

MEETING AGENDA – EXECUTIVE MEETING

MEETING INFORMATION

Date: September 21, 2019

Time: 8:30 am

Attendees:

PREPARATION FOR MEETING

Please Read: Minutes of the Executive Meeting July 22nd, 2019

AGENDA ITEMS

1. Additions to agenda
2. Approval of Minutes from July 22nd, 2019
3. LMC Report
4. Board Chair Report
5. Executive Director Report
6. Lynda.com
7. Resolution – Library Act (Warren Griffin) *Please note this has not been approved to be on the RMA agenda yet*
8. Indigenous Grant
9. Financial Report
10. Budget Committee
11. Policy Committee Report
12. Building Committee Report
13. Advocacy Committee Report

ACTION ITEMS FROM PREVIOUS MEETING

1. Change wording in Plan of Service as to who attends the presentations to councils vs. library boards
2. Policy Committee – Review “Draft Minutes Distribution” policy
3. Julie - to send out another reminder for libraries to back up their systems, other than the cloud. Check again on cyber security insurance. Have a session at our conference on Cyber Security.
4. Julie - to look up the name of the Grant writer presenter we had previously at our conference and book them again for our conference.
5. Tracy - agenda to be revamped, action items from previous meeting will follow agenda items

NEW ACTION ITEMS

- 1.
- 2.
- 3.

Next Executive Meeting scheduled November 23, 2019 at 8:30 a.m.

MEETING MINUTES – EXECUTIVE MEETING

MEETING INFORMATION

Date: September 21, 2019

Time: 8:30 am

Attendees: Vicky Lefebvre, Warren Griffin, Craig Lukinuk, Cyndy Heslin, Elaine Sorochan, Justin Thompson, Neal Comeau (for Karen Shaw), Laurent Amyotte, Jodi Dahlgren, Julie Walker, Kelly McGrath, Terri Hampson, Tracy Paradis

Absent: Jill McLuckie, Larry Tiedemann

Guest: Al Harvey

Meeting called to order at 8:32 a.m.

AGENDA ITEMS

1. Additions to agenda
 - 14. Closed session - personnel

Motion to approve agenda – Cyndy Heslin – carried

2. Approval of Minutes from July 22nd, 2019

Motion to approve minutes from July 22, 2019 – Craig Lukinuk – carried

3. LMC Report – Jodi Dahlgren
 - in the report there are “feel good” stories from the libraries
 - next LMC meeting is on October 2
 - PLSB is hosting a Red Tape Reduction session at the Wainwright library on Monday, October 7 at 12:30 p.m.

Motion to accept LMC report as information – Elaine Sorochan – carried

4. Board Chair Report
 - Mannville Library Board visit scheduled in October
 - along with Warren, went and met the MLA of Barrhead/Westlock; meeting went very well

Motion to accept Chair report as information – Warren Griffin – carried

5. Executive Director Report
 - we now have a full complement of MLIS employees
 - Amy Knifton, Bibliographic Services Manager
 - Jake Marion, Public Services Manager
 - Greg Morgan, Public Services Consultant
 - Vicky Zhang, Public Services Consultant
 - PLSB has released 50% Indigenous Grant, 50% Operating Grant, and 50% Board of Record
 - we have released 50% to our Board of Record libraries
 - we have sent reminder email to libraries to back up their systems
 - 2010 Chevy is to be replaced for van run (it's over 300,000 km)
 - attended IFLA conference in Greece

Motion for Julie to provide cost comparison between IFLA, ALA, and ALC conferences – Craig Lukinuk - carried

Motion to accept Executive Director report as information – Laurent Amyotte - carried

6. Lynda.com
 - library version database
 - changed hands to Linked in
 - patrons need to create profile on Linked in to access the database
 - all library systems are discussing

7. Resolution – Warren Griffin
 - see attached
 - RMA is in November

8. Indigenous Grant

Motion to defer to next meeting – Craig Lukinuk - carried

9. Financial Report
 - see attached

Motion to defer Lamont Library Board request until more information is obtained – Laurent Amyotte – carried

- renewed 3 GIC's

Motion for Jodi to bring to LMC for discussion of book allotment funds carry over – Craig Lukinuk – carried

Motion to accept Financial Report as information – Justin Thompson – carried

10. Budget Committee – Al Harvey

Motion for Executive to recommend to General Board a 2% levy increase – Justin Thompson – carried

11. Policy Committee Report
 - no report

12. Building Committee Report
 - see attached

Motion to accept Building Committee Report as information – Craig Lukinuk – carried

13. Advocacy Committee Report

Motion to accept Advocacy Committee Report as information – Cyndy Heslin – carried

14. Closed session – personnel

Motion to go into closed session at 9:56 a.m. – Craig Lukinuk – carried

Motion to come out of closed session at 10:08 – Craig Lukinuk - carried

Motion for Policy Committee to review "Grievance Policy" – Warren Griffin – carried

ACTION ITEMS FROM PREVIOUS MEETING

1. Change wording in Plan of Service as to who attends the presentations to councils vs. library Boards (not complete)
2. Policy Committee – Review "Draft Minutes Distribution" policy (not complete)
3. Julie to send out another reminder for libraries to back up their systems, other than the cloud – Julie has sent out reminder to libraries to back up their systems
4. Julie to look up the name of the Grant writer presenter we had previously at our conference (not complete)
5. Tracy to revamp agenda, action items from previous meeting will follow agenda items - completed

NEW ACTION ITEMS

1. Julie to provide cost comparison between IFLA, ALA, and ALC conferences
2. Jodi to bring to LMC for discussion of book allotment funds carry over

Motion to adjourn at 10:08 a.m. – Laurent Amyotte – carried

Next Executive meeting scheduled for November 23, 2019 at 8:30 a.m.

Approved by: _____

Date: _____

Message from the Chair,

I feel like I blinked and missed summer and we are already just about half way through September, the saying time flies really resonates especially with the busy schedules. The children are back in school and the leaves are changing color so we are looking forward to changing with seasons and getting a head start on planning for the upcoming year.

I would like to thank our staff, member boards, and our libraries for their patience and work with Northern Lights as we work diligently through our staffing shortages. We have finally achieved our required amount of MLIS staffing for our system in August with our last hire and we are happy to welcome all our new staff, and we look forward to a great year understanding the challenges that comes with training. Again a huge Thank you to our staff who have covered positions they are unfamiliar with and responded to our system's needs with staff shortages due to vacancies, vacations and illness. It is during these times that the great foundation that was built you can see the strength in your staff.

As a board we want to say welcome to Amy Knifton, Bibliographic Services Manager; Jake Marion, Public Services Manager; Greg Morgan, Public Services Consultant; and Vicky Zhang, Public Services Consultant.

Our building committee, budget committee, policy and advocacy have all met and are working to set their terms of reference and assumed duties. Our executive has met a few times and were committed to funding the 50% of the grants even when we had not received ours. They recognised the position some libraries were in especially our board of record libraries. Thank you again to all who have worked with the various committees and your commitment to NLLS, with everyone's tight schedules it is appreciated that you all work to make things happen. These committees are especially important in our political climate now as we are unsure of our funding. We understand that we need to be able assist our libraries with creative ways by sharing fundraising ideas and we are aware a lot of our libraries will have to become very adept at grant writing and we are looking at holding a grant writing workshop so stay tuned. Remember our advocacy courses are open to all. The different committees have done a lot of work you will see from their reports and they will share highlights at our meeting.

I have had the privilege to be invited to attend a couple of meetings, one with ICE (Irma, Chauvin, and Edgerton), Two Hills and Bonnyville. It was great meeting with the councils and boards sharing their cost savings by belonging to our system and just a few of the great things we have to offer. We had some good discussions. Why libraries are so important was spelled out in these meetings and hearing from the library board in Two Hills on their struggles and accomplishments just emphasized the need to work together. Some common struggles can be found across the system(s) libraries with fundraising and board recruitment. I think municipalities can feel secure in their knowledge that libraries are the be all end all for them in so many ways. We have so much to be proud of in the work of libraries. Their libraries cover all the pillars a community needs in social, economic, educational, as well as being inclusive and diverse.

Yellowhead Regional library system invited us to join them in meeting with one of our MLA's Mr. Glenn van Dijken (UCP). **MLA for Athabasca-Barrhead-Westlock**. We had an excellent meeting on August 30th and felt he was definitely surprised at the amount of savings we provide municipalities, and the small portion of funding the government provides compared to municipalities. The provinces budget close to \$35000.00 million is very small in comparison to other ministries. I have attached the pictorial we used and my report as to the meeting. With our vice chair Warren there Mr. van Dijken had a familiar friendly face. Coles notes he wanted to know how we can save money, benefits to the

rural communities and reduce red tape. We explained the multiple opportunities the library card provides our membership and how one community Hinton had priced out an estimated cost of \$76.00 per capita would be required to provide the services they received by being part of a system. Our systems are an integral part of the fabric of this province. Once again a big thank you Karla Palichuk the Executive director and Hendrik Smit their chair for this wonderful opportunity. I have provided copies of this for our advocacy committee to use. We will be coming out with a strong message shortly and the tools you can use to assist in your advocacy methods. Things to remember, when a library located in a rural community closes, you can easily be required to travel 60 kilometers to the next place which would be a struggle. Within an urban or city landscape it can be a few kilometers with public transit available which is not possible in smaller or rural communities.

I sent out a letter congratulating the new minister, asking for partial funding until the budget came out as well as invited him to our September meeting (unfortunately, he was unable to attend). To date we have not had a response, but we are happy that the government chose to advance 50% of our funding. I believe this was a result of Albertans all around the province in different areas put in precarious positions of not having funds to operate with. As mentioned before we need to advocate, advocate advocate...

Looking forward to seeing everyone at the meeting September 21st, 2019.

Vicky Lefebvre

Chair

NLLS

Please feel free to contact me at gillesvicky74@gmail.com or vllefebvre@coldlake.com 780-573-1926 at any time with questions or anytime I can be of assistance.

LIBRARY MANAGER'S COUNCIL REPORT

NLLS Executive and Board Meeting – September 21, 2019

LMC Executive

- Jodi Dahlgren, Chair (Wainwright Public Library)
- Tracy Woloshyniuk, 1st Vice Chair (Newbrook Public Library)
- Donna Williams, 2nd Vice Chair (Vegreville Public Library)
- Isabelle Cramp, Secretary (Morinville Public Library)
- Maureen Penn, Past Chair (Lac La Biche County Libraries)

Library Act Changes (from Library Managers)

- 4(4) A member of the municipal board is eligible to be reappointed for only 2 additional consecutive terms of office, unless at least 2/3 of the whole council passes a resolution stating that the member may be reappointed as a member for more than 3 consecutive terms.
 - Is this portion absolutely necessary? I do know of a library board chair who has been chair for more than 5 terms and will probably continue to be until her retirement.
- 34(1) All minutes, resolutions and bylaws of a board shall be entered in books to be kept by it for that purpose and the books shall be signed by the chair or acting chair.
 - I am not sure if it is specified in another regulation somewhere, but would prefer to know length that the record need to kept.
- In the Act and Regulations at the system level the formula regarding MLIS staffing should reflect the numbers needed by our Libraries. Therefore locations with professional staff should be removed from that calculation despite their population size. NLLS is still responsible for providing adequate and well trained staff who are willing to help their Member Libraries.
- In general the Act and Regulations should be more open for libraries to change systems, create a new system or become a stand alone entity without any penalties, geographic restrictions or blocks from provincial resource sharing.
- System Boards should have representation from Library Boards and not just municipalities, Metis settlements and school authorities.
- It would be better to put our efforts to advocate for an increase in funding with so many libraries struggling for dollars.
- Opposed to amending the requirement of hiring an MLIS staff once population reaches 10,000 on the grounds that it will make it easier to push wages down and make it easier to avoid investing in staff. Librarians bring a unique skillset to the team and offer different skills and knowledge than technicians and managers. It rounds out the team and we are better for it. In short, I feel this amendment would not benefit libraries. On the other hand, if I were in a center around the 10,000 population mark and I had firm numbers on my budget from council this money would probably need to be cut from somewhere else to find room.

- Our Library Board and myself support this requirement as they saw the benefits plus need for qualified staff before our population ever reached 10,000. I personally think if the cap was increased then we do a disservice to our library users by not provided the expertise needed to expand library programs and services.
- I am in agreeance with the thoughts about changing the MLIS requirement. I am a firm believer in experience having a higher value than education. That being said I also don't want to see staffing wages go any lower. I think with the fact that there is requirement for some MLIS trained staff to be at the regional level that we have the expertise to draw from there if necessary. I've found that the majority of the time I've drawn from the expertise of those that don't hold MLIS more than the later. I'd rather that they changed the act that if a municipality doesn't belong to a library system and is over 10,000 then they would require an MLIS trained staff member (not necessarily the library manager/director) but otherwise it is at the discretion of the Library Board, until they reach a larger population.
- [Regarding the requirement of an MLIS after 10,000 population] What I have come to as a conclusion is I do not think it should be a requirement. My number one reason is that in order to run the Library I find that more Management type experience is required than Library Science skills. I myself have spend more time on budgetary, staffing, policy type jobs than specific Library Skill type jobs. Having said that...I have worked in the Library for over 30 years and the knowledge in Library specific skills is also very valuable, having both is a great asset. Most of the people I have talked to that have their MLIS say they do not learn enough about Management practices at Library School.

As far as the monetary component, I believe that most communities between 10,000-20,000 do not receive the per capita funding needed to offer a competitive salary to a Professional, therefore most do not get compensated accordingly and only stay in a smaller center long enough to get some experience and then move on to a bigger center, which is very unfortunate for the community and Library and it can create a revolving door in Leadership. I believe one of the number one skills Leadership in a Library should have is knowledge of their community and the specific needs the demographic has. Having to recruit from other places is always a need if there is a MLIS requirement, because not a lot of people have that specific skill set in smaller communities, therefore you get candidates that might not be fully invested in the community they serve.

I do not think the wages would be pushed down, most communities of 10,000-20,000 population do not have the wage to compensate the MLIS properly in the first place and the Municipality is not going to give you a huge increase regardless of the Provincial demand for a Professional Librarian.

So I am definitely in agreement to amend that requirement, with still putting a lot of value on the skills a person gains with the degree.

Feel Good Stories (from Library Managers)

- A member of the public walked into the Smoky Lake Public Library in a tizzy. She was having an issue with her taxes and required a form. She had contacted the CRA repeatedly and had requested that they please mail her the form. Finally, after no response, she thought to come to the library. By the time she was partway through the story, I had taken her note with the information, located her form and printed it. She burst into tears! I was

hugged, told that 'I was amazing' and thanked profusely. If I had not been able to locate her form, she would still be frustrated and upset. The Public Library saved her day!

- If it's not too late, we have a new-ish family in town who moved from Montreal and recently discovered the library. A neighbor told them about the library and the programs we offer to kids. They attended our Summer Reading Program and met connections for the pre-school and play groups in our area. They also learned about our Early Literacy Program and plan to attend each monthly session. They plan to attend the (English speaking) school here but their daughters speak only French. The mom stayed with the girls as a translator and we had a lot of fun with all the kids - they taught the 2 girls English words and the girls taught us the 'corresponding' French words. As their mom said, "The easiest way for my daughters to learn English is to come to programs such as the Summer Reading Program and the Early Literacy Program. Thank you so much for introducing us to other moms and kids and also to everyone for making us feel so Welcome in the community!"
- I also have another patron who recently had hip surgery. She wanted me to say that the Inter Library Loans system is invaluable to her. She is able to order in items that we don't have here. She is also very happy that as a small library, I know her and what she likes to read. She is not able to drive, or do much of anything for at least 10 weeks, so she has been calling me to pick out 5 or 6 books a week for her and I deliver them on my way home and pick up her returns. Without this she wouldn't be able to have books to read while on recovery!
- As for feel good stories I have a few comments that have come out of our Focus Groups we did this spring for our POS.
 - The Library has become my window on the world
 - The Library is a welcoming, safe space for all ages and demographics
 - Internet access (at the library) opens up the world to people who don't have their own access, it's always busy, the trend of usage is not diminishing
 - I do not drive and without the library's ability to bring in materials from around the Province and from Academic Libraries, I wouldn't ever get to read and study the materials and topics I'm interested in
- From a young patron that participated in our programs "I love coming to Lego Program, I have friends here and they let me play with them
- We have one family who wanted to share their story of our library:

We moved to this small town from Calgary a few years ago. At first, it was a bit hard to adjust to the small - town life. Most people were nice, but there were some who didn't seem to be open to us 'strangers'. I didn't grow up with the best childhood and am trying to give my 2 sweet babes something better than I had. Long story short, my now ex got depressed and started drinking not long after we moved here and became abusive. It started mentally with me and turned physical. He started ignoring our 5-year-old son and telling him that he wasn't his dad; wouldn't hold our newborn daughter. Not a good situation and I wanted to get away from that - which can be hard in a small town with not a lot of resources. He finally left after months of me trying to get him help with no success and, even though things are hard, they are looking up. The library had a big part in me seeing my self worth again and helping us to get the resources and help I needed. Backtracking some, I knew the library manager from when I came in and got library memberships for us. The Manager would always offer me coffee and company – even on days she was busy, she always took the time to come and chat for a few minutes and offer the kids a hug. I would bring the kids in to get books and movies at least once a week and I would also use the computers and wifi. The wifi access is a huge plus for me, as I can't afford to get it on my own, and the access it gives me to resources is amazing! The Library Manager helped me use Cypress Resume to create a resume and apply for jobs online, I

found tutorials on house repairs on the Do-It-Yourself database and my kids love Tumblebooks! An opportunity my FREE library membership gives me that I wouldn't otherwise have!

The Library started an Early Literacy Program that they hold once a month and I always get a personal invite and reminder phone call to the program. I was pretty shy at first, but the Manager introduced me to all the other parents there and I was able to make some connections for a playgroup. It got us out into the community! I was also able to connect with the pre-school/kindergarten teacher through the program, which helped me in making decisions on when to send my son to school. There is also a lady who comes from the Red Wagon group who is educated in Early Childhood, and she was so great at getting me exercises I could do with my son to bring his gross and fine motor skills up to age level, and some starting activities I can do with my baby girl. These were all great bonuses of the Early Literacy Program – it is an amazing thing in itself. The kids love coming and they are learning letters, numbers, thinking skills etc through play and not even realizing they are learning! We are so fortunate to have this program in our small rural town!

I broke down one day at the library when I was in the midst of my troubles with my ex. The Manager got my son busy with puzzles and held both my 4 month baby girl and me while I literally cried on her shoulder. She told me if I needed to talk that she would listen. The whole story just came out. Instead of looking down on me or calling me stupid, like my own family had, she told me that she would help in any way she could. She found me resources in the surrounding larger communities – a subsidized counsellor for me and my son, a local lady who would babysit at a reduced rate – and much more help for women who are in bad situations. She did so much more as well - let me browse the garage sale items they got donated before the actual garage sale so that I could take what I needed when my ex cleared most of my stuff out one night we were gone; talked to the school who were collecting food bank items so that we could get food baskets, gave me the info for the Christmas Charity baskets from a local church which allowed Santa to visit our house on Christmas Eve; got together with the local quilting queens when I worried about getting Halloween Costumes for my kids (they made both my kids a costume to wear!) and she made sure that we all got winter coats, mitts, toques, scarves, socks and pjs from their annual donation tree. She also got me the information of doctors that I could get my son some testing and diagnoses to see if he would be 'coded' for school.

In all honestly, the library and all the amazing programs, services and other help that the Library Manager offered to me and my family (way beyond her job description) has been life changing. There is so much more that the Library has offered to other families, patrons and the school that isn't listed here. Libraries are so much more than just books!

In my opinion the Library is the single most important thing in our community!

LMC Meeting

Our Next LMC Meeting is on October 2, 2019 at 10am.

Respectfully Submitted
Jodi Dahlgren, LMC Chair
librarian@wainwrightlibrary.ab.ca

Executive Director

NLLS REPORT

September 2019

Administration

Staff:

We are very fortunate to have acquired four additional MLIS to NLLS; this now makes NLLS fully compliant with the PLSB requirements.

- Amy Knifton is our new Bibliographic Services Manager. Amy has quite extensive knowledge in the technical department thanks to her previous experience in Ontario.
- The biggest change to NLLS is our Public Services department. Jake Marion, our new PS manager has been making waves in the department by evaluating his staff and placing them where their skill set is best suited.
- Greg Morgan and Vicky Zhang are our new PS Consultants, each giving their own unique skills and perspective to provide an excellent library experience to our library managers.

Funding:

Currently, throughout the province, the government will be releasing 50% of the library funding based on last years grants, the rest will be decided when the provincial budget is passed in November. Due to this announcement, NLLS released 50% funding to our board of record libraries on the 31st August as per the NLLS policy.

Conference:

I recently attended an International Federation Library Association Conference (IFLA). This association is world encompassing where 150 countries were represented and over 6,000 people attended. A report will be submitted, however; the highlight of the conference pertained to equitable access to e books and audiobooks. Recently, there have been problems with embargo's on titles, changes from perpetual access to 2-year expiration and limits to front list titles that will start in November. One of the culprits for these changes is data collected from companies such as Amazon and passing this information onto publishers and authors, countries are having difficulty and a worldwide movement is in the works in approaching a solution.

Executive Director

NLLS REPORT

Departmental Reports

Marketing:

There is an important message from our Marketing department to help advocate for our libraries by supporting your library and library system by asking your councils to turn to social media - twitter - Facebook - webpage etc. We need to spread the word that libraries are much more than books and are a vital hub of community engagement. Please check out the Marketing department report for further information and Heather will be available if you have any questions.

Information Technology:

- Cyber Security: Earlier this year Marigold Library System (MLS) was hit by malware that breached their servers costing the system a considerable amount of money. Please pass onto your libraries and councils to not open suspicious emails and certainly do not click on any suspicious links associated in the email. NLLS is fortunate to not back up library data onto our servers but require the libraries to frequently back up their own data onto a drive. It is important that the libraries learn how to back up their information and to do this on a regular basis.
- Computers: An important reminder is that from January computers with Windows 7 pro will no longer be supported on our network. The libraries and their boards have been informed well in advance (18 months)
Please see the IT department report for further details or if you have concerns please see our IT Manager, Kelly McGrath.

Bibliographic Services:

Vehicles: We are currently investigating the purchase of a new van to replace the 2010 Chevy Uplander. This vehicle has over 300,000 km and is the oldest vehicle in our fleet. The old vehicle will be up for auction in the next few months, if you are interested please contact Amy. There are many more great things happening in bib Services please see the report for further information.

Public Services:

- With having the PS department totally revamped a lot of positive changes have been happening in filling holds, help desk and our HQ collection. There services have been re-evaluated and enhanced to reflect the needs of our libraries.
- The consultants have started discussions for training and are starting to develop a training program for grant writing and a new librarian's package (with the help of Bonnyville) and statistical analysis (with the help of Vermilion). Future training materials for policy and board development programs for the local library boards are also in the works.

Bibliographic Services Executive Council REPORT

Sept. 21, 2019



New Bibliographic Services Manager

Amy Knifton started work July 2, 2019 and is currently learning the various job responsibilities within the department. Amy spent the first few weeks of July on the van runs with Susan and Joanne. She has visited almost all library sites and is looking forward to meeting more of the library managers. She will be spending more time this fall learning the in-office roles, and updating department procedural documents. She will be visiting other TRAC systems for tours in the coming weeks, including attending the Peace Library System conference.

Book Processing

Amy has been reviewing the processing of books at NLLS, looking for cost savings, efficiencies, and sustainability. New tape has been purchased for attaching laminated book jackets at a large savings. Different products have been explored for MacTacing and laminating.

New Van

Amy is researching a new van to replace Susan's van – the Chevy Uplander. The Uplander currently has over 300,000 kms and is in need of replacement. Quotes have been obtained and a recommendation will be made to the Executive Committee soon.

Department News:

- ◆ We had two Summer Students – Sam and Dana – successfully complete their contracts. We wish them the best with their studies, and hope they return next year.

Bib. Services Stats:

- ◆ Amy has asked staff to keep different numbers for tracking – **Priority items** more clearly defined
- ◆ Preliminary numbers from August show that **80%** of items received are **Priority** – and staff are receiving/cataloguing/processing priority items in under 1 week
- ◆ **Priority items** include: Hotlist, Rush, Bestsellers, Genres, and Series
- ◆ Cataloguing Sheets are 6-8 weeks behind
- ◆ Many items are unique – kits, braille, audio books, DVDs – and take more time

Acquisitions:

- ◆ Diane will be sending reports to individual libraries regarding their budgets – amount spent, encumbered, and remaining
- ◆ As of August 21 – libraries have spent **56.98%** of 2019 funds
- ◆ Approx. **\$230,000** still needs to be spent

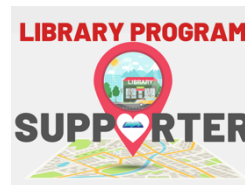
marketing

NLLS REPORT

Executive / Board Meeting
Saturday September 21, 2019

Social Engagement

- Working on NLLS promotional materials to create lasting awareness of the library system within the member communities that provides brand recognition (match the logo to the library services)
 - Possibly Magnets / Buttons
- Assisting libraries in receiving business support from their communities. Example: If a business supports a library program; the library will recognize the support and the business will receive a window cling to display.
- Be a social media ambassador; support libraries and the systems on social media to build community excitement and spread the word that libraries are so much more than books



Website

- The website now has a favicon (icon in web browser tab) and updated social images (displays photo of NLLS instead of TownLife information in emails and social media)
- Under the Board → Agenda organized by dates
- Under the Board → Minutes organized by dates
- Under the Board → Board-Exec Reports you will notice an 'ALL REPORTS PER MEETING' added at the end of the list. Clicking on 'All Reports per Meeting' will display all of the reports/financials/handouts alphabetically and organized by the dates of the meetings.
 - Under the Board-Exec Reports, you will still be able to search for a specific report from the list
- Updated the Indigenous tab on the website

Social Media



Statistics

Facebook:

Feb 11 likes – 432
May 13 likes – 444
Aug 26 likes - 463

Twitter:

Feb 11 - 242 followers
May 13 - 242 followers
Aug 26 – 253 followers

Instagram

Feb 11 – 226 followers
May 13 – 231 followers
Aug 26 – 247 followers

Pinterest

May 13 – 1429
Monthly views
Aug 26 – 1.5k
Monthly views

LinkedIn

Feb 11 – 15 followers
May 13 – 16 followers
Aug 26 – 20 followers

Niche Academy Tutorials Usage

Jan - August 2019

Top 5

- 1) TRAC – requesting and browsing: 342
- 2) OverDrive – 191
- 3) Pronunciator – 176
- 4) Duolingo – 169
- 5) Lynda.com - 147

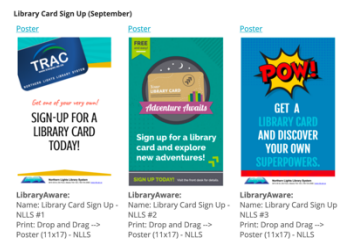


- Library Manager's website update:
 - Using the Latest News section of the managers website to include information from NLLS
 - An eResource promotional material page has been created with links to promotion material available directly from the individual eResource (may include print ready material, both website and social media graphics)
 - Updated the eResources & Poster Template pages, added quick link to 'Marketing Request Form'

Library Aware

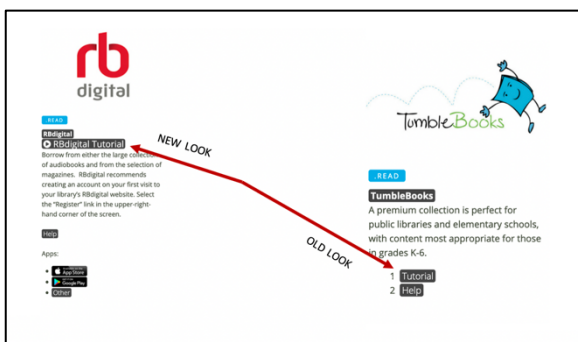


- one-on-one tutorial are available for library managers
- Lynda.com tipsheet is now available
- Posters created to promote VR, 3D Printer and Minecraft programs
- Posters created for Library Card sign up promotion
- Bookmarks created to promote eResources
- The tipsheets for eResources and promotional posters are available on the manager's website; they can be printed and used but if the library would like to have their own branding it must be edited in LibraryAware



Niche Academy

- Updated their button functionality



- **Public tutorial:** May 399, June – 445, July – 333, August - 272
 - **Manager tutorials:** May – 82 views, June – 154 (SRP), July – 7, August - 17
 - **Marketing tutorials** – merged with Manager Training
- *The stats from the Marketing Material Academy did not transfer once the two academies merged

Tutorial	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Total
Google Photos – Save and Share Your Favorite Memories	0	0	0	0	0	0	0	0	0	1	22	5	10	38
Using TRACpac for Requesting and Browsing Library Materials	1	3	15	1	1	21	5	28	96	58	41	38	55	363
How to Place a Hold on a Multi Part Item	0	0	0	0	0	4	1	4	3	4	3	1	0	20
Ancestry Library Edition – Access Genealogical Records of Billions	10	7	11	3	11	17	22	9	20	7	4	17	9	147
Auto Repair Source – Automotive Information	0	0	0	0	0	0	0	0	0	0	3	9	1	13
AutoMate Car Repair	0	0	0	0	0	0	1	1	7	4	4	0	3	20
cloudLibrary – eBooks and AudioBooks	21	6	7	16	22	19	14	5	4	5	10	9	8	146
Consumer Reports – Unbiased Product Reviews	0	0	2	29	20	20	7	22	2	35	7	8	24	176
Duolingo Languages	5	5	1	2	6	9	25	9	4	6	26	44	46	188
Cypress Resume – Create Professional Documents That Land Interviews	2	1	0	0	0	3	3	1	16	4	7	7	2	46
EBSCOhost – A Powerful Reference System for EBSCO Databases	0	0	0	0	0	0	2	9	7	3	9	7	5	42
Explora	0	0	0	0	0	0	2	3	6	0	3	1	3	18
Explora – Research Made Easy	0	9	0	0	0	0	1	1	0	2	4	2	0	19
Freeding: Downloadable eBooks - available at some Libraries	0	0	0	0	0	0	0	12	2	0	0	1	1	16
Freegal Music - available at some Libraries	0	0	0	0	0	0	0	10	0	0	2	1	0	13
Goodreads – Perfect Book Recommendations	3	1	3	10	6	22	2	1	3	4	1	0	3	59
Hobbies & Craft	0	0	0	0	0	0	3	6	6	9	15	3	3	45
Home Improvement Reference Center	0	0	0	0	0	0	1	4	2	3	5	0	1	16
Hoopla – Audiobooks, eBooks, Music, and Video	27	9	7	6	4	20	6	21	23	9	12	14	18	176
Lynda.com – Tech Skills to Boost Your Career	0	0	0	0	0	0	0	0	0	33	92	22	0	147
NoveList Plus – Book Recommendations	21	4	0	1	1	3	10	7	9	16	22	13	6	113
OverDrive Libby – eBooks, Audiobooks, and More	27	4	23	6	2	24	12	19	14	41	37	22	22	253
PressReader – Connecting People Through News	6	17	0	6	0	4	1	16	44	25	1	24	12	156
Pronunciator – Language Learning Online	0	3	0	0	0	3	3	1	24	99	25	18	3	179
RBdigital – eBooks, Audiobooks, Magazines, and More	17	4	12	19	6	16	3	17	23	1	11	32	4	165
Small Engine Repair Reference Center	0	0	0	0	1	1	1	0	1	0	4	0	0	8
Research Essentials – Authoring Research Questions	0	0	0	0	0	0	0	2	0	0	2	1	1	6
TumbleBook Library – Picture Books and Kids Videos	11	6	16	2	3	6	11	11	6	3	26	0	17	118
Research Essentials – Better Search Techniques	0	0	0	0	0	0	0	12	0	14	2	12	2	42
Research Essentials – Finding the Right Sources	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Free Citation Generators – Cite MLA, APA, and More in a few Clicks	0	0	0	0	0	0	0	1	0	4	4	1	3	13
Research Essentials – In-Text Citations	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Research Essentials – Paraphrasing and Summarizing	0	0	0	0	0	0	0	0	0	1	0	0	0	1
ME Libraries	0	0	0	0	0	0	0	0	5	3	15	15	8	46
TAL Online	0	0	0	0	0	0	0	0	5	1	15	4	0	25
Microsoft Office - Word	0	0	0	0	0	71	2	3	0	0	9	0	0	85
Computer Basics	0	0	0	0	0	4	0	4	0	0	1	0	0	9
Microsoft Office - Publisher	0	0	0	0	3	4	2	1	7	0	0	0	0	17
Tech Talk: Microsoft Excel 2016 Tips & Tricks	0	0	0	0	0	0	31	8	0	2	0	0	0	41
Windows Basics	0	0	0	0	0	0	1	0	3	0	0	0	0	4
Internet Basics	0	0	0	0	0	0	0	0	1	0	0	0	1	2
Microsoft Office - PowerPoint	0	0	0	0	0	1	2	0	1	0	0	0	0	4
Gmail – Email from Google	0	0	1	0	0	1	2	0	1	1	0	0	0	6
Facebook – From Signing Up To Setup	2	1	4	2	5	5	2	1	7	0	0	1	0	30
Twitter – For People Who've Never Tweeted	2	0	0	0	0	2	0	0	1	0	0	0	0	5
Instagram – Share Your Moments	0	1	0	3	5	4	1	1	1	1	0	0	0	17
LinkedIn – Social Networking for Job Seekers and Professionals	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Pinterest – The World's Catalog of Ideas	1	0	2	0	2	8	2	2	1	0	0	1	0	19
Snapchat – Photos and Videos Shared for a Moment	3	0	2	0	0	0	0	0	0	0	0	0	0	5
Total	159	81	106	106	98	292	181	252	355	399	445	333	271	3078

PUBLIC SERVICES DEPARTMENT REPORT OF July 15th to August 30th 2019.

The Public Library Services Department is structured around 6 cores services and 1 ancillary service; more services may be added once these 7 are functioning at capacity.

1. ILL (Interlibrary Loan)
2. Help Desk
3. Shared Collection
4. Training
5. Program Support
6. Database Assessment
7. Services for First Nation's Communities

REPORT July 15th to August 30th, 2019.

Staff is assigned as follows:

Anna Scott - Inter-library Loan, HelpDesk & Shared Collection Lead and supervision of summer student

Greg Morgan - Public Relations and Communications + reviewing website content

Vicky Zhang - Program Support & Statistical Analysis

All consultants are being cross-trained on one another's principal responsibilities, and there is a half-hour long, weekly staff meeting. All consultants are required to submit weekly progress reports.

1. ILL

The ILL service is being revamped to ensure same-day service on weekdays.

Moved from checking Tuesdays and Thursdays (2 checks per week)

to checking morning and afternoon on weekdays, with 2 staff checking Monday morning to clear backlog that accumulates over the weekend (10 checks per week).

This will be done with the goal of providing same-day-service on weekdays.

There will be ongoing assessment to determine how much staffing is needed; especially whether 2 staff are required on Monday mornings.

2. HELP DESK

Constant weekday monitoring by two staff members.

System is in place to ensure that every helpdesk ticket is reviewed weekly by management.

Trends are noted.

Quality control is being developed; applying principals of Customer Relationship Management (CRM).

3. SHARED COLLECTION

Weed existing blocks as they are returned

Expand number of blocks (likely 25 items each)

Barcode the blocks, and keep a record of their contents

Review number of blocks each member library can take

Review and gradually increase the block rotation (1 year, to 6 months, To 4 months)

Blocks checked out to the member libraries with that lending period (1 year, 6 months, 4 months)

Items in the block get holds placed on them to get them returned after the block returns.

Blocks sent specifically to retirement communities, starting with Largeprint items in the shared collection that have not circulated in 5 years, followed by items that have not circulated in 3 years.

Bonnyville and Coldlake agree to assist in testing changes to the shared collection.
Vermilion asked to assist, response pending.

Consulted with Yellowhead Regional Library to compare their methods for block circulation to those of NLLS; and received procedural advice and documentation from Simcoe County Library Co-operative re: shared collections.

Began systematic weeding of the shared collection, with assistance from Coldlake re: weeding of the Graphic Novel and Manga collections.

4. TRAINING

Discussion of Grant writing training and resources with Wainwright; no immediate plans on how to move forward with the this.

New Librarian Package, being developed with Bonnyville.

Statistical Analysis (service goals and performance indicators), being developed with Vermilion.

Possible options for future training materials in Policy development, and Board development.

5. PROGRAM SUPPORT

At the request of Coldlake, began creating a program kit for video editing; should be completed in mid-September. Coldlake agrees to test the kit and give feedback.

Additional kits being developed in the areas of coding and computer programming for children and teens. Consulted with Wasaga Beach public library. Bonnyville programming staff are interested in assisting with testing beginning in November.

Interest in wireless internet hotspot lending was communicated by Coldlake. NLLS agrees to act as a repository for best practice documents. NLLS is collecting documents from East Gwillimbury, and Springwater Township; Coldlake agrees to collect documents from Alberta libraries currently engaged in wireless internet lending.

6. DATABASE ASSESSMENT

Review of current usage
Decisions regarding renewals, promotion and training

Presentation from Steve Slenk of LinkedIn, regarding LinkedIn learning. There are potential issues with LinkedIn learning. Consulted with Hamilton Public Library re: LinkedIn learning. Conversations with Wainwright and Vermilion re: LinkedIn learning.

7. Services for First Nation's Communities

Significantly increasing the number of First Nations' related items in the shared collection.

Review of NLLS website content related to First Nations is ongoing.

Discussion of shared collection with Vivian Jenkins of Saddle Lake and Two Hills.

Discussion of library services at Frog Lake with Colette Poitras.

8. ADDITIONAL NOTES

Filing training for public service consultants.

Participated in a staff team-building activity.

Visit and meeting dates in attached Excel spreadsheets

TERMS OF REFERENCE

Advocacy Committee

=====

MANDATE:

The purpose of the Advocacy Committee of the NLLS Board of Directors is to identify and prioritize issues relating to the continuing promotion and the operations of libraries within the NLLS.

RESPONSIBILITIES:

Through consultation with all stakeholders, the committee will then prepare recommendations. These will be submitted to the Executive Committee for further action.

- a) Advocacy opportunities are ongoing and will be reviewed on a continuing basis. A formal review of advocacy issues will be undertaken at the committee's yearly organizational meeting.
- b) Assist in developing an advocacy document that can be used by all members. This will be forwarded to the Executive Committee for their approval and action.

MEMBERSHIP:

The NLLS Board of Directors will appoint five (5) members to the Advocacy Committee as per policy Sec 2, 1H Committee of the Board.

The Advocacy Committee shall appoint the Chair and Vice Chair at their annual organizational meeting.

The Executive Director and Administration personnel will serve as support and resource. They shall take minutes of each meeting.

REPORTING:

Meeting minutes shall be forwarded to the Executive Committee and Board of Directors.

Recommendations for advocacy are to be forwarded to the Executive Committee for approval to be submitted for approval by the NLLS Board of Directors.

(NLLS Executive Board Chair)

Sept 21, 2019

NORTHERN LIGHTS LIBRARY SYSTEMS
ADVOCACY COMMITTEE

Meeting Date: September 3, 2019 at Centennial Library, Vegreville, Alberta
=====

Present: Elaine Sorochan, Justin Thompson, Cindy Heslin, Larry Tiedemann and
Dianne Saskiw

1. The meeting was called to order at 1:05 p.m. by Elaine Sorochan. Dianne Saskiw volunteered to do Minutes.

2. At this time nominations were held to choose a Chair for the Advocacy Committee. Dianne Saskiw nominated Larry Tiedemann. Cindy Heslin wished to put her name forward. There being no further nominations, Justin Thompson moved that nominations cease. Motion Carried (M.C.).

Vote was held by secret ballot. Member from the library staff collected and counted the ballots, declaring Larry Tiedemann as the Chair.

Justin Thompson moved that ballots be destroyed. M.C.

Additions to the agenda as follows : Selection of Vice Chair for the Advocacy Committee, next meeting date and adjournment.

3. Nominations were held to choose a Vice Chair for the Advocacy Committee. Cindy Heslin wished to put her name forward. Elaine Sorochan nominated Justin Thompson. There being no further nominations, Dianne Saskiw moved that nominations cease. M.C.

Vote was held by secret ballot. Member from the library staff collected and counted the ballots, declaring Justin Thompson as Vice Chair.

Elaine Sorochan moved that ballots be destroyed. M.C.

4. Terms of Reference. Cindy had a hand out of possible ways to develop our terms of reference. Discussion and Terms of Reference developed as per the attached. This is to be forwarded to the Policy Committee for review before implementation.

5. Responsibilities (as per terms of reference).

6. Future Plans for Advocacy: Cindy reminded everyone that it is AUMA month and at some point we may have an opportunity to advocate with MLA's or Ministers. Ask them about the 50% hold back on funding. Also if any Councils are meeting with MLA's, they can also discuss this issue and ask about funding for 2020. Larry recommended that the executive advocate for next year's budget (2020 budget year).

NORTHERN LIGHTS LIBRARY SYSTEMS
Advocacy Committee Meeting - September 3, 2019

Action Item: That we develop a "cheat sheet" so that we are all presenting the same message.

We should be looking to:

1. Identify possible concerns and opportunities
 2. Create a cheat sheet outlining concerns. Our wins/victories, uniqueness, cost savings to the public by using libraries
 3. Have an 'elevator speech' that we can use if the opportunity arises with any meetings with MLA's etc.
- Engage with Premier/Ministers. Do you have a library card? Get a photo.
 - Engage with Library Manager's Council
 - Engage with members at large
 - Engage patrons via our local Library Boards
 - NLLS Plan of Service is due to be redone. Can possibly include/review Advocacy in the new Plan of Service.
7. Next meeting date: October 18, 2019 at the Centennial Library in Vegreville, AB. It was also discussed that all communications outside of our meetings be cc'd to all via an email. All correspondence should also be cc'd to the Chair of the NLLS Board.
 8. Meeting adjourned at 2:15 p.m.

Executive Committee – Financial Report - Sept 21, 2019

Lamont Library Board – Has requested to pay 50% of their levy and have any interest penalties waived.

Received to date 50% of the Indigenous Grant – 0 for Operating

Policy meeting Items – no meeting since last meeting.

Presentation of the following to the General board today

Emailed package out on Sept 4, 2019

Budget meeting Items:

1. Book Allotment yearly outstanding balance

- i. Continue to roll over
- ii. Leftover go to e-resources

Al H motions that the allotment carry over amount be referred to the Executive Committee to take the issue to the Librarian Manager Council for their recommendations. Carried Motion

2. Budget Presentation – 2%

- i. Justin Thompson motions to recommend the proposed NLLS budget version which includes the 2% Levy Increase to the Executive Committee for presentation to the General Board. All in favor – Carried.

***This would be for NOV meeting.*

Building Committee update for our Sept. 13th meeting

We had a lively and constructive meeting, no pun intended. We discussed where the project was, where it should have been and where do we go from here.

We received pricing on 3 of the four small scopes we were pricing.

- 1) Window re-sealing and replacing the broken one. \$29,945
- 2) Door between garage and bib services to load books into vans \$19,816
- 3) Insulating above and below windows (behind drywall) \$80,366
- 4) Swale.. it was recommended that the best bang for our dollars was to ensure snow gets cleared around the building, especially in the back (north swale area) so the water from the spring melt does not get dammed up and back up into our building. We will monitor next spring and proceed according to the results.

The decision was made to proceed with the window reseal/replacement. The company is to start next week and have completed by the end of Sept.

We have decided to have the Architect complete the design development phase and to hold off on any other work for now.

Due to the uncertainties of funding, political, grants, municipal, we have postponed the door and the insulation or any other renovations until our crystal ball clears up. If need be, we will however look into maintenance issues that come up...if we can help: such as the power brown outs and the telephone system.

Acting Chair for the Building Committee

In Jill's absence

Laurent Amyotte

Promote Indigenous representation of board members, staff and volunteers.

Promoting Indigenous representation and relations is key for board members, staff and volunteers within our libraries. Better awareness and understanding of community engagement happens when staff, Volunteers and boards reflect the community needs. Libraries benefit from employees who bring cultural experience, creativity, different worldview, and language skills into the library.

Public Library Services Branch (PLSB) recognizes the importance of Indigenous representation on library boards and in our libraries as staff. Therefore, PLSB has incorporated the following guidelines into the latest edition of *Best Practices for Public Libraries in Alberta* (2018):

- Library boards are encouraged to develop and maintain face-to-face relationships with Indigenous community representative organizations within their service areas (for example, First Nations Band Council, Métis Nation of Alberta regional representation, Metis Settlement representation, Larga Ltd. and Friendship centers).
- Library boards develop inclusive hiring practices and create deliberate and targeted strategies to encourage Indigenous applicants in advertised positions. Recruitment and retention strategies are adopted for Indigenous projects, programming, and student employees. Boards may also wish to create an ex-officio position for local Elders, or invite Elders to open meetings.
- Library boards should ensure the percentage of Indigenous persons in these positions be proportionate to the percentage of Indigenous populations in and within service areas. Library boards should make concerted effort to hire local Indigenous people and community members.
- Indigenous employees must be considered for long-term positions instead of short term positions.
- Employees should have access to relevant mental health and cultural resources.
- Employees should have safe access and recourse to grievance or complaint about structural issues around racism and sexism.
- Recognize that we all hold unconscious/implicit biases based on our experiences, socio-economic locations, and our own cultures. There are several common types of these biases:
 - ✓ *Affinity Bias*: tendency to prefer people who are more like us (this includes race and gender).
 - ✓ *Normative Bias*: preferences and assumptions about traditional skills and career pathways.
 - ✓ *Confirmation Bias*: tendency to accept facts that align with our pre-existing opinions and beliefs.
 - ✓ *Perception Bias*: judging the competency of someone based on their appearance or identity, which can be the result of stereotypes.
 - ✓ *Attribution Bias*: what people attribute success to and how they see it can cause some groups of people to be perceived as naturally capable and others not.
 - ✓ *Group Think*: when people try to fit in and end up holding back their own thoughts, and consequently their own identities.
- Ways to get more Indigenous staff members, volunteers, and board members:
 - Use targeted recruitment strategies: for example, when a position becomes available, look at where it is advertised and who is encouraged to apply.
 - When recruiting, demonstrate a commitment to inclusivity by incorporating a diversity statement in recruitment or personnel policies.

- Watch for biased language within the job posting and pre-requisites to make sure that the language is inclusive of Indigenous ways of being and knowing.
- Challenge your own assumptions and decisions, and train all staff to be aware of their own unconscious/implicit bias through communities of practice, resources and training opportunities.
- Remove unconscious bias from the interview process so that all candidates are ensured equitable consideration. (Wondering if you have an unconscious/implicit bias? *Project Implicit* offers an Implicit Association Test <https://implicit.harvard.edu/implicit/takeatest.html>).
- Create diverse recruitment and job hiring panels during the selection process.
- Consider Indigenous experiences and connections to Indigenous communities as important pre-requisites in the hiring process for library positions.
- Become informed about different ways of knowing and experiential knowledge, and the terms in which the skills can be transferrable. Implement cultural awareness training for the Board and all its employees. Remember: cultural competency is your responsibility, not the responsibility of Indigenous people and communities.
- Promote and nurture mentoring programs for Indigenous staff, volunteers and board members upon recruitment.
- Do your best to challenge structural racism and affirm Indigenous relationships.

Resources

- Dalton, S., & Villagran, M. (2018). Minimizing and addressing implicit bias in the workplace: Be proactive, part one. *College & Research Libraries News*, 79(9), 478. doi:<https://doi.org/10.5860/crln.79.9.478>
- Government of Alberta. (2017). *Diversity and Inclusion*. Retrieved from: <https://www.chrshare.alberta.ca/DMHRIC/SitePages/DnI.aspx>
- Government of Alberta. (2008). *Employing a diverse workforce: Making it work*. Retrieved from: <https://www.albertacanada.com/files/albertacanada/employdiverse.pdf>
- Hudson Talent Management. (2016). *4 types of unconscious bias in the workplace*. Retrieved from: <http://au.hudson.com/latest-thinking/infographics/4-types-of-unconscious-bias-in-the-workplace>
- Indigenous Canada Massive Online Open Course Library Toolkit: http://cfia-fcab.ca/en/indigenous/indigenous_canada_mooc/
- Ryerson University. (2016). *Types of unconscious biases and how to counteract*. Retrieved from: <https://www.ryerson.ca/content/dam/equity/documents/Types-of-Unconscious-Biases-and-Ways-to-Counteract.pdf>
- Tuck, E., & Yang, K. W. (2012). Decolonization is not a metaphor. *Decolonization: Indigeneity, education & society*, 1(1), pp. 1-40.
- Yee, B., & Young, D. (2017). *Diversity and inclusion learning session* [Webinar]. Government of Alberta.

Government of Alberta ■
Municipal Affairs

Public Library Services
803 Standard Life Centre
10405 Jasper Avenue
Edmonton, Alberta T5J 4R7
Canada
Telephone: 780 427-4871
www.albertalibraries.ca

July 31, 2019

Ms. Vicki Lefebvre, Chair
Ms. Julie Walker, Director
Northern Lights Library Board
PO Bag 8, 5615 48 Street
Elk Point, AB T0A 1A0

Dear Ms. Lefebvre and Ms. Walker:

In keeping with the Government of Alberta's commitment to supporting and providing equitable access to public library service, we are pleased to enter into a project grant with your regional library system to expand service to on-reserve and on-settlement populations. This is now year four of this important initiative. As such, you will find that the grant conditions have evolved and you are asked to report on your library initiatives through an online reporting tool. Attached is a document on promoting Indigenous representation of board members, staff and volunteers. A detailed financial report is also required.

Staff at PLSB are working on a number of collaborative projects to extend service to Indigenous people in Alberta to augment your direct services.

- New cataloguing standards are being developed with the University of Alberta.
- In partnership with the Edmonton Public Library, a proof of concept for the digital platform *Voices of Amiskwaciy* has been rolled out.
- PLSB is working collaboratively with the Canadian Federation of Libraries Association, University of Alberta and Les Femmes Michif Otipemisiwak (the Women of the Metis Nation of Canada) to create an information kit for use in public libraries to raise awareness about missing and murdered Indigenous women, girls, two-spirited and transgendered people.
- An Indigenous Services page has been included on the website: <http://www.municipalaffairs.alberta.ca/public-library-service-indigenous-services>.
- We are happy to present at conferences and open to working with Indigenous liaisons to build and nurture relationships between Indigenous community members/organizations and libraries.
- A *Best Practices – Indigenous Services* has been developed.

The amount of \$80,032 (Eighty Thousand Thirty Two Dollars) will be direct deposited into your account once you sign and return the attached Project Grant. This amount represents 50% of the per capita 2018-2019 Indigenous population grant. We anticipate paying a second installment once Budget 2019 receives Legislative approval (November).

- Alexander First Nation
- Beaver Lake First Nation
- Cold Lake First Nation
- Saddle Lake First Nation (includes Whitefish/Goodfish First Nation)
- Kehewin First Nation
- Heart Lake First Nation
- Frog Lake First Nation
- Buffalo Lake Metis Settlement
- Elizabeth Metis Settlement
- Fishing Lake Metis Settlement
- Kikino Metis Settlement

The Government of Alberta is pleased to contribute these funds for the equitability of public library service for all people in Alberta.

PLSB is committed to continuing funding public library service to on-reserve and on-settlement populations. In an effort to maximize the effectiveness of this grant, the conditions may change for the fiscal year 2020-2021. Please be aware of this possibility for your 2020 budgets.

Please feel free to contact us with any questions or concerns (especially if you would like Colette and/or myself to present to your board).

Sincerely,

Diana Davidson
Director

Strong Libraries — Strong Communities



1,395,478 Albertans
with library cards access
322 public libraries.



Seven regional library systems support 212 library boards,
307 municipalities and 271 public libraries—reducing costs, eliminating
duplication and providing services otherwise not available in rural areas.



Albertans can use more than 21 million
books, CDs, DVDs, audiobooks, and eBooks
from public libraries across the province.

Provincially, over 1.4 million Albertans participated
in more than 90,000 programs at public libraries.



Yellowhead Regional Library and Northern Lights Library System (YRL/NLLS):
a cooperative network of **108 municipalities,**
serving **134 libraries** and over **470,000 residents** in Central Alberta.



There were 378,150
downloads of
eContent offered
through YRL and NLLS.

Member libraries
lent 2,664,407 items
to support
Albertan's learning and
entertainment needs.



Member public
libraries offered
17,455 programs...



...connecting 250,389
Albertans to literacy,
education, skill
development, and
community resources.



605 public computers in
member libraries support free
access to literacy and
employment resources, and
help fight social isolation.

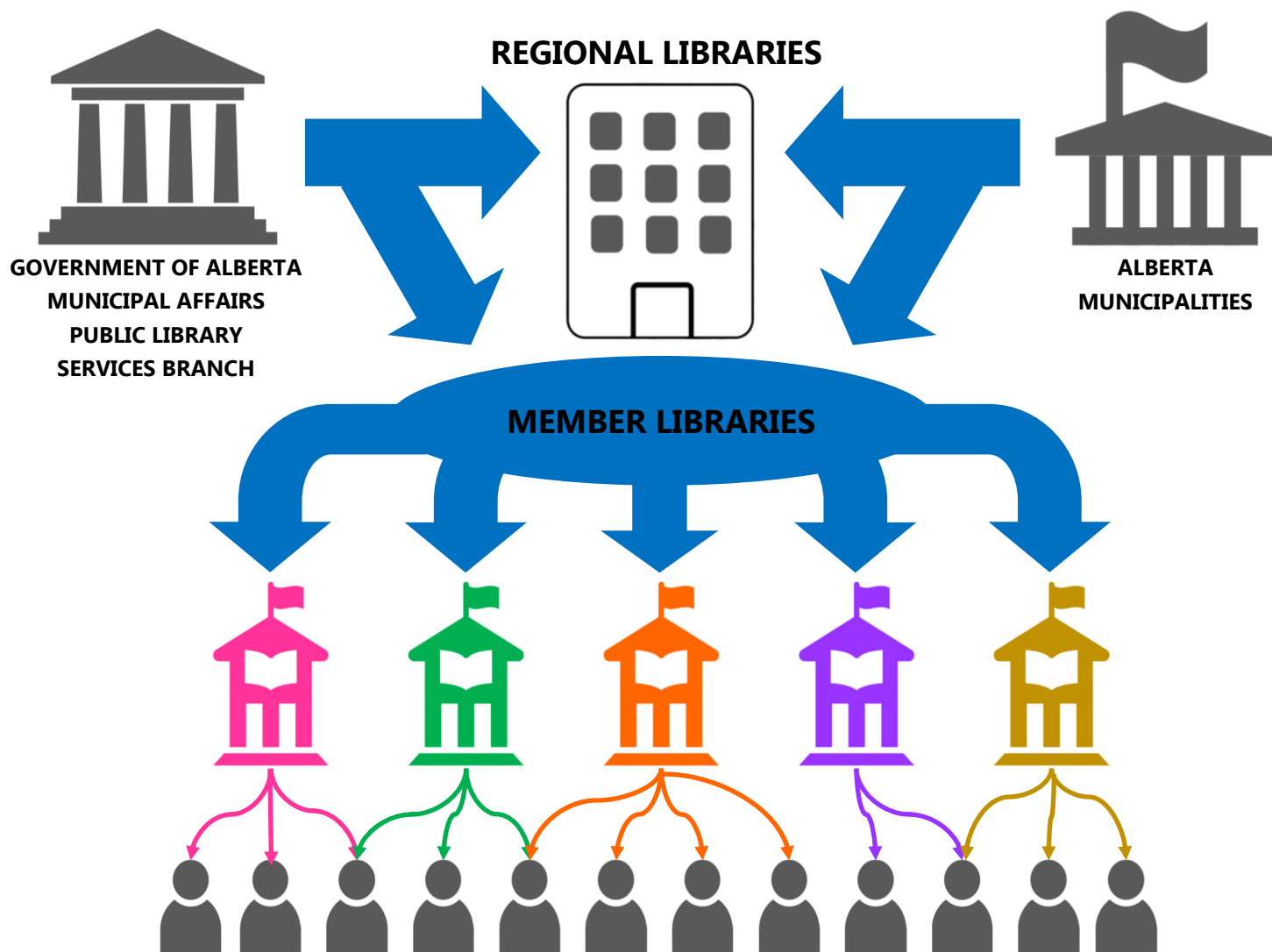


Stable network and
broadband services
supported 637,653 hours
of computer time at
member libraries.



Albertans connected to
free Wi-Fi sessions in
libraries using their
personal laptop,
phone or tablet.

- YRL and NLLS participate in a province-wide sharing network to borrow print material held by any Alberta library, including universities and colleges.
- We create savings for member libraries through bulk discounts, training, and technical support—this allows member public library staff to focus on local needs and community development.
- We are able to share expertise with regional library partnerships, reducing duplication and costs.



**Provincial
operating grants to
municipal and regional
library boards**

\$29,744,701

**The Government of Alberta
supports connectivity in public
libraries, eResources, and the
resource sharing network**

\$34,190,857

**Municipal
contributions to
municipal and regional
library boards**

\$155,817,341

ATHABASCA COUNTY

REVIEW OF *LIBRARIES ACT*

WHEREAS regional library boards and systems are concerned about the restrictions placed on them by the *Libraries Act* and Regulations; and

WHEREAS the *Libraries Act* provides the legal framework for public library service in Alberta; and

WHEREAS the current version of the *Libraries Act* was adopted in 2007;

THEREFORE BE IT RESOLVED that the Rural Municipalities of Alberta request the Government of Alberta review the the *Libraries Act* and Libraries Regulations through a comprehensive public consultation process.

Member Background

There are seven library systems in Alberta. Each library system has rural and urban libraries within their geographic area. Six of the systems all have large urban centres with significantly high populations that are members of their system, such as:

Yellowhead Regional Library System - Leduc and Spruce Grove

Marigold Library System - Airdrie and Canmore

Peace Library System - Grand Prairie.

Northern Lights Library System (NLLS) unfortunately does not have any significantly large urban areas, which makes this system an anomaly.

For NLLS, this becomes a challenge because for every 25,000 persons it serves, NLLS must employ one professional librarian. Therefore, for the 174,000 persons within the NLLS geographic area, NLLS is required to hire 7 professional librarians.

If a library system has a member library with a population over 10,000 then that municipality is required to hire a professional librarian. As a result, the library system can deduct that population from the overall system population; therefore, reducing the overall requirement of hiring a professional librarian at the system level.

For Instance, Marigold Library System, with a population of just over 300,000, have several municipalities that are required to hire professional librarians. These local libraries hiring professional librarians eliminate over 200,000 persons from the system population. Therefore, with a population reduced to 100,000, the Marigold Library System, according to current legislation, is only required to hire five professional librarians at the system level.

Northern Lights Library system on the other hand only has one population over the 10,000. The City of Cold Lake has a population of just under 15,000, that reduces the NLLS total population to 159,000. This reduces the required number of professional librarians to six for the system.

NLLS currently have, in their geographic area, eight professional librarians serving in libraries hired by their municipalities; just because the population served is lower than the 10,000 should not negate the fact that these people have been trained at a master's degree level and they are not being recognized for it due to a change in the interpretation of the Library Regulations.

Numerous System Directors and System Board Members have expressed that at one time all professional librarians hired at the municipal level were taken off from the system population count, no matter how many persons lived in that municipality.

Significant impact for the Northern Lights Library System

NLLS having to employ at least six professional librarians (Master's Degree a requirement) to stay compliant has significant impact on budget, operations and service.

1. Having to employ six professionals takes a big chunk out of the budget due to being in a higher wage category; therefore, other areas of operations are not being sufficiently staffed. For instance, NLLS has only one staff member in the ILL department handling over 1,362,842 books a year, compared to 3-5 staff members in other systems doing the same job this can lead to repetitive stress and OH&S problems.
2. Recruiting of library professionals with Master's degrees to small rural settings poses a significant human resources challenge.
3. Due to having to employ more professional staff than any other system also has significant impact on what NLLS can offer as system services, how much we can put into programs and resources and our delivery service.
4. At system meetings it has also become apparent that municipalities in other systems are opposing the 10,000 threshold and want to raise the requirement to 15,000 before they must hire a professional librarian. Again, this would significantly impact the budget, staffing and services as NLLS will not have ANY municipality that they could deduct from the overall population count.

To open the Alberta Libraries Act and the Libraries Regulations, with input from those that it impacts, would address all growing concerns and resolve the disparity between systems and recognize ALL professional librarians.

**ALBERTA MUNICIPAL AFFAIRS
CONDITIONAL GRANT AGREEMENT
BETWEEN:**

HER MAJESTY THE QUEEN in right of Alberta as
represented by
The Minister of Municipal Affairs

(hereinafter called "the Minister")
and

Northern Lights Library Board

(hereinafter called "the Library Board")

PO Bag 8, 5615 48 St.

Elk Point, AB T0A 1A0

WHEREAS the Minister has agreed to make a one-time conditional grant in the amount of **EIGHTY THOUSAND THIRTY TWO DOLLARS (\$80,032)** (hereinafter called "**the Grant**") pursuant to Schedule 8 of the Municipal Affairs Grants Regulation;

AND WHEREAS this amount (\$80,032) represents 50% of the 2018-2019 Indigenous population grant;

AND WHEREAS the LIBRARY BOARD and the Minister are entering into a Conditional Grant Agreement (hereinafter called "the Agreement") governing the use and purpose of the Grant.

Preamble:

The Library Board agrees to offer library services to on-reserve and on-settlement populations that the Province is funding at the per capita level according to the 2016 Municipal Affairs Population List and Municipal Affairs Grants Regulation.

On-reserve and on-settlement library patrons will have access to municipal libraries that are managed by the Library Board and to all the services provided

by the Province through the Provincial Network of Public Library Service. Patrons will be treated by the Library Board as local residents and will need to acquire a home library card and will be subject to local/municipal card fees if applicable.

The parties agree as follows:

1. The Minister shall:
 - (a) subject to the provisions of the Agreement, pay the LIBRARY BOARD a conditional grant in the amount **EIGHTY THOUSAND THIRTY TWO DOLLARS (\$80,032)** to carry out the Project as set out in Schedule "A" (hereinafter called "**the Project**") as attached hereto and forming part of this Agreement;
 - (b) provide the Grant to the LIBRARY BOARD by a lump sum payment within three weeks of the Minister signing the Agreement
 - (c) have the right to conduct an evaluation or audit of the Project at any time; and
 - (d) have the right to publish and distribute any report submitted by the LIBRARY BOARD to the Minister on the Project.
2. The LIBRARY BOARD shall:
 - (a) carry out the Project as set out in Schedule "A" without material alteration;
 - (b) use the entire amount of the Grant for the purpose of carrying out the Project;
 - (c) carry out the Project and use the Grant, including any income earned thereon, by **March 31, 2020**.
 - (d) be responsible for any cost overruns incurred in carrying out the Project;
 - (e) notify and seek approval from Alberta Municipal Affairs in writing of any significant changes in the circumstances that may affect the Project timelines specified in sub-clause 2 (c) above;
 - (f) submit a final report to the Minister's satisfaction, within three months after the completion of the Project that provides a summary of the use of the Grant and outcomes resulting from grant funded activities.
 - (g) submit a project financial statement to the Minister within six months of the contract term to confirm that the Grant was used for the Project within the timeline specified in sub-clause 2(c) above;
 - (h) carry out the Project in accordance with all applicable laws, regulations and generally accepted standards;
 - (i) ensure that all personnel involved in the Project are suitably qualified; and
 - (j) refund any unexpended portion of the Grant and any amounts expended for purposes other than for those specified in the Agreement to the Minister of Treasury Board and Finance.

3. The LIBRARY BOARD represents and warrants to the Minister that the execution of the Agreement has been duly and validly authorized by the LIBRARY BOARD in accordance with all applicable laws.
4. If the LIBRARY BOARD does not meet all of its obligations under this Agreement, or uses the Grant for any unauthorized purpose, the Minister will notify the LIBRARY BOARD of such breach in writing and the LIBRARY BOARD will have 20 days to remedy such breach. If, in the opinion of the Minister, the LIBRARY BOARD does not remedy the breach, the Minister may terminate the Agreement without further notice to the LIBRARY BOARD and demand the immediate refund of the grant or such lesser amount as the Minister may determine, to the Minister of Treasury Board and Finance.
5. The Minister may terminate this agreement for any reason by notifying the LIBRARY BOARD in writing upon 60 days notice. Upon receipt of the notice of termination, the LIBRARY BOARD shall only use the Grant to pay reasonable wind-down costs and committed expenses related to the Project. Immediately upon termination of the Agreement, the LIBRARY BOARD shall refund to the Minister of Treasury Board and Finance any unexpended portion of the Grant and any amounts expended for purposes other than those specified in the Agreement.
6. This Agreement shall come into effect on the date that the Minister or his representative signs the Agreement.
7. This Agreement shall cease to be in effect on the date that the LIBRARY BOARD has met all provisions of the Agreement, unless terminated earlier by the Minister in accordance with the Agreement.
8. Amendments to this Agreement, including changes to Schedule "A" may be necessary from time to time and may be initiated by either the Minister or the LIBRARY BOARD in writing and shall be agreed upon by both parties.
9. The Minister and the LIBRARY BOARD acknowledge that the Freedom of Information and Protection of Privacy Act (FOIP) applies to the information generated, collected or provided under this Agreement, and will comply with its provisions.
10. The LIBRARY BOARD will indemnify and hold harmless the Minister, his employees, servants and agents against any claim, demand, action, suit or proceeding that may at any time be brought against the Minister, his employees, servants or agents arising out of the use of the Grant or the performance or non-performance of this Agreement.

The Agreement, including the attached Schedule "A" is the entire Agreement between the Minister and the LIBRARY BOARD with respect to the Grant from the Minister for the Project. There are no other agreements, representations, warranties, terms, conditions or commitments except as expressed in the Agreement.

11. The following clauses shall survive conclusion or termination of this Agreement:
 - a. FOIP – Clause 9
 - b. Indemnity – Clause 10, and
 - c. Entire Agreement – Clause 11
12. Any notice under this Agreement shall be deemed to be given to the other party if in writing and personally delivered, sent by prepaid registered mail, sent by facsimile transmission, or e-mailed to the addresses as follows:

The Minister:

c/o Director, Public Library Services Branch
#803 10405 Jasper Avenue
Edmonton, Alberta T5J 4R7
Fax: (780)415-8594
Email: diana.davidson@gov.ab.ca

Northern Lights Library Board

PO Bag 8, 5615 48 St.
Elk Point, AB T0A 1A0
Phone: 780.724.2596
Email: <director@nlls.ab.ca >

13. The rights, remedies, and privileges of the Minister under this Agreement are cumulative and any one or more may be exercised.
14. If any portion of this Agreement is deemed illegal or invalid, then that portion of the Agreement shall be deemed to have been severed from the remainder of the Agreement and the remainder of the Agreement shall be enforceable.
15. This Agreement is binding upon the parties and their successors. The parties agree that this Agreement will be governed by the laws of the Province of Alberta.

The parties have therefore executed this Agreement, each by its duly authorized representative(s), on the respective dates shown below.

Her Majesty the Queen
In Right of the Province of
Alberta as Represented by
The Minister of Municipal Affairs

Witness (or Seal)

Per: _____
Assistant Deputy Minister

Date: _____

Northern Lights Library Board

Witness (or Seal)

Per: _____
CEO or Chair

Date: _____

ALBERTA MUNICIPAL AFFAIRS CONDITIONAL GRANT AGREEMENT

Schedule A Project Description and budget

Purpose:	
<p>The LIBRARY BOARD agrees to offer regional library system services to on-reserve and on-settlement populations that the Province is funding at the per capita level according to the 2016 Municipal Affairs Population List and Municipal Affairs Grants Regulation.</p> <p>On-reserve and on-settlement library patrons will have access to the three largest urban libraries and municipal libraries that are members of the regional library system and to all the services provided by the Province through the Provincial Network of Public Library Service. Patrons will be treated by the member municipal libraries as local residents and will be subject to local/municipal card fees if applicable.</p>	
Activity:	Costs
<ul style="list-style-type: none"> • Deliver regional library system service to on-reserve and on-settlement populations. • Co-ordinate delivery of library services with member libraries. • Continue to build and nurture relationships with Indigenous organizations, Tribal Councils and Settlement Councils. • Complete the online reporting tool, which will provide statistics on number of on-reserve and on-settlement library card holders. • Commit a staff member to attend a minimum of two working group meetings (hosted by PLSB) in 2019-20. • Include PLSB staff in budget plans for this grant. • Present PLSB "Best Practices" document to the public library board and report on any applications. • Contribute to research and documentation coordinated by PLSB. 	\$80,032
Total Grant	\$80,032

41834

Tracy Paradis

~ Request Changed:
~ Reassigned from "INBOX" to "Tracy Paradis"

Jul 25 2019, 02:13 PM

Private

Customer

Donna Williams

Email

dwilliams@vegreville.com

Phone

—

Customer ID

—

Contacted Via

Email

Status

Active

Category

—

Reporting Tags

—

Department

—

[Pin](#)

Donna Williams

Jul 25 2019, 11:32 AM

Public

From: Donna Williams - dwilliams@vegreville.com
To: help@nlls.ab.ca
Subject: Thank you

I don't need help, but thought this was the easiest avenue to get a message to where it needs to go.

I want to say a HUGE THANK YOU to the Cataloguers there at NLLS. The last few times you've catalogued the video games I've sent in you've done the spine labels like I want them done for our collection and that is absolutely fabulous!!! It saves me soo much time and energy because I don't have to fix records or print labels etc.

So kudos to those who have been doing the cataloguing and keep up the great jobs!!!

Have an awesome weekend!!

Donna Williams

Manager, Vegreville Centennial Library

4709-50 St. (Box 129)
Vegreville, AB T9C 1R1
Phone: 780-632-3491
Fax: 780-603-2338



“A Healthy Community requires a Healthy Library”

* image001.jpg