the enquiry, a call can last for only a few minutes to over an hour if the call goes to “go to assist.” HQ staff also frequently experience calls where there is more than one question that the library originally asked and as a result this call takes longer and time away from answering questions for library managers in the queue. Due to our staff being able to visit our libraries more frequently and have better professional development opportunities means that they are on the road more often and are not able to answer the phone calls for one to a few days. To be fair to those who have placed a help desk ticket, the staff member will prioritise all queries by the time stamp, whether is be a phone call or via a help desk ticket.

**Action:** All staff will put an out of office, out going message, when they are away for more than a day.

**Action:** If the library manager calls and gets the out-going message they are encouraged to put in a help desk ticket as this will put their enquiry in order, plus another member of staff may be able to address the issue.

**Action:** We have experienced tickets sitting in the helpdesk and not being answered, due to staffing changes, however, this has since been addressed. Tickets will stay open until finalized; for instance, when a site visit has been completed or a computer goes back to the library the ticket will then close.

**Action:** Tickets may also have multiple enquiries within them and as a result will bounce between departments. We encourage libraries to put in **ONE** ticket for one enquiry only.

**Action:** When staff members are away on holiday they will leave an out of office message on their phone stating so. In such cases a help desk ticket is the best option for service.

**Action:** Policy will be developed on response times for returning calls.

**Action:** If a library manager feels that their help desk ticket has not been answered sufficiently they can place a complaint to the Department Manager, and or the Executive Director and the Assistant Director to review. Please respond through email with the Help Desk ticket number.

- Reports: NLLS management try to stay as current as they can in their reports.  
**Action:** for the LMC meeting, all reports will be put on the NLLS website one week ahead of the meeting and any additions will be addressed as an addendum at the meeting.

**Question: Would library managers prefer to also have the reports emailed a week ahead of time?**

- NLLS Staff Directory: this is a brilliant idea and Heather in Marketing and Communications will design the directory as follows for each staff member.  
Photo – job title – responsibility

**Action:** To be placed on the contact info page on the website (brief description)

**Action:** Paper copy of the directory available to be sent out to libraries (in depth description)

**Action:** Digital copy of the directory under Manager’s section of the website (in depth description)

**NLLS would also like something similar from our libraries, quite often important staff members change and NLLS is not informed.**

2. Email with the breakdown of online payments from NLLS including more specific details.

- **Action:** The Finance Officer has since addressed this concern and has added more details to the Electronic Fund Transfer (EFT) to assist the libraries in their own accounting. For instance, LMC – 0310 will now say LMC – Mileage – 0310.

### IT Department

1. Polaris issues are still not resolved and are affecting the quality of service provided by the member libraries and NLLS need to have trained staff to handle our issues with Polaris.

This is a two-part question

i) Polaris issues are still not resolved and are affecting the quality of service provided by the member libraries:

- Latency issues cannot be resolved by the NLLS IT department as this is an Innovative problem that TRAC HQ at Yellowhead can only deal with.
- As explained by the Executive Director at the LMC meeting Feb 2018, Polaris has seen significant latency issues since the last upgrade, this could be due to the staffing changes at Innovative and the delay in patching the upgrade.

- ALL of TRAC are experiencing the very same issues, not just NLLS. The Director will come back with a report and possible decision from the TRAC Directors meeting with Innovative for possible solutions.

- **Action:** The Executive Director informed the LMC that a meeting will be held with the TRAC Directors and a team of Innovative staff, including the CEO, on the 12<sup>th</sup> April, in Calgary.

**Update:** the patch has since been implemented and the latency issues have been resolved.

**Update:** The meeting with Innovative was very successful, an action plan is being developed. Please see attached notes of the TRAC meeting with Innovative.

ii) NLLS need to have trained staff to handle our issues with Polaris

- IT Staff DO NOT train Library Managers on how to use Polaris – this is a Public Services requirement. The IT Manager is responsible for the functionality of Polaris. Her job is to deal only with the Administration (the back end) of the ILS.
- **Action:** To avoid confusion, the IT Manger will now be known as the Polaris Administrator and a Public Services Consultant will be known as the Polaris Expert.

◆ Please see notes in Public Services for training on Polaris.

2. More training for libraries on Polaris, Office 365 and new resources

Polaris

- IT departments job is to implement and make sure that the software and hardware is up and running and maintained. It is not (nor has it ever been) ITs job to train the library managers on Polaris. Please note that any training that the IT staff attend for Polaris, Office 365 and new resources is strictly for maintenance and administration purposes and will not be useful to managers.

Office 365

- **Action:** Microsoft also offers a lot of training videos for office 365 that can be found by going the Office 365 Training Center which all librarians can access for free. Course start with beginner course up to expert.
- **Action** We are currently looking into options for Office 365 training, The IT staff will be in the workshop only to help and will not be doing the training.

- Librarians are expected to know the basics of office (i.e. word/excel) and email. NLLS is not responsible for training on basic computer program functionality.

#### New resources

- New resources and Polaris training will be administered through the Public Services Department
- Question: We will need more clarification on what training is needed on which resources and to prioritise which ones they want training in first. We understand that each library has different needs, but if there is a common need for training in a particular resource NLLS will provide regional training.

#### Bibliographic Services Department

1. Faster cataloguing and return time on orders with some verification of collections codes

Another 2 part question:

- Faster cataloguing and return time on orders: There has been a backlog of books in the cataloguing department due to Margaret going to part time, but also the libraries are spending a lot more of their book allotment money.

**Action:** Margaret, our part time cataloguer, will be fully retired by the summer and NLLS will post a position for a full-time cataloguer to replace her.

**Update:** Cataloguing position has been posted.

- Verification of Collection codes.

Potentially two issues:

1. Each library is autonomous, and each have their own unique set of collection codes and spine labels. What the managers see in Polaris is not what the NLLS staff see. As a library you will only deal with your own dropdown menus of your collection. However, at NLLS, because we are linked to 3 other systems on the administrations side, we see all the dropdowns for ALL the libraries within TRAC, over 170. As you can imagine from time to time a staff member can make a mistake and choose the wrong drop down.
2. IF through acquisitions the manager has chosen the wrong collection code, the staff at **NLLS WILL NOT** make the decision to change the item to a different collection. NLLS does not know your collection and it is up to the library to make sure that the correct collection is chosen during ordering.

**Action:** the solution to both these issues is to standardize all NLLS collection codes for uniformity, this will ensure that there will be no mistakes in ordering and during

cataloguing. NLLS will work with the bare minimum for collection codes, for instance Mystery, Romance, Sci-Fi, Etc. will now all come under the collection code of Fiction, the library will then further break down this collection by shelf location when the item is delivered to their library.

**Action:** After the LMC meeting the standardization of collection codes will begin.

**Action:** Bibliographic Services will be contacting libraries for an updated list of shelf locations from each library.

## 2 Solutions for issues with new books going to other libraries first.

- The decision to have the hold processing first came from bibliographic services department, but it has always been the library managers decision at the library managers council meeting to vote on the hold processing of these additional items. We know that it is lovely for the library to handle their new books first, but if that new book has a hold on it then it seems a bit redundant to pack it up on the van run, to then unpack it at the library, to then repack it on the van run to send it back to HQ. If there are 10 holds on the item and a patron of the owning library wants that new item then that owning library patron jumps to the top of the queue; the patron and the owning library will get that item first. Just because it is brand new what use is the book to sit on a shelf when it can be circulated.

**Action:** take this back the LMC, this is not an NLLS issue, but a decision made by the managers at the LMC.

## Public Services

### 1. Training for new managers needs to be improved through the use of a mentorship program as mentioned in the NLLS POS with funding provided by NLLS

- **Action:** Hired two consultants for the Public Services Department
- **Action:** instead of new hires coming to NLLS for Orientation first, NLLS will visit the new librarian in their own setting, PS, BS, IT and Marketing will do individual visits so that the library manager is not overwhelmed with new and important information. Once comfortable the library manager will then visit NLLS for an orientation of what we do at HQ and ask any further questions.
- **Action:** PS consultant will arrange a visit to neighboring libraries with the new librarian to introduce them to their peers.

Mentorship program came about because of the turnover of Public Service two years ago and NLLS is still trying to play catch up. With new hires and new strategies this will be re-visited in the final year of the POS

## 2. More training on Polaris for NLLS Staff and Library Managers

- **Action:** Kayla Lorenzen is currently training new consultant on Polaris; Anna in June!
- **Action:** With content provided by Public Services, the Marketing Manager will provide training video's and pamphlets on Polaris
- **Action:** When consultants have been trained, they will provide training in regions and one on one.
- Library managers can access Polaris tip sheets through Polaris on the main top bar of the ILS under HELP. Library managers can find all the information by using keyword search. Example will be demonstrated at the Library Manager's Council meeting. Demonstration will be provided at the LMC.

## Marketing and Communications

### 1. More tutorials in Niche Academy, radio clips, updated posters and brochures that are customizable, editable and professional looking access to royalty free images.

- Making all of these marketing tools available takes a vast amount of time.
- **Action:** Many of our brochures and posters need to be updated
- Update: Public Services are currently working on content for updates while the Marketing Manger is working on format and design.
- **Update:** NLLS have started on Poster and brochure updates. Editable Posters and Brochures have been created in a word document for libraries to use and Royalty free images can be found on resources website, links have been shared for e-resource royalty free images.
- **Update:** Brochures: OverDrive, RBDigital. Pronuciator have been created and are available on the website Poster: virtual reality, summer reading club, woodwork pattern poster sent out via email
- **Update:** 7 systems collaborations has been initiated by NLLS for template sharing.
- Library Managers need to prioritise on what tutorials are the most important to them
- Radio Clips. The marketing manager needs clarification on what they are looking for

### 2. Training for Library Manager's and NLLS Staff, plus assistance with library website

#### Training for Library Manager's and NLLS Staff.

- Clarification is needed on what the library managers are requesting on the first part of the question

#### Assistance with library website

- Because of how NLLS is set up with our websites means that we do not have complete control. However, some aspects of the websites such as blogs, latest news, calendars and events can be maintained by libraries
- **Action:** Marketing Manager will begin training modules on website maintenance by Town Life.
- **Update:** Links have been sent out for training purposes on RBDigital and Pronunciator.

# Innovative and TRAC Meeting

**Meeting Date:** April 12<sup>th</sup>, 2018

**Client:** The Regional Automated Consortium (TRAC), Alberta, CA

**Website:** <http://catalogue.tracpac.ab.ca/polaris/default.aspx?ctx=1.1033.0.0.3>

## Organization Background:

- TRAC is a partnership of the Marigold Library System, Northern Lights Library System, Peace Library System and Yellowhead Regional Library and all of their 180 member libraries. TRAC enables Patrons to borrow materials throughout Alberta, subject to local policies and lending programs.

## Attendees:

- **TRAC Board Members:**
  - Michelle Toombs: President TRAC and CEO Marigold System
  - Julie Walker: Executive Director Northern Lights System
  - Linda Duplessis: Director Peace L System
  - Kevin Dodds: Director Yellowhead Regional Library
- **Innovative Interfaces Team:**
  - Jim Tallman-CEO III
  - Karen Karmilowicz- SVPAM
  - Dennis Todd- Polaris Expert
  - Regan Dewey- AM Canada

## Meeting Notes:

### Topic Of Discussion:

1. **Relationship:** TRAC Board Members requested an overview of the company, our knowledge of TRAC, and an overview of the changes recently made within the Innovative Team as it relates to the TRAC working relation. Innovative emphasized its commitment to TRAC and Canada by providing an overview of our recent sales account team and services team expansions and restructuring. Regan Dewey, has been assigned as the new AM for Canada and moving forward will set up meeting with TRAC and each Library system to address their goals and needs driving customized detailed Account Plans. Innovative also has 4 other resources also dedicated to Canada in different areas for New Logo sales, the Polaris Site Management (Jesse), product and support staff. TRAC specifically mentioned the very valuable and consistent support for TRAC from Jesse.

**Action Plan:** Innovative will develop a TRAC Account Plan which will outline the 2018 TRAC business initiatives, required product and services support, the relationship and communication plan and the schedule for continued meetings to ensure our partnership is clearly outlined with deliverables and timelines. In addition, we will also develop 4 Regional Account Plans to ensure overall success of each system's goals and needs working together in a collaborative effort. Innovative will intend to attend OLA in 2019 and have III representation at other conferences throughout Canada by outlining them in the Account



Plan. Innovative has agreed to provide a sample of an Account Plan for the upcoming session to TRAC.

**2. Future of III:** Jim Tallman reviewed the 2018 business plans for the company and addressed the TRAC relationship. To establish a base line, one of the items recommended was to outline a proposal to conduct a TRAC Account & Systems Health Check. The health check would review the Polaris system setup, status of upgrades and workflows, and the hosting environment to ensure TRAC is using the most recent updates and resources available to them. It will be important as III continues to invest in Next Gen and the supporting infrastructure to safeguard the future of libraries.

Action Plan: III will secure the input of TRAC in our next Gen plans and review TRAC's current systems to position the partnership to be able to take advantage of the Next Gen products being rolled out in 2018, 2019, and 2020.

**3. Contracts, Billing and Invoicing:**

The Parties openly discussed the issues with contracts, billing and invoicing. The biggest concern is the Need to Set up Billing and Invoices to the correct Regions or TRAC. TRAC has **Centralized** Billing to all of their locations. Action Plan: As part of the Account Plan, the parties will review what services are specifically ordered and paid for by TRAC and what products and services are ordered and paid for by the member libraries. Innovative will update our system of record for TRAC invoices, renewals and other financial matters that are directed to the appropriate TRAC resource. III will investigate why renewals were recently delayed and checks were returned from Dublin. We will map out and establish the point of contact with the right billing going to the correct Region ie. All Renewals, Maintenance billings and Each Region will need to be customized.

**4. Contract:** TRAC would like de facto to be Canadian law, Akin (Chief Legal) needs to approve. III does accommodate country specific.

Today, TRAC is on year to year agreement. We discussed the opportunity to collaboratively work with TRAC to discuss future goals of moving to a new multi-year licensing agreements.

Interested in lower rate longer term contract. Also, TRAC inquired as to how Innovative applies the standardized 5% or CPI index, whatever is greater, cap at 5%. Subscription based on sizing of libraries.

Action Plan: Evaluate TRAC contracts and discuss future goals to develop a proposal for a multi-year agreement.

**5. Hosting vs. Servers:** TRAC mentioned that servers will need to be replaced down the road and they would like to evaluate Amazon Web Service (AWS).

The Board Members would like to discuss how to move to a central system management of 1 database. Michelle requested evaluating a 5-year plan for TRAC's evaluation to control support costs.

Also noted was that the Public Library works off VPN off the super-net (in Province) and that all feed into the TRAC network.

TRAC would like to understand how AWS would work by connecting VPNs to AWS in Canada.

Action Plan: III will work with TRAC to understand their hosting needs and timeline to develop a hosting proposal for TRAC's evaluation.

**6. Communication:** TRAC Board members expressed that the 4 of them are the Only Regional Members who should be sent email blasts from III unless otherwise notified (as my announcement went to over 25 libraries within different Regions and the board members had to field many calls and emails). TRAC consists of the 4 Board Members for each Region and there are no employees or a TRAC Provincial Library. Each Region has Library Boards and each Library within the region is autonomous. TRAC maintains all communication that goes out to their Regions and libraries. TRAC serves 83% of the Provence.

**Action Plan:** Update III Marketing on the 4 Board Member only emails asap for companywide communication.

TRAC Board Members also expressed the lack and inconsistency of communication over the last year.

**Action Plan:** The Account Plan moving forward will help to drive communication per quarter collaboratively and because it is a living breathing document, it can be updated as needed throughout the year.

TRAC is interested in engaging in future plans and the conversation with III for the development of systems and products. (My Library, Idea Lab)

We discussed how III moved to Agile methods with releases scheduled every 6 weeks. Jim also shared that Polaris will be replaced within 3 years with Next Gen.

III will continue to support Polaris and will work off of the new Data Base. Next Gen Discovery Platform. Next Gen first phase is the discovery layer where we move Polaris into the Data Base.

Jim asked how does TRAC want to participate moving forward? (Beta Test partners-every 6 weeks/Strategic Partners- check points, demos, provide feedback or Every 6 months)

**Action Plan:** Jim is going to talk with Katherine/Mark Eskander about TRAC and what Polaris options there are to be engaged in moving forward.

**7. Training:** TRAC shared that only Headquartered Staff needs training. Throughout the conversation there was interest in training for a few areas such as creation of Bibs/Acquisitions. Polaris training topics discussed. Website, Bootcamps, hot topics. As part of our discussion and we also made mention of our Professional Training and Service offerings.

**Action Plan:** The Account Plan process will include Training in the discussion to help identify the specific ongoing training needs of TRAC and the 4 Regions.

Also wanted to include the Polaris link where TRAC can sign up online independently at any time. Please Visit the link below to Learn More.

Bookwhen (iii Webinars, workshops, and more)

<https://bookwhen.com/innovative>

# *bibliographic*

# NLLS REPORT



## Board Report: May 5, 2018

### Flooding in Garage and Processing Area

We arrived at work on the morning of April 16<sup>th</sup> to find water in the garage and processing area, including 10-20 feet of carpet. After the water was mopped up, fans and a dehumidifier were used to dry out the area. Paul Kosa chopped the ice in the yard to allow water to drain away from the building. Tim Smereka, who does NLLS yard maintenance and snow plowing, was also called and brought a bobcat to push away the built-up ice. Hopefully, there will not be any further flooding this spring.

The yard is sloped towards the building, and when the ground is still frozen, meltwater finds its way into the garage and back door. This has been an on-going problem over the years. **The building committee needs to address this problem so that flooding will not continue to happen in future years.**

### Bib Services at a Glance:

- ◆ Flooding in garage and processing area
- ◆ Cataloguing Position Advertised
- ◆ Summer Students
- ◆ Quotes for new ILL Van
- ◆ Trip to ULS

# *bibliographic* **NLLS REPORT**

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## Cataloguing Position Advertised

Ordering has remained steady in Bibliographic Services, and the backlog of items in the cataloguing queue has remained high. To address this problem and to facilitate timely cataloguing of materials going forward, NLLS has advertised for a new full-time cataloguer. The closing date is April 27<sup>th</sup>, with an expected start date of the first full week of June. Margaret will remain in her part-time role to assist with training for another month, before enjoying her long anticipated retirement. Margaret has been with NLLS for almost 23 years and has filled many positions over the years; we thank her for her dedication, contribution and years of knowledge. She will be greatly missed!

## Summer Students

Despite the lingering cold, we expect that summer will soon be upon us. To help with increased work loads and to cover staff holidays, we are hiring two summer students. Alexis Bristow, who worked at Northern Lights as a summer student last year, will return to NLLS on May 7<sup>th</sup> and will focus on helping Kayla with the Summer Reading Program. We have advertised for a 2<sup>nd</sup> student, who will primarily work in Bibliographic Services but will also help the IT Department.

## New Van

We obtained 4 quotes on cargo vans to replace our current Dodge Ram 1500 Promaster. The models of vans being considered are: Ford Transit, Mercedes Sprinter, BMC Savannah, and Dodge Promaster. Quotes have been submitted to the Executive Committee for consideration.

## Trip to ULS

Diane Babcock and Lois Quail went on the bi-annual bus trip to United Library Service in Calgary on April 12<sup>th</sup>. In addition to seeing the new offerings from ULS, it was a great opportunity to meet ULS staff and learn what additional services they offer.

The ULS trip is a wonderful opportunity for Library Managers to see what they are purchasing. Boxes from the ULS purchasing trip are now pouring in and keeping Bibliographic Services very busy.

# marketing

# NLLS REPORT



## Board Meeting

Saturday May 5, 2018

### Social Engagement

- Social media has seen an increase of followers
- The utilization of social media tools allows an organization to establish a voice and increase visibility with the member libraries and the public.

Continuing with learning the trends in social media and marketing tools

### LMC request:

- LMC has put forth recommendation and this has shifted the workflow in the marketing department
- Have started with the creation of brochure for the eResources – AudioBooks is the starting point
- Have created posters and social media post that can be used and shared by all member libraries
- Tutorials for Pronunciator have been added Niche Academy and other tutorials have been updated

Worked with TownLife and have found a better option to split the website, this is on hold

## Social Media



### Statistics

Facebook:

Feb 15 likes – 349

Apr 20 likes – 373

Twitter:

Feb 15 198 followers

Apr 20 209 followers

Instagram

Feb 15 171 followers

Apr 20 196 followers

Pinterest

Feb 15 196 daily impressions

Apr 20 534 monthly viewers  
(new method)

LinkedIn

Feb 15 10 followers

April 20 11 followers

*marketing* 

# NLLS REPORT

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Completed a survey in regard to the communication options; Yammer and Facebook groups were created January 2018 22 of the 47 libraries replied: 15/22 tried the Facebook group, 12/22 tried the Yammer group, 15/22 wanted email as the preferred method of communications. Will discuss results at the LMC to determine how to move forward. Most likely the groups will be dissolved.

# *public services*

# NLLS REPORT

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## Board Report May 5, 2018

### **Summer Reading Program:**

Preparations for the Summer Reading Program are well under way. Prizes have been purchased and an entertainer has been booked.

Public Services chose a unique and exciting presenter this year: Reptile Parties. The tour schedule for the libraries has been set, extending over July and August.

Reptile Parties is for both children and adults, who will enjoy meeting and learning about boas, pythons, dragons, frogs and more! Ask questions such as: how long do reptiles live? What do they require as pets? What roles do they play in the environment? This hands on educational program will focus on responsible pet ownership and conservation.

### **Author Tour:**

Don Levers author tour was a great success and the libraries loved his visit! He spoke about the writing process and the challenges of publication. We will continue to host more author tours in the future.

### **Conference:**

We have begun working on next year's conference, and have met twice with the Conference Committee, a joint initiative of LMC and NLLS. The theme for this year is Space – Unlimited Possibilities. Our Keynote Speaker will be Debra DeWaal from Safe and Sound. The Keynote speech is titled: Mental Toughness—Unlimited Potential. Debra will also host a workshop “Safe in Your Space” and a session “Unlimited Leadership—Role Modelling—Putting Your Best Foot Forward”. Those who have heard Debra in the past will know that she is a dynamic and engaging presenter, and is not to be missed!

Additionally, there are workshops, sessions and round table discussions designed for library managers, their staff, and board members. Truly, something for everyone! Our vendors' section is promising to be diverse and enticing. The Conference brochure will be sent out soon with details.

# NLLS REPORT

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## **Consultant Visits + Training:**

NLLS is very pleased that CJ Nyssen joined Public Services in February. Although much of her time has been devoted to Indigenous Services, Kayla has also been training her on Polaris, eResources, and other aspects of Public Services. Please welcome CJ in her new role at Norther Lights.

As always, the consultants in public services are happy to come to member communities and help with staff or board training. Please give us a call or ask us for a copy of our Consultant Form to fill out. If you would like to see broader training opportunities offered regionally or at the system headquarters, let us know that as well. We hope that our member library staff are directing patrons to Niche Academy (<https://my.nicheacademy.com/v2/nlls>) for their library training needs. If you would like to see any training resources added, please let us know!

Sincerely,  
Kayla Lorenzen and CJ Nyssen