

MEETING MINUTES – EXECUTIVE COMMITTEE MEETING

MEETING INFORMATION

Date: July 2, 2020

Time: 10:05am

Attendees via Zoom: Vicki Lefebvre, Jodi Dahlgren, Jill McLuckie, Laurent Amyotte, Larry Tiedemann, Cyndy Heslin, Craig Lukinuk, Justin Thompson, Karen Shaw, Julie Walker, Terri Hampson, Kelly McGrath, Amy Knifton and Anna Scott.

Absent: Elaine Sorochan, Warren Griffin, Heather Elliott

PREPARATION FOR MEETING

Please Read: Minutes of the Executive Meeting May 20, 2020

AGENDA ITEMS

1. Additions to agenda – Laurent Amyotte motions to accept the agenda as presented, all in favour, motion carried.
2. Approval of Minutes from May 20, 2020 – **M1**-Cyndy Heslin motions to accept the minutes from May 20, 2020 as presented, all in favour, motion carried.
3. LMC Report – **M2**-Cyndy Heslin motions to accept the verbal report as presented, all in favour, motion carried.
4. Board Chair Report – none to report
5. Executive Director Report – **M3**-Jill McLuckie motions to accept the report as presented, all in favour, motion carried.
6. Financial Report
 - a. Reimbursement for ALTA AGM – to be charged back to your muni
 - b. June Financials – **M4**-Larry Tiedemann motions to accept the report as presented, all in favour, motion carried.
7. Budget Committee
 - a. See minutes
 - b. Proposed 2021 budget –
 - i. Questions to General Board Meeting
 1. General Board Meeting - how to meet - zoom versus in person mtgs
 2. Weekday meeting versus Sat
 3. LMC Meeting – how to meet – zoom versus in person mtgs
 4. Budget Chair to create cover letter to go out with the draft proposed budget
 - ii. **M5**-Laurent Amyotte motions to accept the draft proposed budget
8. Policy Committee Report
 - a. See minutes
 - b. Approved policies from May 23 ready for signatures
 - c. Policies to move for Board Approval
 - i. Sec 1, 1M Sick Days and STD
 - ii. Sec 1, 2B Working Alone
 - iii. Sec 1, 2D Pandemic Policy
 - iv. Sec 1, 3A Code of Ethics

- v. Sec 1, 3S Workplace Violence and Harassment
 - vi. Sec 1, 3V Communication Protocol Library Manager
 - vii. Sec 2, 1B Governance
 - viii. Sec 2, 1O Election
 - ix. Sec 3, 1I Request for Purchase
 - x. Sec 3, 1N NLLS Funding
 - 1. **M6**-Jill McLuckie motions to accept the policy changes for Board approval, all in favour, motion carried.
9. Building Committee Report
- a. See minutes
 - b. Ratify motion done through email on electrical quote
 - i. **M7**-Jill McLuckie motions to Record the electronic acceptance of the PTW electrical quote of \$8459.33 to come from the previously approved \$160,000.00 allocation, all in favour, motion carried.
 - ii. Swale upgrades – quoted to be gathered
 - iii. Furnace – quotes to be gathered, grants to be applied
 - iv. Telus Quote – **M8**-Craig Lukinuk motions to have administration go forward with the Business Connect phone upgrade as provided, all in favour, motion carried.
 - v. **M9**-Jill McLuckie motions to accept the Building committee report including any costs incurred for the requested quotes, furthermore the funds to come out of the building committee budget line, all in favour, motion carried.

Break Called at 11:58am

Returned to Meeting at 12:05pm

- 10. Advocacy Committee Report – none to report
- 11. Plan of Service Committee – update
 - a. Zone 3 & 4 are choosing rep
 - b. Meeting set for the third week of Aug
- 12. Upcoming Election
 - a. **Election Information**
 - i. Zone 1 – Craig Lukinuk – up in 2021
 - ii. **Zone 2 – Elaine Sorochnan – up in 2020**
 - iii. Zone 3 – Cyndy Heslin – up in 2021
 - iv. **Zone 4 – Jill McLuckie – up in 2020**
 - v. **Member at Large – Laurent Amyotte – up in 2020**
 - vi. **Member at Large – Justin Thompson – up in 2020**
 - vii. Member at Large – Warren Griffin – up in 2021
 - viii. Member at Large – Larry Tiedemann – up in 2021
 - ix. Sturgeon County – Automatic Seat
 - x. Cold Lake – Automatic Seat
 - b. Sub-Committee Nominations
 - Advocacy Committee – 5 members
 - Budget Committee – 5 members
 - Building Committee – 5 members
 - Grievance Committee – 4 Zone Members plus 4 Alternates
 - Policy Committee – 5 members
 - c. Nominations to date:
 - i. Zone 2 – Debra McQuinn

- ii. Zone 2 – Laurent Amyotte
- iii. Zone 4 – Jill McLuckie
- iv. Zone 4 – Justin Thompson

13. In-Camera– 12:35 -Vicky Lefebvre motions to go in camera citing personnel, all in favour, motion carried.

Out of Camera – 12:50

- a. **M10**-Craig Lukiniuk motions to have the Chair write a letter to the NLLS Representative, cc: Council, CAO, Library Board and the Library Manager regarding internet broadband concerns, all in favour, motion carried.

14. In-Camera – 12:55 – Craig Lukiniuk motions to go in camera citing personnel, all in favour, motion carried.

15. Out of Camera – 1:06

- a. **M11**-Jill McLuckie motions to have the Executive Director Performance review committee complete the required review in a timely manner as per policy and to address details as discussed, all in favour, motion carried.

ACTION ITEMS FROM PREVIOUS MEETING

- 1. Board Chair to send letter to ALLB – pending
- 2. Make list of current investments – Terri - attached

NEW ACTION ITEMS

- 1. Email to be sent out regarding the Election process - Terri
- 2. Email reminder of next General board Meeting date – Friday Aug 21, 2020 10:00am
- 3. Budget Committee Chair to submit cover letter to administration for distribution

Next Executive Meeting scheduled: Wed Aug 19, 2020 at 10

Adjournment – 1:08pm

Staff:

We currently have the same as last week with a hybrid of staff in HQ and working from home.

Libraries:

We have a couple more libraries that have re-opened their doors. The libraries are all in various stages of re-opening. Some now have re-opened to the public, some are still doing curbside pick-up, and some will not re-open until the September.

Solus:

The TRAC app is almost ready to launch, potentially in the middle of the month. Solus have added a feature to the app that will be called "click and collect". The patron will be able to order an item through the app and collect it as a curbside pickup.

Courier:

Government Courier will be resumed on July 20th. The first month will be clearing all backlogged items before they re-open ILL and Relais on August 24th. Libraries have been informed.

Budget:

Budget has been drafted and the committee have met. Proposal is 0% increase for 2021 with 0 deficit.

Masks:

NLLS will hopefully be getting masks for the libraries. The proposed amount would be 8 masks per person for the population of NLLS. When the masks come in NLLS will distribute and deliver the masks to the libraries via van run

Relaunch Grant:

The Alberta website is now open for libraries to apply for a relaunch grant up to \$5,000. Emails have gone out to libraries managers, board chairs and board representatives. And the link is on the NLLS website too

Please review the department reports for a more indepth look at what is happening.



June 2020

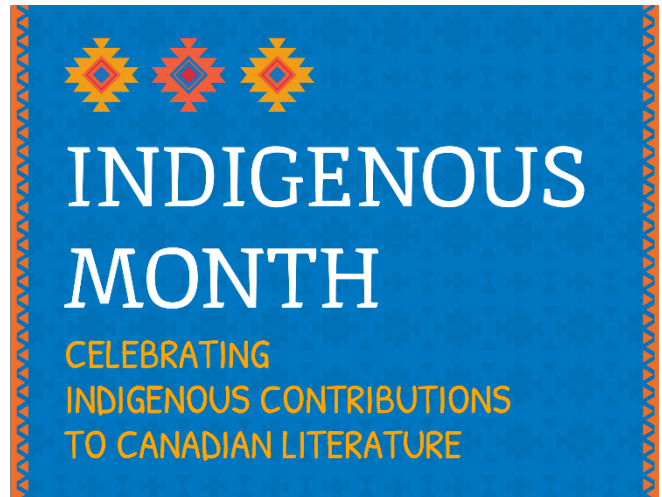
- Upgrading laptops in NLLS loaning labs
- Purchase of new computers and prepping them for use in the libraries
- Working on project for server replacement started chats with ACSI.
- Chats/meetings with ACSI, PLSB, Cybera, and Bell for network upgrades for all 48 sites
- Spreadsheet created for network upgrade project to go over options for NLLS/Libraries and pricing
- Documents created and placed on Niche Academy
- Updating of the Information Technology guidelines for libraries
- Ongoing helpdesk requests
- Updating all IT documents on S drive, creating new ones needed, and cleaning out old ones
- Updating and cleaning the inventory database (ongoing with purchasing, upgrading and removal of computers)
- IT blurb creation
- IT meetings weekly
- Purchase of new shaper, Sinefa
- Placement of Sinefa on network, with training upcoming to configure the shaping



EXECUTIVE MEETING JULY 2020

June was Indigenous Month.

Providing the public with updates to resources available with and without their library card. Sharing information (eResources, webinars, professional development opportunities) to the NLLS member managers.



Updates

- Box Clever provided website training June 23rd to a group of 15. NLLS will develop website training from this learning opportunity
- Box Clever & Marketing discussed the importance of setting a launch date and determined August 4th
- Koios makes library resources visible in Google search result. During the process of creating Google Ads to promote, Google flagged the website with concerns of malicious software.

NLLS Social Media Statistics



Facebook	Twitter	Instagram	Pinterest	LinkedIn
June 2020 - 663	285	314	63.4k	53
May 2020 - 654	284	305	59.5k	47
April 2020 - 613	282	298	44.8k	44
March 2020 - 597	278	295	22.31k	42
Feb 2020 - 524	267	270	13.94	35
Sept 2019 - 493	254	251	855	21

- ⇒ all social media posts creation means reviewing articles, websites, and blogs for relevant content, creating graphics, etc...
- ⇒ June stats for this report ended on the June 22nd.

Social media continues to grow, **220% increase since April 2020**



Niche Academy TOP 10 Niche Academy Tutorials:

<i>March - April 2020</i>		<i>May - June 2020</i>	
1.	751 Staying In – Virtual Learning & Resources	168	2020 Summer Reading Program - NEW
2.	425 Welcome to TRAC	144	Welcome to TRACpac
3.	399 Citation	128	TRAC Searches
4.	229 TRAC Searches	127	Staying In – Virtual Learning & Resources
5.	176 CloudLibrary	102	Hoopla
6.	167 Your Library...Online	65	Your Library...Online
7.	166 Hoopla	59	Citation Generator
8.	164 Tumblebook	52	Google Docs - NEW
9.	159 Overdrive	48	Microsoft Office - Word
10.	122 Novelist Plus	43	TRAC Holds

NEW Niche Academy Statistics – NLLS' Marketing & Communications created tutorials that are being copied & shared by others

<i>March – April 2020</i>		<i>May – June 2020</i>	
1623	Staying In – Virtual Learning & Resources	1333	Staying In – Virtual Learning & Resources
115	TRAC Searches	55	Welcome to TRACpac
113	Welcome to TRACpac	36	TRACpac Holds
72	TRACpac Holds	55	TRAC Searches
		27	Your Library...Online

⇒ New Tutorials: COVID-19 Communications, 2020 Summer Reading Program



Summer Reading Program

Northern Lights has worked with the other systems in the province to create the Alberta Summer Reading Program. This includes activities for the summer, that libraries can either run as virtual programming, or post directions for on their social media accounts. This program also includes short videos from celebrity guests that are posted weekly. A booklet was sent out to all library managers with all the activities. They can also be found at the website <https://absummerreading.ca>. The celebrity guest videos can be found at the Alberta Summer Reading Club YouTube Channel. https://www.youtube.com/channel/UCT1YlaPZTqoTN4TP5Kem6_g/featured

Temporary Cards

Since the first temporary card request came in on March 18, the Public Services consultants have created 401 temporary library cards. These cards originally expired on May 15 but have been extended to July 31. Once libraries are able to physically reopen, the holders of these temporary cards will have to sign up for a permanent card with their home library. The temporary cards are still being issued, as not all libraries are able to reopen. Patrons that are requesting a card from a library that is now open will be directed to their library.

Summer Student

NLLS welcomes Cari Graus as our summer student this year. Cari is currently working on the Winter Reading Program and making videos of some of the activities for the Summer Reading Program. She will also be working some of the time in Bibliographic Services, as she is cross trained there.

Winter Reading Program

Work has started on creating the Winter Reading Program for 2021. The theme is Cabin Fever Reliever. It will run for January and February 2021. The program will include reading lists, recipes, and activities for children, teens, adults, and seniors.

NLLS Collection Room

With the help of the Bibliographic Services department, the non-fiction, large print, DVDs, fiction and professional collection sections of the NLLS home collection have been weeded. Items that have not been checked out in 3 or more years have been pulled from the collection. Items have been offered to member libraries, with some success. Since the last update, the graphic novels, audiobooks and international collections have also been weeded. These items are also being offered to members libraries.



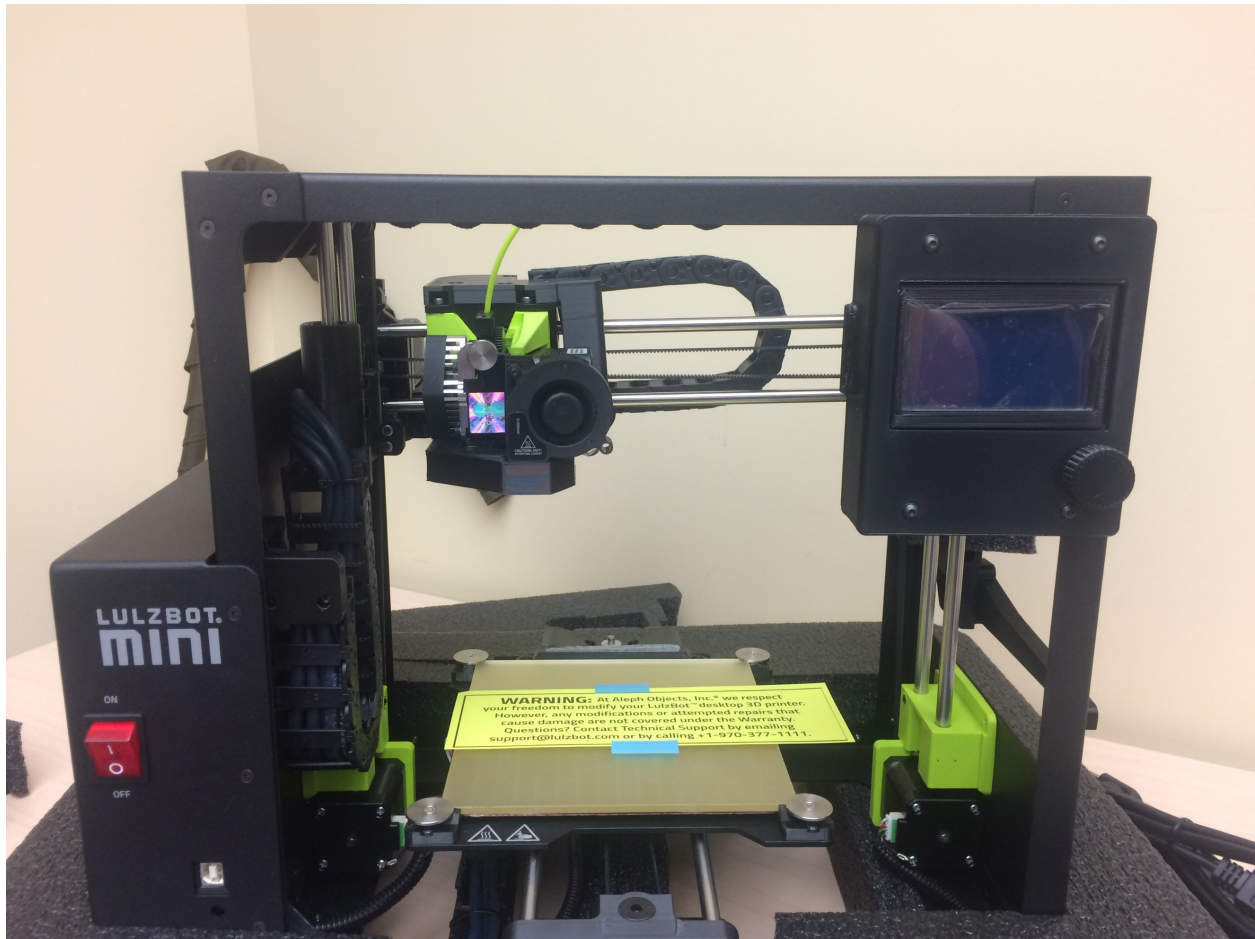


Weeded books in the boardroom.

New 3D Printer

NLLS has purchased a new 3D printer, as the old one is starting to have filament jams. Our new printer is a LulzBot mini, a 3D printer that is designed for portability. We are currently in the process of reading the manual and will be creating a how to for libraries that borrow it.





New 3D printer





Northern Lights Library System

Proposal for TELUS Business Connect

Raisa Peterson

raisa.peterson@tomharris.com

June 16, 2020

June 16, 2020

Terri Hampson

Northern Lights Library System

5615 48 St

Elk Point, Alberta

T0A1A0

RE: TELUS Business Connect Opportunity

Dear Terri,

TELUS is pleased to provide this proposal for TELUS Business Connect Services. We are confident that our industry-leading VoIP and Collaboration service will give your employees the tools to communicate and collaborate more effectively with your customers and partners, leading to greater productivity and cost reduction.

I look forward to discussing our offer with you at your earliest convenience.

Sincerely,

Raisa Peterson
TELUS Account Manager



TELUS Business Connect Quote

CLIENT: Terri Hampson
EMAIL: thampson@nlls.ab.ca
LEGAL NAME: Northern Lights Library System
PHONE NUMBER: 7807242596
ADDRESS: 5615 48 St Elk Point, Alberta T0A1A0
REPRESENTATIVE: Raisa Peterson

STARTER SEAT

National
BYOA (with SmartHub)

<u>PLAN</u>	<u>QTY</u>	<u>UNIT PRICE</u>	<u>MONTHLY CHARGES</u>
Business Connect*	1	\$50.00**	\$60.00**

OFFICE SEAT(S)

National
Office (no Volume Based Pricing)

<u>PLAN</u>	<u>QTY</u>	<u>UNIT PRICE</u>	<u>MONTHLY CHARGES</u>
Business Connect Enh Office	23	\$30.00	\$690.00

FEATURES

<u>DESCRIPTION</u>	<u>QTY</u>	<u>UNIT PRICE</u>	<u>MONTHLY CHARGES</u>	<u>ONE TIME CHARGES</u>
White Glove User (1-Time)	24	\$100,00	\$0.00	\$2 400,00

TOTAL MONTHLY CHARGES***	\$750.00
TOTAL ONE TIME CHARGES***	\$2,400.00

For a limited time, the Business Connect Enhanced edition Starter and Office seats indicated above will not be billed by TELUS for the first three (3) month following installation.

**This offer is valid for 14 days from the date presented. If past 14 days, please contact Raisa Peterson for a new quote.*

***A \$10 monthly charge has been added for the SmartHub*

****All taxes extra*

White Glove (WG) Services

		Included In 3 Implementation Calls	Included In On-Site White Glove Implementation
Network	Overview of Network: Modem, Router, Switch & Firewall	✓	✓
	Test Bandwidth		✓
	Unpack, Assemble And Plug In Phones; Test Dial In / Out		✓
	<u>If Applicable</u> : BYOD Testing, SmartHub Testing, ATA devices		✓
Voice Manager (VM)	Verify User Name / Email Addresses (Admin & All End-Users)	✓	✓
	Overview Of Voice Manager Functionality	✓	✓
	Confirm mytelus.com Web Registration For Account Administrator		✓
	Configure Voice Manager (Auto-Receptionist, Groups, Company Hrs, Main Company Greeting, Presences / Paging / Intercom, Call Recording)		✓
	Demonstrate How To Make Changes In Voice Manager		✓
	Demonstrate How To Send / Receive Faxes & Access Templates		✓
Other	Complete Porting Request On Behalf Of Customer		✓
	Set Up Admin / One End-User Mobile App & Desktop App		✓
	Set Up One End-User Voice Manager For One Customer		✓
	Bring Your Own Device (BYOD): Configure and assign supported devices (must be SIP enabled)		✓
Cost To Customer* <i>*Please see page 3 for total white glove costs for this quote.</i>			\$100 (Seat) + \$100 (Site) Or \$5/mth for 24 months (seat)

Confidentiality Notice

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(a) to those who have a need to know as necessary for the express purpose of evaluation of such information for purposes of this proposal,

(b) as may be required by law or a judicial or administrative order upon providing to TELUS written notice of such requirement for disclosure in order that TELUS may take such proceedings as TELUS deems necessary,

(c) as may be specifically permitted in writing by TELUS Communications Inc. The recipient of this document, by its retention and use agrees to the above provisions as well as to protect the information from loss, theft, and compromise.

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The TELUS proposal pricing is valid for 14 days, following the date of submission.

Regulatory Provisions

Within the Provinces of Alberta and British Columbia, and certain regions of Quebec, TELUS Communications Inc. (TCI) is regulated by the Canadian Radio-television and Telecommunications Commission (CRTC) as a dominant, incumbent carrier. As such, the provision of regulated telecommunications services to Northern Lights Library System is subject to any applicable tariffs (and the General Terms of Service forming part of the General Tariff), and any amendments thereto, that have been or will be filed and approved by the CRTC and also to all decisions, rulings or orders of the CRTC issued or rendered pursuant to the Telecommunications Act (Canada), as may be amended or replaced from time to time. The Telecommunications Act also prohibits TCI from discriminating among customers in the provision of telecommunications services and the charging of rates.

TELUS notes that although non-forborne telecommunications services and tariffable bundles are required to be provided, and shall only be provided, in accordance with tariffs approved by the CRTC, at this stage TELUS is of the view that there are no tariffed services involved in this arrangement, as the services contemplated are either non-regulated or forborne.

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Executive Summary

Effective communication and collaboration is at the heart of a successful business. Today, companies are looking beyond traditional telephone, email and instant messaging tools to cloud-based services as a means to not only achieve greater business effectiveness, but to become more collaborative in their interactions with employees, customers and suppliers.

Cloud technology is reshaping how we work together, erasing geographic and time zone barriers and opening up new possibilities as people are able to more freely share ideas and knowledge regardless of location or device.

Why TELUS Business Connect?

Business Connect is a fully integrated cloud-based business VoIP solution that replaces traditional telephony. It lets you replace traditional telephony devices with any combination of IP desktop devices Desktop App and Mobile App. It provides organizations with the tools needed to efficiently and effectively manage all aspects of its business communications.



- **Painless growth:** Easily route calls across multiple locations without having to buy on-site equipment for each physical location as your business grows.
- **Single number reach across multiple devices:** One number for your desk phone, smart phone, tablet, computer and IP fax ensures no call goes unanswered.
- **Cost-effective:** Eliminate the need to purchase and maintain costly PBX systems. Reduce the burden on IT by empowering your employees to make changes easily and instantly with the Voice Manager Portal.
- **Fully-featured:** TELUS Business Connect includes many enhanced features at no additional charge including Mobile App access, audio and video conferencing and IP Fax capabilities.
- **Resilient:** TELUS provides you the option to add a wireless Smart Hub, which can be used as a back-up Internet.

TELUS National Fibre Network

To be truly transformational, a cloud-based collaboration platform requires an expansive and reliable network. TELUS' national fibre network is one of the largest in the world. The foundation of our business is broadband connectivity and we have begun a multi-year, multi-billion-dollar investment to expand TELUS' gigabit-enabled fibre-optic network across B.C., Alberta and Eastern Quebec to enhance the coverage, capacity and speed of our networks. These enhancements help us to deliver next-generation solutions, including cloud services.

Why choose TELUS for Business Connect?

TELUS Business Connect enables your entire workforce to be more accessible, productive and professional, with minimal upfront investment.

TELUS Business Connect will help your business:

- Effectively manage your calls across multiple locations and devices to ensure no call goes unanswered
- Improve workforce mobility and stay better connected
- Scale your business by easily adding new users, devices, plans and hardware
- Enhance operations with enterprise-grade functionality with minimal up front investment

Putting Customers First through excellent, reliable service

Listening to our customers and acting on their feedback has resulted in measureable improvements in customer satisfaction. TELUS received the fewest customer complaints of any national wireless service provider in the Commission for Complaints for Telecom-television Services' annual report, for the sixth year in a row. We continue to remain focused on putting customers first and delivering exceptional experiences by listening and taking action to address our customers' top complaints.



We are widely recognized as the carrier that offers the best customer experience in Canada. Putting our customers first is our company's top priority; we want to provide the best client experience in our industry as measured by our customers' Likelihood to Recommend (L2R) our products and services. From our technological investments to our internal processes and people practices, we are focusing on core areas to ensure the experience of our customers is the best it can be.

We take pride in developing and managing communications solutions that provide the tangible business value, efficiency and security your organization is seeking. Working with TELUS, you are assured of the right solutions, customized to your needs and delivered as part of a superior end-to-end customer experience

Solution Overview

TELUS Business Connect is a fully integrated, redundant office communication system that utilizes Voice over Internet Protocol (VoIP) technology to enable cloud-based communication over the Internet through IP Phones, computers and smartphone devices. The TELUS Business Connect solution works with both fixed-line phones and wireless devices, with mobile applications available for select smartphones.

Features and Benefits

TELUS Business Connect provides an enhanced selection of features available in four tiers to address your specific Business needs.

	Description	Enhanced
Unlimited Can/US calling	<ul style="list-style-type: none"> Place calls to any number in Canada or the United States without incurring long-distance charges 	✓
Advanced calling features	<ul style="list-style-type: none"> Toll free number Call blocking Call forwarding Call park (desk phone) Call recording Call screening Caller ID Caller ID Control Call transfer Departments/Groups Dial-by-name directory Busy Lamp Field with call pickup Recorded greetings Voicemail Intercom Call quality indicator on mobile 	✓
Directory Listing (Alberta & British Columbia only)	<ul style="list-style-type: none"> Free publications of your business details in White Pages 	✓
IP Fax	<ul style="list-style-type: none"> Send and receive faxes through your online account, MS Outlook or your phone (<200 items) 	✓
Microsoft Integration	<ul style="list-style-type: none"> Consolidate voice and fax messages directly into Outlook. Forward message attachments, use RingOut to call numbers 	✓
Online account with activity log	<ul style="list-style-type: none"> Easily configure your account from the web, view sent and received, and see detailed fax logs 	✓

	Description	Enhanced
Send/Receive Faxes by email	<ul style="list-style-type: none"> Faxes arrive in your email inbox and are stored in your online account for easy access 	✓
Business Connect Meetings	<ul style="list-style-type: none"> Host a meeting, share screens and connect virtually with high definition video conferencing from your smartphone, desktop or tablet 	Up to 100 participants
Multi-level IVR	<ul style="list-style-type: none"> Customers can create up to 250 IVR menus per account, including sub menus 	✓
Advanced Call Monitoring	<ul style="list-style-type: none"> Supervisors can monitor calls from their desk phones or desktop app and have the ability to offer support to the agent or even join the conversation 	✗
Automatic Call Recording	<ul style="list-style-type: none"> Inbound and outbound calls can be automatically recorded and are available for playback and download at any time 	✗
HD voice quality on prequalified devices*	<ul style="list-style-type: none"> Allows for clearer conversations and noise reduction 	✓
Toll-free minute packs	<ul style="list-style-type: none"> Customers can add toll-free minutes based on their business needs available on all plans 	✓
Zendesk Integration	<ul style="list-style-type: none"> Make or receive calls using the TELUS Business Connect solution, directly from your account within Zendesk 	✗
Office 365 Outlook for Chrome	<ul style="list-style-type: none"> Integration features include making calls, scheduling BC Meetings and conference calls, listening to BC voicemail directly from Office 365 Outlook using TELUS Business Connect phone and syncing up contacts. 	✓
SalesForce.com Integration	<ul style="list-style-type: none"> Make or receive calls using the TELUS Business Connect solution, directly from your account within SFDC. Business Connect SFDC integration automatically displays a caller's account records during an incoming call through a pop-up screen. 	✗
Voicemail Preview	<ul style="list-style-type: none"> Feature that allows users to preview the text transcription of voicemail messages by converting voicemail into text displayed via mobile, soft phone and as an email. 	✗
Business SMS	<ul style="list-style-type: none"> Ability to send & receive text messages from your Mobile App or Desktop App 	✓
Inbound Caller ID Name	<ul style="list-style-type: none"> Allows a customer to see the name of the person or company calling for incoming calls 	✗

Value Added Services

Smart Hub

At an additional cost, Improve office uptime and peace of mind with optional mobile back-up. The TELUS SmartHub offers Internet connectivity on the go as well as backup wireless connectivity in the event of an Internet outage.

TELUS Business Connect White Glove

With every purchase, TELUS offers three complimentary phone calls with a trained implementation advisor to help your administrators get your account up and running.

For customers who would like to purchase an on-site setup service, we offer TELUS Business Connect White Glove. An implementation advisor will visit your business in person and assist with the following:

Configuration	Set-up	Additional Services
<ul style="list-style-type: none"> Overview of network, including modem, router, switch, and firewall configuration Test Internet bandwidth Unpack, assemble, and plug in phones; test dial-in and dial-out Smart Hub testing (if applicable) 	<ul style="list-style-type: none"> Verify user name and email addresses for Account Administrator and all end users Overview of Voice Manager functionality Confirm mytelus.com web registration for Account Administrator Configure Voice Manager including auto-attendant, groups, company hours, main company greeting, Presences/paging/intercom and call recording Demonstrate how to make changes in Voice Manager Demonstrate how to send and receive faxes and access templates 	<ul style="list-style-type: none"> Complete number transfer request on behalf of customer Setup Administrator Mobile App and Desktop App for the Account Administrator and one end user Setup one end user in Voice Manager

Features

Alberta and British Columbia

BUSINESS CONNECT STARTER SEAT (ADMINISTRATOR) INCLUDES:

- High Speed Internet 25/5Mbps*
- A toll-free and main local number (used for both voice and IP Fax)
- Unlimited Canadian and US calling
- Mobile App integration
- Advanced calling features
- Optional Smart Hub
- Directory listing for your business

BUSINESS CONNECT OFFICE SEAT INCLUDES:

- A local number and extension (used for both voice and Internet Fax)
- Voice Mail
- Unlimited Canadian and US calling
- Mobile App integration
- Advanced calling features

* For non-BYOA bundles only.

STATEMENT OF POLICY AND PROCEDURE			
Section:	NLLS Employee(s)	Effective:	May 13 2017
Chapter:	Conditions of Employment	Page(s):	3
Subject:	SICK/PERSONAL DAYS AND SHORT-TERM DISABILITY	Revised Date:	Sept 21, 2019
			Sec 1, 1M Appendix G/H/I
		Reviewed:	July 10, 2019

SICK/PERSONAL DAYS

1. Permanent full-time employees with three (3) months service shall be allowed eighteen (18) days sick/personal days with pay each calendar year.
2. Any unused portion shall not be carried over to the next year.
3. Permanent and temporary employees with less than three (3) months service shall be allowed to draw sick/personal days to the extent that such leave has accumulated on a month-to-month basis at a rate of 1.5 days per month.
4. Any employee absent because of sickness should inform the immediate supervisor within the hour they are to report for duty.
5. A medical certificate is required for any sick leave beyond three (3) days.
6. Sick/personal days can be used for illness of an immediate family member of the employee and is charged against sick/personal day credits available to the employee.
7. Management may request a medical professional note if misuse of this policy is suspected.
8. Each employee is entitled to a leave of absence with full pay for medical, dental and mental wellness appointments falling on a regular working day following notification of their supervisor. This time is to be deducted from accumulated sick/personal leave.
9. An employee is expected to inform their supervisor with a minimum of twenty-four (24) hours (unless emergency) of any medical, dental and mental wellness appointments they have made.

Pandemic Sick Leave

1. The Northern Lights Library System recognizes that if Alberta Health Services (AHS) declares a Pandemic of any sort in the region, the current sick leave policy may not address the needs of staff. It is imperative that a staff member who has been diagnosed with a Pandemic illness, or has been exposed to a Pandemic Illness because of a member of their household has been diagnosed with it, or have been in contact with a person known to have the virus, stay at home for the duration recommended by AHS.

2. Refer to Sec 1, 2D Pandemic Policy
3. Any employee exhibiting symptoms of a pandemic illness not related to pre-existing conditions while at work, must immediately isolate themselves from other staff members and notify their Manager and/or the Executive Director by phone and email. These employees will be sent home and must request testing for the Pandemic Illness through AHS.
4. If the employee is able to be tested, they are not permitted to return to work until they test negative and any mandatory self-isolation period has been completed.
5. If the employee is unable to get tested, they must not return to work until any mandatory self-isolation period has been completed and they are symptom free.
6. Employees are required to provide updates to the Executive Director relating to their Pandemic Illness status.
7. Appendix G - Return to Work Commitment
8. Appendix H - Return to Work Letter
9. Appendix I – Functional Abilities Form

SHORT TERM DISABILITY/SICK PAY BENEFITS - (When not using Extended Health Plan program)

1. Employees who have completed three (3) months of continuous employment with NLLS and who suffer a non-occupational illness or injury which causes an absence from work may become entitled to receive short term disability/sick pay benefits up to a maximum, period of fifteen (15) weeks commencing on the date of disability.
2. Short term disability/sick pay benefits are shown in Table below and are calculated as:
 - One (1) week of regular base pay for each year of continuous employment with NLLS reducing to;
 - i. Sixty (60) % thereafter until the maximum benefit period of fifteen (15) week is reached.
 - Short term disability/sick pay benefits are NOT paid if;
 - i. The employee is not under the care of a licensed physician
 - ii. The illness or injury:
 - Is covered by Workers Compensation
 - Is intentionally self-inflicted
 - Results from war, service in the armed forces, or participation in a riot or disorderly conduct
 - Results from the commission of criminal offences

- Occurs during a leave of absence
 - Results from the use of drugs or alcohol and the employee is not receiving continuing treatment for such use or is not compliant with medically-recommended treatment
- iii. The employee is
- Engaged in employment outside of NLLS for a wage or profit
- iii. Not eligible for EI payments by reason of not being in Canada
- Already receiving pay from NLLS for another reason during the period of illness or injury, such as vacation
 - Not compliant with medically-recommended treatment or fails to cooperate in providing medical information to NLLS, including participation in independent evaluation by medical and para-medical professional
 - Absent from work because of cosmetic plastic surgery, except where surgery is attributable to an illness or injury
3. Short term disability/sick pay benefits commence on the first day of absence provided that within seven (7) days of the first day of absence, the employee provided a certificate to NLLS that they are under the active care of a licensed health practitioner. Benefits are not paid beyond seven (7) days unless such a certificate is provided to NLLS.
 4. An appropriate medical certificate must indicate that the employee is under the active care of a licensed health practitioner and indicate an estimated or expected return-to-work date. The employee is required to comply with medical advice. If the required medical certificate is not received within the time limits, benefits payable under this policy will be discontinued until such a certificate is provided to the department manager or Executive Director.
 5. Employee and management shall work together on a return to work schedule based on medical professional recommendations.
 6. In consultation with the employee, the Executive Director will make a recommendation to accommodate the appropriate leave or benefits are used to suit the employee's circumstances based on the table below.

TABLE A		
SCHEDULE OF SHORT TERM DISABILITY/SICK PAY BENEFITS		
Length of Continuous Service	Regular Pay (100%)	Reduced pay (60%)
3 months but less than 2 years	1 week	14 weeks
2 years but less than 3 years	2 weeks	13 weeks
3 years but less than 4 years	3 weeks	12 weeks

4 years but less than 5 years	4 weeks	11 weeks
5 years but less than 6 years	5 weeks	10 weeks
6 years but less than 7 years	6 weeks	9 weeks
7 years but less than 8 years	7 weeks	8 weeks
8 years but less than 9 years	8 weeks	7 weeks
9 years but less than 10 years	9 weeks	6 weeks
10 years but less than 11 years	10 weeks	5 weeks
11 years but less than 12 years	11 weeks	4 weeks
12 years but less than 13 years	12 weeks	3 weeks
13 years but less than 14 years	13 weeks	2 weeks
14 years but less than 15 years	14 weeks	1 weeks
15 years or more	15 weeks	0 weeks
Note that benefits will not be paid for more than seven (7) days unless an appropriate medical certificate is provided as required by this policy.		

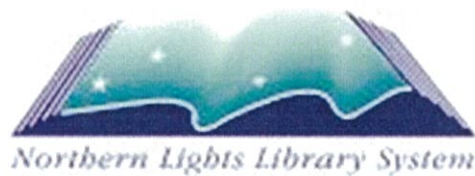
NLLS Executive Board Chair

APPENDIX G

Sept 21, 2019

Date of Approval

– Return to



Work

RETURN TO WORK – STATEMENT OF COMMITMENT

Northern Lights Library System (NLLS) is committed to the prevention of workplace injury and/or illness. In the event of injury or illness, NLLS is committed to minimizing the impact of the injury and ensuring a safe, timely return to the workplace. NLLS is committed to a workplace program that is designed to assist employees to Stay at Work or Return to Work safely and in a timely manner, to assist with treatment and recovery and reduce time away from the workplace.

The program is:

- voluntary
- respectful of all employees
- flexible

- specifically designed for each employee's abilities
- individualized, with programs planned and documented with time lines.

Safe and timely Return to Work recognizes that while an employee cannot perform the full range of regular duties, meaningful, productive work can be performed.

We are committed to the principles of the program, and will work cooperatively towards the successful, safe Return to Work for all employees of the company.

Employee

Date: _____

NLLS Representative

Date: _____



Northern Lights Library System

Human Resources Department

5615- 48 St, Postal Bag 8

Elk Point, AB T0A 1A0

780-724-2596 ext. 2110

APPENDIX H - RETURN TO WORK LETTER

Employee Name:

Title:

Address:

Date:

Dear _____,

We look forward to your return to work from your leave of absence. Please be advised that we require a doctor's note stating your date of return to work along with a completed Functional Abilities Form (included).

Please have your doctor complete the included form to provide clearance to return to work and to state any applicable work restrictions (such as modified duties, or hours of work).

All documentation must be received no later than one week prior to your expected return to work.

If you require any further information about your return to work, please contact the Executive Director or the Human Resources department.

Sincerely,

NLLS Representative

Date: _____

Functional Abilities Assessment Form

A Worker's Information (completed by RTW Coordinator or employee)

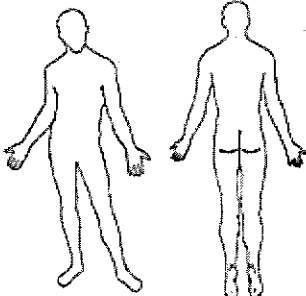
Employee's Surname [REDACTED]	First Name [REDACTED]	<input type="checkbox"/> Occupational <input type="checkbox"/> Non-Occupational	Date of Injury / Illness [REDACTED]	Unit [REDACTED]
Employee's Job Title [REDACTED]	RTW Coordinator Name [REDACTED] Tel. No. ([REDACTED]) [REDACTED]		Fax. No. ([REDACTED]) [REDACTED]	Today's Date [REDACTED]

It is the intention to assist our employees to safely return to their regular duties as soon as medically practical. In doing so, we are able to offer the employee modified duties as a means to transition to their regular duties. The following will assist in this process.

B Assessment (Part B, C and D to be completed by attending physician)

Due to injury or illness this employee has:	<input type="checkbox"/> Normal functional Abilities (Fit for Regular Duties) <small>(No additional information needed, Please sign setting E)</small>	<input type="checkbox"/> Reduced Functional Abilities <small>(Please complete Section C, D & sign setting E)</small>
---	--	--

C Functional Abilities: (If unable to test, please estimate)

Step 1 Please circle the appropriate letter(s) & Body area(s) to indicate the affected area(s)	Step 2 Please indicate Reduced abilities	Step 3 Please indicate extent of abilities			Comments
 <p>A Systemic or Non-Physical B Head (incl. Vision, hearing, speech) C Neck D Upper back, chest, upper abdomen E Lower Back F Lower abdomen G Shoulder or upper arm H Elbow or lower arm I Wrist or hand J Hip or upper leg K Knee or lower leg L Ankle or foot M Respiratory/Aerobic</p>	Walk	Maximum Duration (hours): 1 2 4 5+ Other <input type="checkbox"/> Short distances only <input type="checkbox"/> No walking			
	Stand	Maximum Duration (hours): 1 2 4 5+ Other			
	Sit	Maximum Duration (hours): 1 2 4 5+ Other			
	Lift/Carry	Occasionally	Weight (kg)	< 9kg - Specify	
	Floor - waist		21 16 9		
	Waist - shoulder		21 16 9		
	Above shoulder		21 16 9		
	Bend/Twist	Occasionally	Not at all	Specify	
	Neck				
	Back				
	Push/pull	Occasionally	Not at all	Specify	
	Moderate load				
	Light load				
	Climb	Occasionally	Not at all	Specify	
	Flight of stairs				
Few steps					
Reach	Occasionally	Not at all	Specify		
Above shoulder					
Below shoulder					
Use Hands For:	Occasionally	Not at all	Specify		
Writing	L R	L R			
Typing	L R	L R			
Fine manipulation	L R	L R			
Grasping	L R	L R			
Sensory	To See	To Hear	To Speak	To Maintain Balance	
Specify:					
Operate Equipment	Specify:				
Hours of Work	Specify: Normal hours or graduated RTW?				
Prescription medication	Will it affect ability to work/drive:				

Other Comments/Instructions (NO DIAGNOSIS OR TREATMENT):

D Normal functional abilities may resume in:	1-3 days	4-7 days	8-14 days	Specify:
*Other: Employee is not medically fit for regular duties, will require periodic reassessments for effective rehabilitation.				Scheduled reassessment date for:

This authorizes my attending physician to provide the information requested above to Northern Lights Library System	Employee's Signature:	Date:
---	-----------------------	-------

E Physician's name & address:	Physician's Signature:
	Physician's Telephone No.:
	Date:

STATEMENT OF POLICY AND PROCEDURE			
Section:	NLLS Employee(s)	Effective:	May 13 2017
Chapter:	Workplace Health and Safety	Page(s):	2
Subject:	WORKPLACE ALONE	Revised Date:	
			Sec 1, 2B
		Reviewed:	Feb 21 2020

WORKPLACE ALONE

https://work.alberta.ca/documents/WHS-PUB_wa002.pdf

1. NLLS is committed to the health, safety and well-being of its employees, and will strive to ensure that all appropriate safeguards are enacted to protect its employees that must work alone or in isolation.
2. Working alone at NLLS headquarters NLLS has determined that the risk is low for employees working alone at the NLLS headquarters building. The NLLS headquarters building is located off a well-traveled highway and within a close vicinity of local law enforcement. All entrances are locked and checked at the end of each work day. There is a well-lit parking lot. There is access to a telephone system. As well, no employee is required to work alone after regular work hours. It is normally the employee's request to do so and must be authorized by Executive Director or the Department Manager.
3. When an employee is working alone outside of regular work hours in the building the following protocol must be followed:
 - a. Employee must have authorization from the Executive Director or Department Manager to remain in or enter the building after regular work hours;
 - b. Employee must report to the Executive Director or Department Manager the amount of time the employee will remain in building and the employee must report to the Executive Director or Department Manager by email or telephone when they have left the building;
 - c. Employee must set building security alarm when leaving the building;
 - d. Failure to follow this protocol will result in a performance management review.
- ~~4. Working alone while travelling on NLLS business~~
5. Frequently NLLS employees make site visits to member libraries or to meetings / conferences on NLLS's behalf. In general, NLLS employees will meet with people that are considered colleagues and constitute a low hazard risk.
- ~~6. Vehicle travel within Alberta~~

7. NLLS employees often travel alone while making site visits. While travel within Alberta is generally by road on paved primary or secondary highways, weather conditions may affect driving as well as any emergency situations such as mechanical breakdowns or collisions. In general, the hazard assessment for this type of situation is considered low to moderate and the following protocol must be followed:

- a. Employee must provide the Executive Director or Department Manager the intended destination and approximate estimated time of arrival and departure. NOTE: NLLS drivers follow known schedules for destinations and times of arrival.
- b. Drivers do not need to check-in upon regular arrival/return.
- c. Drivers must check in when delayed en-route or arriving after regular business hours when operating any NLLS vehicles.
- d. Employee(s) must check-in with the Executive Director or Department Manager by email or telephone when they have reached their destination and when they are to leave destination;
- e. If an Employee fails to check-in upon arrival at destination or return to headquarters, the Executive Director or Department Manager will attempt to contact employee a minimum of three (3) times within 90 minutes before following emergency procedures as noted below: - calling the last known location to ensure employee has left;
- f. If not there, the police must be contacted in the last known location of the employee and provide them with
 1. Employee name;
 2. Vehicle details including make, model, colour and license plate number;
 3. Cell phone number;
 4. Time of last communication with employee.

8. Employees must use NLLS vehicles whenever possible as vehicles are maintained mechanically according to a strict maintenance schedule.

NLLS Executive Board Chair

Date of Approval

STATEMENT OF POLICY AND PROCEDURE			
Section:	NLLS Employee(s)	Effective:	NEW
Chapter:	Workplace Health and Safety	Page(s):	2
Subject:	PANDEMIC SITUATION	Revised Date:	
			Sec 1, 2D
		Reviewed:	May 29, 2020

PANDEMIC SITUATION

1. The Northern Lights Library System (NLLS) will follow government authority directives regarding a pandemic. NLLS management will regularly monitor the pandemic situation and communicate to all NLLS employees: pandemic alerts, directives and guidelines issued by government authorities, including Alberta Health Services (AHS), the Public Health Agency of Canada (PHAC), the World Health Organization (WHO) and local public health authorities.

2. When a pandemic has been declared, flexible work shifts and/or working remotely may be assigned to employees by NLLS supervisors to minimize personal contact and the chance of pandemic illness spread. All non-essential travel and in-person meetings will be postponed during this period. If certain operations need to be suspended, employee layoffs will be decided and announced by the Executive Director after consulting with the Executive Committee.

3. At risk employees, as defined by the Health Authorities, must advise their manager as soon as possible when they feel that their health could be compromised by working in the vicinity of other employees or the public. The employee's manager will organize an alternate work assignment that addresses the employee's safety needs and meets the operational needs of NLLS. Criteria for a change in working conditions or emergency leave (IE. Looking after a compromised family member) would be mandated through the provincial or federal authorities.

4. All employees are required to be vigilant of their own health during a declared pandemic. This is to ensure that they do not come to work if displaying pandemic illness symptoms or if mandated by government authorities to self-isolate. Employees who have no symptoms, but think they may have been exposed, must also stay home and self-isolate. This includes employees who have recently worked closely with an infected employee. Employees must contact the local public health authority and follow their advice, including avoiding contact with others.

5. All employees will ensure they understand and comply with infection prevention policies and practices in the workplace that are communicated by management including directives relating to hygiene, workplace cleaning and social distancing.

6. Based on government authority directives regarding facility closures, the Executive Director will promptly inform employees when access to headquarters facility will be controlled and limited. This will remain in place until government authorities announce a

relaxation of these directives. Return to the workplace to perform regular operational duties will be decided and communicated by the Executive Director.

7. It is the responsibility of the employee to contact their manager and/or supervisor to report an absence related to illness. The Executive Director will authorize, as needed and on a case-by-case basis, any adjustment to accumulated personal/sick leave or lieu time.

8. NLLS may waive the requirement of a Doctors note during this time. Employees are asked to contact local health authorities as needed.

9. An employee will be granted specialized leave in accordance with Health Authorities and will receive regular workday pay for the duration of testing and confirmation of a pandemic contagion. Employees regular personal/sick time leave is not affected when granted the specialized leave.

NLLS Executive Board Chair

Date of Approval

STATEMENT OF POLICY AND PROCEDURE			
Section:	NLLS Employee(s)	Effective:	May 13 2017
Chapter:	Code of Ethics	Page(s):	1
Subject:	CODE OF ETHICS	Revised Date:	June 11, 2020
			Sec 1, 3A
		Reviewed:	Oct 11, 2019

CODE OF ETHICS

1. NLLS Employees must demonstrate the highest professional and ethical standards when dealing with co-workers, board members, member library staff, customers and other individuals who deal with NLLS in the conduct of business. Any violation of the Code will be cause of immediate and appropriate disciplinary action.
2. It is the responsibility of every employee to become familiar with the Code of Ethics and to govern their conduct and behavior in accordance with the guidelines below. If unsure, the employee should proactively consult their supervisor.

Guidelines:

1. An employee shall, in the course of their duties, uphold the provincial and federal laws.
2. An employee shall ensure that their conduct, when in an official capacity, does not bring NLLS into disrepute or damage public confidence.
3. An employee shall, at all times, act responsibly in the performance of their public duties.
4. An employee shall behave professionally, respectfully and courteously at all times, including with their co-workers and the public. They shall endeavor to resolve any work-related disagreements in a respectful manner based on reasonable expectations. See Grievance Policy.
5. An employee shall ensure their position is not used for personal advantage.
6. An employee shall ensure that personal or confidential information obtained in the course of their employment is not divulged.
7. Communication protected under FOIP shall not be shared between staff members or outside of NLLS, except for the Executive Director. Violation shall lead to discipline as per policy.
8. An employee shall, in the course of their duties, uphold NLLS policies and procedures.
9. Employees shall sign and acknowledge acceptance of this policy annually.

Pandemic Illness

1. Refer to Policy Sec 1, 2D Pandemic Situation
2. Employees are expected to report to work able to perform their duties safely, without endangering themselves or others in an acceptable manner; this includes preventing the spread of any illness that

may be contagious. Staff deemed unable to perform their duties, or to be impairing the ability of another staff member to perform the duties of their position in a safe, acceptable manner for whatever reason, may be sent home and/or subject to disciplinary action.

3. Employees are not to report to work or be at work if they are experiencing any symptoms of a pandemic.
4. Employees who fall ill and begin exhibiting symptoms of pandemic or other contagious illness while on duty, will not be permitted to work and will be required to leave the premises.
5. It is the employee's duty to disclose any symptoms of pandemic or other contagious illness, which may be transmitted during the execution of regular employment duties, to the employer.
6. Any employee exhibiting symptoms of a pandemic illness not related to pre-existing conditions while at work, must immediately isolate themselves from other staff members and notify their supervisor by phone. These employees will be sent home and must request testing for the Pandemic Illness through AHS.

NLLS Executive Board Chair

Nov 23, 2019
Date of Approval

STATEMENT OF POLICY AND PROCEDURE			
Section:	NLLS Employee(s)	Effective:	May 13 2017
Chapter:	Code of Ethics	Page(s):	2
Subject:	WORKPLACE VIOLENCE AND HARASSMENT	Revised Date:	
			Sec 1, 3S
		Reviewed:	May 29, 2020

WORKPLACE VIOLENCE AND HARASSMENT

1. Workplace violence
 - a. any act in which a person is abused, threatened, intimidated or assaulted at work. It includes threatening behaviour, verbal or written threats, verbal abuse, and physical attacks.
2. Harassment
 - a. any behaviour that demeans, embarrasses, humiliates, annoys, alarms or verbally abuses a person. This includes words, gestures, intimidation, bullying or other inappropriate activities. It may include discriminatory treatment based on an individual's race, ethnicity, age, religion, gender, gender identity, sexual orientation or other legally protected characteristics.
3. Sexual harassment
 - a. any unwelcome behavior that is sexual in nature. This includes unwanted sexual advances, unwanted requests for sexual favours, and other unwanted verbal or physical conduct of a sexual nature.
4. Violence and harassment can come from anyone in the workplace and be directed at anyone. It can be subtle or overt. Abuse may be deliberate or unintended. It may be a single event or may involve a continuing series of incidents. Abuse can victimize all people, and may be directed by or towards workers, clients and members of the public.
 - a. <http://work.alberta.ca/documents/WHS-PUB-VAH001.pdf> refer to:
 - b. Alberta Workplace OHS code - Provincial
 - c. Center for Occupational Health and Safety - Federal
5. NLLS shall ensure that employees understand how to recognize workplace violence or harassment, the procedures for responding to, reporting on and investigating incidents of violence and harassment in the workplace.

6. No action shall be taken against an individual for making a complaint, unless the complaint is made maliciously.
7. Employees are required to be familiar with and follow the procedures for responding to, reporting on, and preventing workplace violence and harassment.
8. Employee(s) faced with an urgent situation involving threatening or violent conduct, where there is reasonable belief that the safety of persons may be threatened, shall contact the police immediately.
9. For other incidents:
 - a. An employee subjected to, or having witnessed workplace violence or harassment has the option to:
 - i. Approach any department manager
 - ii. Approach the Executive Director
 - iii. Follow the Whistleblower Policy
 - b. Discuss the matter with your Manager; if the alleged offender is your Manager, discuss the matter with the Executive Director; prior to filing a formal report of the incident, the person subjected to workplace violence or harassment, with the assistance of the Manager or Executive Director, should let their objections to the behavior be known to the alleged offender; the Executive Director will document the incident and follow the Grievances process for serious incidents;
 - c. If not satisfied at this time, the complainant and/or their Manager will document the incident and notify the Executive Director of the incident;
 - d. If the complainant is not satisfied with the actions taken by the Executive Director, follow the Grievances Policy;
 - e. If the alleged offender is the Executive Director, discuss the matter with your Manager and notify the NLLS Board Chair; prior to filing a formal report of the incident, the person subjected to workplace violence or harassment, with the assistance of the NLLS Board Chair (or designate), shall let their objections to the behavior be known to the alleged offender; the Chair will document the incident and inform the Executive Director and the Grievance committee.

NLLS Executive Board Chair

Date of Approval

STATEMENT OF POLICY AND PROCEDURE			
Section:	NLLS LIBRARY MANAGERS	Effective:	Sept 8, 2018
Chapter:	Code of Ethics	Page(s):	1
Subject:	General Communication Protocol – Library Managers	Revised Date:	
			Sec 1, 3V
		Review Date:	May 29, 2020

GENERAL COMMUNICATION PROTOCOL – LIBRARY MANAGERS

- General Communication channel flow for first point of contact in day to day operational matters.
- All communications must follow this flow chart, deviation to this process will be re-routed back through proper channels.
- To allow for urgent requests please flag “urgent” on a helpdesk ticket request and cc. manager on initial email request.
- Communications for each step will be responded to within two (2) NLLS working days.
- Automatic replies from helpdesk will not be considered as “responded” to.
- A helpdesk ticket must be the number one method of communication.
- Phone is number two if internet communication is down or access is unavailable, a phone message with call back details and time must be left. Helpdesk ticket will be created by NLLS employee to track this event.
- All tickets will be closed after thirty (30) days if no contact has been made back in response to NLLS.
- One (1) request per ticket to be entered.
- Multiple requests within one (1) helpdesk ticket will be rejected and sent back to originator.

Library Manager Complaint Process



- NLLS strives to provide a safe and respected work environment for all staff and the clients served.
- Abuse or offensive behavior by a Library Manager or library staff towards an NLLS staff member may result in a letter from NLLS Executive Director to the Library Manager and copied to the Chair of the Library Board if applicable and the Executive Committee Board Chair. **Abusive and offensive behaviour is defined in Policy Sec 1, 3S Workplace Violence and Harrassement.**

- m. Continued abuse or offensive behavior that is not corrected may result in service disruption. Any withholding of services will be decided at the Executive Committee level.

NLLS Customer Complaint Process



NLLS Executive Board Chair

Date of Approval

STATEMENT OF POLICY AND PROCEDURE			
Section:	NLLS BOARD	Effective:	May 13 2017
Chapter:	Vision and Policy Statements	Page(s):	3
Subject:	Governance	Revised Date:	
			Sec 2, 1B
		Reviewed:	May 29, 2020

GOVERNANCE

1. Role of the Board and Trustee

- a. The Board shall meet and deliberate at specific and regular times as determined by its members and in accordance with the Alberta Libraries Act. The Board shall exercise its role as public trustee for the Municipalities that make up the Northern Lights Library System. The Board is responsible for creating a vision of library service for the System, articulating values and principles, setting goals, developing effective governance policy, monitoring library performance, and meeting provincial standards.
- b. The Board member is appointed by their council and while representing the interest of their community are required to act in the interest of NLLS.

2. Trustee Checklist

- a. An easy way for Board members to understand their responsibilities more clearly and to meet them is to use checklists like the ones below. The Alberta Library Trustees' Association has many learning resources for trustees. There are learning modules available for personal learning or sharing with Boards on ALTA's website: <http://www.librarytrustees.ab.ca/trustee-learning>.
- b. The following are some tools to help with becoming an effective board member.

3. Expectations of a Board Member

- a. Acknowledge attendance minimum of one (1) week in advance of meeting(s).
- b. Arrive at meetings on time prepared to actively participate.
- c. Prepare reports, motions, etc., in writing if possible, and submit to the Board Secretary in sufficient time for distribution before the meeting.
- d. Read Board material in advance of meetings, noting comments and questions.
- e. Follow through on assigned activities.
- f. Notify the Chair in plenty of time about items for the agenda.
- g. Develop a working knowledge of the Board manual and applicable legislation.
- h. Maintain friendly, positive relationships with other Board members and staff.
- i. Ask questions!
- j. Participate in discussion and decision making, ensuring that you offer your relevant comments and suggestions prior to the Board's decisions.
- k. In addition to these general responsibilities, Board members are expected to serve on committees as required.

4. The job of the Board is to:
 - a. Liaise with the municipalities and members' libraries to:
 - b. determine what they want the System to be through the plan of service,
 - c. determine what the System should accomplish by developing policies,
 - d. determine service levels through the development of the annual budget,
 - e. advocate for Northern Lights Library system in Alberta,
 - f. create partnerships with other agencies to achieve the System's Vision, Mission, Belief, Goals, and Objectives.
5. Write governing policies which, at the broadest levels, define:
 - a. Vision, Mission, Belief, Goals, and Objectives: Which long range benefits will be achieved, for whom, and at what cost.
 - b. Governance Process: How the Board conceives, carries out and monitors its own job.
 - c. Board / Executive Director Relationship: Establish policies that govern the relationship between Board as a whole and the Executive Director, and between the elected Executive and the Executive Director.
 - d. Executive Director / Employee Relationship: Establish policies that govern all aspects of organization operations with input from the Executive Committee. For Example: HR policies, IT policies etc.
 - e. Executive Director's Parameters: Those boundaries of prudent and ethical behavior within which the Executive Director can operate.
6. Develop and approve a three-year plan of service or a strategic plan, a rolling three-year budget, the annual report, and audited financial statements.
7. Recognize the value and contributions of long serving employee(s), volunteers and trustees.
8. Monitor achievement or compliance with policy against criteria, the Board has previously set, using:
 - a. reports by the Executive Director,
 - b. reports from member municipalities, members' libraries, and outside agencies,
 - c. direct inspection by the Board.
9. Use the results of monitoring to improve performance by:
 - a. reviewing existing policies as per review schedule
 - b. revising existing policies as required
 - c. formulating new policies as required
10. The term of office of the Northern Lights Library System Board Chair is limited to two (2) consecutive two (2) year terms, unless at least 2/3 of the whole board passes a

resolution stating that the Chair may be reappointed for more than two (2) consecutive terms.

11. Notwithstanding the Systems agreement mandatory seats, the term of office for a Northern Lights Library System Executive Member is limited to two (2) consecutive two-year terms, unless at least 2/3 of the whole board passes a resolution stating that member may be reappointed for more than two (2) consecutive terms.
12. Meet a minimum of four (4) times per year **as per the Libraries Act; Section 33, and** ~~(Feb/May/Sept/Nov - as scheduling permits)~~ as defined in the Northern Lights Library System Agreement. A quorum of the Board shall be a simple majority of the entire board plus one (1). **Meetings can be held at NLLS head quarters or virtually.**
13. Create procedures providing for the orientation and ongoing development of trustees as they fulfill their ethical and legal duties to the regional library system.

NLLS Executive Board Chair

Date of Approval

STATEMENT OF POLICY AND PROCEDURE			
Section:	NLLS BOARD	Effective:	May 5, 2018
Chapter:	Vision and Policy Statements	Page(s):	2
Subject:	Election of Executive Committee	Revised Date:	Sept 8, 2018
			Sec 2, 10
		Reviewed:	July 23, 2018

ELECTION OF EXECUTIVE COMMITTEE

- 1) The election of the Executive Committee will be held at the Annual Organizational Meeting described in schedule below.
 - a) The Board Chair who is elected by the general membership, accounts for one seat on the committee. The Chair does not represent a specific zone. This is a two-year term
 - b) All municipalities with a population of 15,000 or more will automatically get a seat on the Executive Committee to a maximum of three (3) seats as per the system agreement.
 - c) Each zone of the system to have a seat on the Executive Committee.
 - i) Zone 1 = Athabasca County/County of Thorhild/Smoky Lake County
 - ii) Zone 2 = Lac La Biche County/M.D of Bonnyville/County of St. Paul/ County of Two Hills
 - iii) Zone 3 = Sturgeon County/Lamont County/Beaver County
 - iv) Zone 4 = County of Minburn/M.D of Wainwright/County of Vermilion River
 - d) Zone 1 & 3 is elected on odd years for a two-year term
 - e) Zone 2 & 4 is elected on even years for a two-year term
 - f) Any remaining seats may be elected from the General Board Membership for a two-year term
- 2) Meeting prior to the Annual Organization, members interested in running for Board Chair or Zone representation can submit their name and information. NLLS will distribute via email to the all municipalities along with publication on the website.
- 3) At the Annual Organization Meeting (or election meeting) self-nominations from the floor will be accepted.

- 4) If the member is unable to attend the annual general meeting, they are responsible to provide their information to NLLS administration. This information will be read on your behalf prior to the election.
- 5) Each nominee will have three (3) mins to speak and describe themselves and desire to stand. A question and answer session will follow to the panel of candidates.
- 6) A Board member may only represent one (1) municipality.
- 7) If the municipality has not paid the yearly levy, the representative will not be eligible to be nominated, run for or hold any position for any Executive or Committee positions and will not be reimbursed for mileage **or meeting remuneration from notification of arrears** until their municipality is considered in good standing.
- 8) In the event of a municipal election year, any person elected to the executive board will hold that position for two (2) years plus or minus the difference between the next staggered zone election.
- 9) In the event of a municipal election year, and there is a full turnover of NLLS board members, a letter will be sent to the municipality of the Board Chair requesting their continuance until the next Annual General Meeting where a new board chair is elected.

NLLS Executive Board Chair

Sept 8, 2018
Date of Approval

STATEMENT OF POLICY AND PROCEDURE			
Section:	FINANCE	Effective:	Sept 9, 2017
Chapter:	General	Page(s):	1
Subject:	REQUEST FOR PURCHASE	Revised Date:	
			Sec 3, 1l
		Reviewed:	May 29, 2020

REQUEST FOR PURCHASE

1. When purchasing on the basis of catalogue selection or bulk purchasing, NLLS will seek the best pricing.
2. Non-catalogue or bulk purchases exceeding \$2000.00 require a request for two (2) or more competitive quotes except in emergency cases, or in the case of automation-related purchases or where contracts exist for specified products or services.
3. When a higher priced item is selected, a written explanation shall be documented explaining the reasons for the purchase.

OUTSIDE BUDGET LINE EXPENDITURES

1. Executive Director can spend a yearly expense from the Contingent Reserve fund up to 10,000 for emerging operations costs outside of budgeted items, if required and without prior Executive Committee approval.
2. Executive Director will report to the Board Chair that such an expense has occurred.

NLLS Executive Board Chair

Date of Approval

STATEMENT OF POLICY AND PROCEDURE			
Section:	FINANCE	Effective:	Mar 2, 2019
Chapter:	General	Page(s):	2
Subject:	NLLS FUNDING Overview	Revised Date:	
			Sec 3, 1N
		Review Date:	May 29, 2020

NLLS FUNDING OVERVIEW

NLLS - ~~County/Town~~ **Municipal** Levy (**generally** invoiced in Jan) – for book allotment (\$2.15 per population number) and services provided (van run, network, databases, supplies, purchasing etc) – **LEVY is based on previous year population**

Municipalities without a Library Board is population x Levy \$ amount = amount

Municipalities with a Library Board is population x Levy \$ amount = amount

(This levy is decided by the NLLS Board)

NLLS - Library Levy (**generally** invoiced in Jun) –for book allotment (\$2.15 per population number) and services provided (van run, network, databases, supplies, purchasing etc) – **LEVY is based on previous year population**

Municipalities without a Library Board is population x Levy \$ amount = amount

Municipalities with a Library Board is population x Levy \$ amount = amount

(This levy is decided by the NLLS Board)

Non-Payment of the Municipal and/or Library Levy may result in the following actions:

- 30 days in arrears
 - letter is sent to the municipal council and CAO, and the library board chair with policy attached and given 45 day notice for the Municipal or Library Board representative will be suspended from NLLS committees until payment is received.
- 60 days in arrears
 - interest invoice and second notice of arrears letter to be sent to municipal council and CAO, and the library board chair
- 90 days in arrears
 - Second interest invoice and third notice of arrears letter to be sent to municipal council and CAO, and the library board chair
 - Municipal or Library Board representative may be removed from NLLS committees and election to be called as needed
- 120 days in arrears
 - Library Services will be disrupted at this point

- 150 days in arrears
 - Letter to be sent to municipal council and CAO, and the library board chair asking to clarify their intention regarding their membership in the library system
- 180 days in arrears
 - NLLB will exercise their right to terminate the membership as per the user agreement

Govt – PLSB – Rural Services Operating Grant for Libraries without a Board – NLLS administers this grant as an in and out – ***Rural services grant is based on 2yr old population list – for libraries is population x \$5.55 = amount***
(This is decided by the Gov't not NLLS)

NLLS Executive Board Chair

May 29, 2020
Date of Approval



CURRENT INVESTMENTS

As of June 29, 2020

60 Days Savings Acct	Balance	\$638,030.97
90 Days Savings Acct	Balance	\$524,362.48
Accelerate GIC – Sept	Balance	\$100,000.00
Accelerate GIC – Sept	Balance	\$200,000.00
Accelerate GIC – Sept	Balance	\$100,000.00
Accelerate GIC – June	Balance	\$100,000.00
Accelerate GIC – June	Balance	\$200,000.00

DRAFT NLLS BUDGET 2021							
		GL Code(s)	Actuals Dec 31 2019	BUDGET 2020	Actuals Apr 30 2020	BUDGET 2021 - 0%	COMMENTS / NOTES June 29 2020
REVENUE							
Municipal and Library Board Levies	Municipalities	4010	\$1,207,726.50	\$1,224,855.02	\$1,226,701.73	\$1,226,701.73	2018 pop = 173,246 @\$5.23/\$10.46 (0%) per capita
	Library Boards	4040	\$576,285.00	\$584,056.32		\$584,056.32	2018 pop = 173,246 @\$5.23/\$10.46 (0%) per capita
Total			\$1,784,011.50	\$1,808,911.34	\$1,226,701.73	\$1,810,758.05	
Provincial Grants	Library System Board Operating Grant	4041	\$820,070.00	\$814,256.20	\$410,035.00	\$814,256.20	\$4.70 per resident; 2018 pop 173,246 (2016=174483 \$5,814 diff)
	Rural Library Services Grant (Board of Record)	4042	\$338,506.00	\$340,242.75	\$169,253.00	\$340,242.75	\$5.55 per resident; 2017 pop 61,305 (2016=60992 \$-1736.72 diff)
	Provincial Establishment Grant	4044	\$0.00	\$0.00	\$0.00	\$0.00	No new library at this time
	Indigenous Grant	4530	\$160,064.00	\$160,000.00	\$80,000.00	\$160,000.00	In and out
Total			\$1,318,640.00	\$1,314,498.95	\$659,288.00	\$1,314,498.95	
Programs	Non-resident Fees	4132	\$1,900.00	\$1,500.00	\$300.00	\$1,500.00	Morinville/Bonnyville
	Conference	4560	\$0.00	\$5,000.00	\$0.00	\$5,000.00	2-day Conference
	Other Revenue - General	4530	\$8,160.49	\$5,000.00	\$1,466.08	\$5,000.00	Grants/1% Admin for BOR
	Winter and Summer Reading Programs	4550	\$8,598.15	\$10,000.00	\$0.00	\$10,000.00	Full staff can now help drive this number
	Office Sales	4510	\$5,752.77	\$10,000.00	\$810.75	\$10,000.00	Rental, Professional services
	Interest	4610	\$50,774.24	\$35,000.00	\$13,092.11	\$40,000.00	Bank/Investments Interest
Total			\$75,185.65	\$66,500.00	\$15,668.94	\$71,500.00	
Reimbursements	Travel Grants	4126	\$3,382.19	\$1,500.00	\$0.00	\$1,500.00	TRAC, PLSB offsett line 148 Expenses
	Office sales to libraries	4520	\$160,979.35	\$160,000.00	\$43,932.05	\$150,000.00	Offset with expense line 147 Expenses
	Revenue for outlet	4613	\$9,156.17	\$10,000.00	\$0.00	\$10,000.00	Myrnam offset in line: 142 Expenses
Total			\$173,517.71	\$171,500.00	\$43,932.05	\$161,500.00	
Residual	Allotment Carry Over	4050	\$10,783.19	\$40,000.00		\$40,000.00	Offset with line 86 Expenses
TOTAL OPERATING REVENUE			\$3,362,138.05	\$3,401,410.29	\$1,945,590.72	\$3,398,257.00	

DRAFT NLLS BUDGET 2021							
		GL Code(s)	Actuals Dec 31 2019	BUDGET 2020	Actuals Apr 30 2020	BUDGET 2021 - 0%	COMMENTS / NOTES June 29 2020
EXPENSES							
Shared Services NLLS and Board	Telecommunications	6622	\$4,021.73	\$16,000.00	\$4,052.12	\$15,000.00	NLLS phones, and Cell phones
	Memberships and Expenses	6616	\$2,036.06	\$3,000.00	\$518.00	\$3,500.00	AUMA, RMA, ALA, CLA, APLAC, TAL
	PD Training Total	5981	\$10,868.37	\$16,500.00	\$6,960.61	\$15,500.00	Webinars, Courses and Training Sessions
	NLLS Conference Fees	5982	\$10,889.14	\$13,700.00	\$0.00	\$10,700.00	Conference and Workshops attending
	Hotels and Travel	5983	\$22,782.28	\$23,000.00	\$3,421.93	\$13,500.00	iHotels and Travel costs, Baggage amd Taxis
	Meals when Travelling	5984	\$5,169.81	\$7,450.00	\$1,517.56	\$5,000.00	Meals 50% gst Moved Site Visit to here
	Travel Costs	5985	\$12,060.67	\$10,000.00	\$2,960.42	\$0.00	Moved to above with Hotel and Travel
Shared Services Total			\$67,828.06	\$89,650.00	\$19,430.64	\$63,200.00	
Admin Dept 4 Full Time Staff Members	Equipment/Software	6600	\$195.25	\$2,000.00	\$0.00	\$2,000.00	Repairs, software, small equipment/furniture purchases
	Photocopier	6602	\$13,532.67	\$12,000.00	\$3,361.88	\$12,500.00	Rental, maintenance, toners
	Marketing	6608	\$5,323.98	\$7,000.00	\$1,544.02	\$18,000.00	Publicity,trade shows, newsletter, supplies, kios
	Audit & Support	6610	\$14,836.67	\$15,000.00	\$14,779.69	\$17,000.00	RFP
	Office supplies	6620	\$13,171.42	\$10,000.00	\$4,180.64	\$10,000.00	General office supplies, Simply accounting software
	Staff recruitment	5987	\$2,954.61	\$500.00	\$0.00	\$500.00	Any staff vacancy
	Subscriptions / Licenses	6615	\$3,422.55	\$2,000.00	\$1,334.95	\$1,000.00	Local newspapers / Copyright Lic,
	Special Events	6521	\$6,618.91	\$4,000.00	\$40.50	\$5,500.00	Staff Long Service Awards. Projects
	HR Tools	5989	\$161.90	\$500.00	\$0.00	\$500.00	Reference and HR Advisory
	Charges (Bank)	6612	\$1,425.87	\$1,200.00	\$453.00	\$1,500.00	Bank charges; Credit Card charges; US foreign exchange
	Postage - Admin	6266	\$1,331.79	\$3,000.00	\$1,219.40	\$2,000.00	Increase postage for libraries
	NLLS Hosting	6522	\$509.49	\$400.00	\$128.62	\$1,000.00	General Hosting
	Indigenous Grant Expense	6081	\$87,077.30	\$160,000.00	\$160,000.00	\$160,000.00	In and out
Admin Total			\$150,562.41	\$217,600.00	\$187,042.70	\$231,500.00	

DRAFT NLLS BUDGET 2021							
		GL Code(s)	Actuals Dec 31 2019	BUDGET 2020	Actuals Apr 30 2020	BUDGET 2021 - 0%	COMMENTS / NOTES June 29 2020
Bibliographic Services 10 Full Time 1 Part Time Staff Members	Allotment Carry over	N/A	\$10,793.18	\$40,000.00	\$40,000.00	\$40,000.00	Monies unspent by libraries
	Book Allotment	6000's	\$386,763.89	\$372,478.90	\$372,478.90	\$372,478.90	2018 pop. X \$2.15
	Cataloguing/Processing supplies	6108	\$11,052.47	\$10,000.00	\$1,947.64	\$10,000.00	Laminating, mactac, barcodes spine lables
	Bibs Service Subscriptions	6090	\$2,136.56	\$1,500.00	\$70.17	\$2,000.00	Web dewey OCLC RDA Toolkit
	ILL Shipping cost	6268	\$905.04	\$1,000.00	\$396.76	\$1,000.00	Postage, (other than government courier an van run)
	Library Shipping Covered Cost	6106	\$3,154.43	\$3,000.00	\$1,453.03	\$1,500.00	Brokerage, Freight, Customs, Various Book Suppliers shipping cost
	ILL Supplies cost	6085	\$4,997.30	\$1,500.00	\$3,414.78	\$4,000.00	Library Cards, Stickers, Disc repair supplies, Canvas bags and DVD cases, Totes
	Vehicle Expenses	6270	\$12,341.89	\$10,000.00	\$2,988.77	\$10,000.00	Maintenance
	Vehicle Fuel	6271	\$30,487.59	\$35,000.00	\$5,457.89	\$43,000.00	Fuel
	Vehicle Reserve Fund - EXP	6710		\$20,000.00	\$3,000.00	Moved	Moved to below
Bibs Services Total			\$462,632.35	\$494,478.90	\$431,207.94	\$483,978.90	
Board	Board Committees Meetings	6520	\$22,617.74	\$20,000.00	\$1,960.18	\$20,000.00	per diem for Board committees
	Professional & Legal Fees	6606	\$45,510.15	\$3,000.00	\$2,262.45	\$3,000.00	HR items, Legal contingency, Policy support
	Board Conferences	6508	\$7,029.46	\$7,500.00	\$0.00	\$2,000.00	Coverage for Board Chair
	Board Food & Beverages	6504	\$6,087.18	\$6,000.00	\$1,339.45	\$1,500.00	Board and exec meetings meals.
	Board Mileage	6500	\$33,446.90	\$32,000.00	\$5,447.36	\$8,500.00	1 Gen Brd Mtg / 1 Exec Mtg at HQ
	Special Events (Chair/Vice Chair specific)	6510	\$6,618.91	\$10,000.00	\$515.47	\$10,000.00	Board Chair Honorarium/Perdiem/Mileage for Travel to Municipalities (as per POS)
	POS - Plan of Service		\$0.00	\$6,000.00		\$0.00	Meetings, Mileage, Food etc
Board Total			\$121,310.34	\$84,500.00	\$11,524.91	\$45,000.00	

DRAFT NLLS BUDGET 2021							
		GL Code(s)	Actuals Dec 31 2019	BUDGET 2020	Actuals Apr 30 2020	BUDGET 2021 - 0%	COMMENTS / NOTES June 29 2020
Building	Caretaking and Landscaping	6704	\$35,256.34	\$30,000.00	\$10,253.47	\$36,000.00	Caretaking Contract, landscaping, snow removal, janitorial supplies.
	Insurance	6614	\$10,491.67	\$11,000.00	\$10,934.23	\$12,000.00	AMSC
	Maintenance	6702	\$7,245.19	\$15,000.00	\$12,261.41	\$15,000.00	Upkeep and emergency repairs
	Health & Safety	6706	\$3,081.47	\$3,000.00	\$2,065.25	\$4,000.00	Security system, safety workshops,
	Utilities	6708	\$27,593.24	\$30,000.00	\$10,135.99	\$30,000.00	Water, hydro, garbage, shredder, gas
	Furniture & Equipment Reserve Fund		\$0.00	\$3,000.00	\$0.00	Moved	Moved to below
	Building Reserve Fund	6712	\$65,200.00	\$57,500.00	\$8,750.00	Moved	Moved to below
Building Total			\$148,867.91	\$149,500.00	\$54,400.35	\$97,000.00	
IT Department 3 Full Time Staff Members	Internet Service Fees	6169	\$4,165.00	\$18,000.00	\$1,388.00	\$24,000.00	Cybera (3 yr/3 Exinda warranty for upgrade of bandwidth) New service provider (lower cost)
	Web Hosting	6119	\$17,047.00	\$19,300.00	\$21,895.00	\$24,000.00	Econolution / Townlife
	Computer Protection Software	6114	\$29,904.93	\$18,400.00	\$44.99	\$25,000.00	Anti Virus, Deep Freeze, FixMeStick, -3 yr prepaid going forward
	Library Assistance Software	6120	\$8,442.55	\$5,500.00	\$2,479.61	\$6,000.00	HelpDesk, GoToAssist
	Server Software	6121	\$2,606.35	\$6,000.00	\$0.00	\$5,000.00	Vmware, Veeam, Dell Desktop Authority
	Computer Software	6122	\$4,493.73	\$5,500.00	\$0.00	\$6,500.00	Office 365, Windows 10, Smart Draw, Asset Panda ect.
	Emerging Technology	6123	\$13,884.04	\$10,000.00	\$0.00	\$10,000.00	New technology for development
	Computer Replace	6118	\$13,315.19	\$5,000.00	\$0.00	\$10,000.00	Laptops, Staff computers, Monitors 3 yr replacement cycle -Done 2019
	Computer Reserve Fund		\$0.00	\$5,000.00	\$0.00	Moved	Moved to below
	Server Reserve Fund		\$0.00	\$0.00	\$0.00	Moved	Moved to below
	Network/Fortigate Warrenty	6124	\$0.00	\$23,000.00	\$0.00	Moved	Moved to below
	Fortigate-Libraries/Hardware Reserve Fund		\$0.00	\$29,500.00	\$0.00	Moved	Moved to below
IT Dept Total			\$93,858.79	\$145,200.00	\$25,807.60	\$90,500.00	

DRAFT NLLS BUDGET 2021							
		GL Code(s)	Actuals Dec 31 2019	BUDGET 2020	Actuals Apr 30 2020	BUDGET 2021 - 0%	COMMENTS / NOTES June 29 2020
Public Services Department 4 Full Time 1 Part Time Staff members	System Collection	6080	\$8,220.57	\$15,000.00	\$6,165.99	\$12,000.00	Large Print, Professional collection, Ref, Audio, Kits and Blocks Makerspace
	Online databases/E-Resources	6280	\$94,366.37	\$70,000.00	\$37,934.88	\$110,000.00	Cypress, Tumblebooks, Niche Academy, TAL - Lynda.com, Ebsco (Ancenstory/Novelist/ Universal Core/DYI Auto Repair) Overdrive, 3M, Hoopla, Zinio
	E-Resources	6170	\$6,416.43	\$50,000.00	\$7,105.55	Moved	Moved to above
	Programming	6252	\$34,703.35	\$20,000.00	\$2,627.65	\$20,000.00	SRP WRP, entertainer, prizes, story teller, author talks
	NLLS Conference	6206	\$890.95	\$20,000.00	\$1,454.64	\$20,000.00	Conference and Workshops - LMC Workshop
	Consultant Mileage					\$4,000.00	New consultant visit mileage
	LMC - Mileage for Meetings	6208	\$13,271.35	\$14,000.00	\$3,597.02	\$5,000.00	3 LMC meetings a year, travel and meals
Public Services Total			\$157,869.02	\$189,000.00	\$58,885.73	\$171,000.00	
Contracts & Vendor Services	ACSI Services	6167	\$33,000.00	\$35,000.00	\$33,000.00	\$35,000.00	Customer edge devices maintenance and 3 year contract. Paid in Dec each year
	TRAC	6168	\$104,661.00	\$105,000.00	\$109,941.00	\$120,000.00	Cost of operations and maintenance of catalogue and Server at YRL
	The Alberta Library	6613	\$8,454.82	\$8,500.00	\$8,877.56	Moved	Moved to Memberships above
Vendor Total			\$146,115.82	\$148,500.00	\$151,818.56	\$155,000.00	
Staff 21 F/T 2 P/T Staff members & 2 Summer Students	Salaries	5500	\$1,238,918.33	\$1,326,210.82	\$421,573.47	\$1,415,500.00	No Cola-10 staff at top of grid. Grid Increases= 42500 Contractual Promises=13600
	Benefits	5542	\$116,293.27	\$150,000.00	\$44,933.31	\$135,000.00	Dental, Vision, Health, RRSP 9.3%
Staff Total			\$1,355,211.60	\$1,476,210.82	\$466,506.78	\$1,550,500.00	
NLLS Outlets	Myrnam	6400	\$9,754.00	\$10,000.00	\$2,108.34	\$10,000.00	Operating expenses, salary, programming
Outlet Total			\$9,754.00	\$10,000.00	\$2,108.34	\$10,000.00	

DRAFT NLLS BUDGET 2021							
		GL Code(s)	Actuals Dec 31 2019	BUDGET 2020	Actuals Apr 30 2020	BUDGET 2021 - 0%	COMMENTS / NOTES June 29 2020
Transfer Payments	Board of Record Payments (Provincial Rural services grant)	6301	\$340,242.84	\$340,242.75	\$169,253.00	\$340,242.75	Transfer payments to 6 counties, 1 MD, 8 Summer Villages @5.55 per cap. Offset in line 5
Transfer Total			\$340,242.84	\$340,242.75	\$169,253.00	\$340,242.75	
Reimbursement	NLLS pays for expenses that will be reimbursed by other organizations; equivalent \$ amount under Revenue lines 16/17/18						
	General Supplies	6618	\$108,453.59	\$160,000.00	\$40,099.22	\$160,000.00	Furniture, computers, office supplies-Rebills
	Travel	4126	\$0.00	\$1,500.00	\$0.00	\$0.00	Traveling expenses reimbursed by PLSB, TRAC and other organizations
Reimbursement Total			\$108,453.59	\$161,500.00	\$40,099.22	\$160,000.00	
TOTAL OPERATING EXPENDITURES			\$3,162,706.73	\$3,506,382.47	\$1,618,085.77	\$3,397,921.65	
Budgeted Net Gain/Loss				-\$104,972.18		\$335.35	
RESERVE FUND INFO See second tab							

EXP	Type of Fund	Allocation of Current funds	Min Balance for Reserves	2019 Usage	2020 Usage	Projected 2021 Usage
	Unrestricted					
6710	Vehicle Replacement Funds	\$ 145,000.00	\$ 45,000.00	\$ 3,000.00	\$ 33,245.25	\$ 35,000.00
6711	Furniture & Equipment Funds	\$ 25,000.00	\$ 25,000.00	\$ 3,000.00	\$ -	\$ -
6712	Building Funds	\$ 375,000.00	\$ 250,000.00	\$ 65,200.00	\$ 8,750.00	\$ 50,000.00
6713	Computer Funds - 5yr	\$ 90,000.00	\$ 50,000.00	\$ -	\$ -	\$ -
6714	Server Funds - 5yr	\$ 375,000.00	\$ 300,000.00	\$ -		\$ 150,000.00
6715	Network Hardware Funds - 5yr	\$ 160,000.00	\$ 100,000.00	\$ 10,000.00	\$ -	\$ -
6716	Fortigate - Libraries Funds - 5yr	\$ 160,000.00	\$ 100,000.00	\$ -	\$ -	\$ -
6717	Contingent Liability and Consultation	\$ 100,000.00	\$ 50,000.00	\$ 42,000.00	\$ -	\$ -
	Restricted					
6720	Operational Restricted Reserve	\$ 432,393.00	\$ 350,000.00	\$ -	\$ -	\$ -
Money in Investments June 29 2020		\$ 1,862,393.00				
TOTALS				\$ 123,200.00	\$ 41,995.25	\$ 235,000.00

Restricted Funds Definition

Only used for non-capital purpose (Operational & Contingency) - Need board approval to use or move

Unrestricted Funds Definition

Fund which can be accessed for capital purposes - Need Executive approval to use or move

Allocation

The amount of money proposed for the specific reserve category

Northern Lights Library System					
Comparative Income Statement - Comparative Income Statement - YTD to Last Year					
		Actual 01/01/2019 to 06/30/2019		Actual 01/01/2020 to 06/30/2020	
1	Revenue				
2	Levies - Municipalities	1,207,726.50		1,226,701.73	
3	Levies - Library Boards	0.00		0.00	
4	Prov. Operating Grant	0.00		409,008.25	
5	Prov. Rural Sevices Grant	0.00		169,253.00	
6	Indigenous Grant	0.00		80,032.00	
8	Deferred Allotment	-184,562.55		-252,018.16	
9	Travel/Wage Grants	0.00		0.00	
10	Wage Subsidies	0.00		14,428.40	
11	Non Resident Fees	500.00		450.00	
12	Other Grants / Library Programs	0.00		0.00	
13	Sales - Misc.	4,454.89		1,117.62	
14	Sales Office Supplies-Resale	85,217.31		56,495.40	
15	Other Revenue General	160.39		1,466.08	
16	Sales-WRP/SRP	952.45		0.00	
17	Annual Conference	0.00		0.00	
18	Interest earned	22,494.61		15,696.75	
19	Myrnam Revenue	0.00		4,152.02	
21	TOTAL REVENUE	1,136,943.60		1,726,783.09	
22					
23	EXPENSE				
28	Staff Expenses				
29	Staff Salaries	586,622.54		653,125.60	
30	EI Expense	11,106.16		11,794.55	
31	C.P.P. Expense	27,918.15		31,747.02	
33	Extended Health Expense	13,754.28		14,675.82	
34	Dental Expense	10,176.40		7,906.74	
35	W.C.B. Expense	1,813.04		2,140.15	
36	Expenses Sub Total	64,768.03		68,264.28	
37	TOTAL - GENERAL PAYROLL EXPENSES	651,390.57		721,389.88	
38					
39	Other Staff Costs				
40	NLLS PD Training (Shared)	6,873.60		7,059.61	
41	Conference Fees (Shared)	8,158.09		29.18	
42	Hotel and Accommodations (Shared)	17,114.03		3,421.93	
43	Meals when Travelling (Shared)	2,394.33		1,577.01	
44	Travel Costs (Shared)	7,788.06		2,960.42	
45	Site Visits (Shared)	418.61		0.00	
46	Staff Recruitment	2,954.61		0.00	
47	Human Resource Tools	69.95		0.00	
48	Charge for Reimbursement Costs	0.00		0.00	

50	Total Other Staff Costs	45,771.28	15,048.15
51			
52	Book Allotment		
53	Coll. Dev. Cold Lake	14,694.89	14,839.85
54	Coll. Dev. Mundare	2,812.53	1,283.20
55	Coll. Dev. Gibbons	8,713.91	2,433.66
56	Coll. Dev. Chauvin	2,055.53	508.24
57	Coll. Dev. Bonnyville	15,457.86	19,177.46
58	Coll. Dev. Kitscoty	4,761.90	990.22
59	Coll. Dev. Bruderheim	2,135.47	3,663.77
60	Coll. Dev. Floating Romance	0.00	715.75
61	Coll. Dev. Morinville	14,199.47	11,734.69
62	Coll. Dev. Innisfree	983.16	756.53
63	Coll. Dev. Bon Accord	8,701.28	4,744.20
64	Coll. Dev. Lamont	3,489.70	622.96
65	Coll. Dev. Plamondon	1,748.68	1,143.81
66	Coll. Dev. Andrew	177.88	468.77
67	Coll. Dev. Radway	1,438.75	1,281.58
68	Coll. Dev. Edgerton	744.11	1,365.12
69	Coll. Dev. Elk Point	2,601.20	1,145.81
70	Coll. Dev. Holden	2,231.94	1,307.72
71	Coll. Dev. Edmonton Garrison	1,451.62	1,276.33
72	Coll. Dev. Mannville	1,413.71	1,034.02
73	Coll. Dev. Myrnam	2,355.93	1,145.45
74	Coll. Dev. Marwayne	4,571.11	2,638.63
75	Coll. Dev. Paradis Valley	2,278.35	1,528.91
76	Coll. Dev. Smoky Lake	2,272.63	1,631.63
77	Coll. Dev. St. Paul	9,767.86	6,977.79
78	Coll. Dev. Two Hills	4,812.03	4,981.79
79	Coll. Dev. Tofield	21.60	7,042.95
80	Coll. Dev. Ryley	1,313.11	633.00
81	Coll. Dev. Vermilion	5,117.58	3,985.59
82	Coll. Dev. Viking	2,382.40	2,059.54
83	Coll. Dev. Vilna	728.17	183.47
84	Coll. Dev. Waskatenau	1,014.39	644.64
85	Coll. Dev. Wainwright	5,846.64	7,195.08
86	Coll. Dev. Thorhild	1,544.92	857.14
87	Coll. Dev. Newbrook	2,356.92	1,787.75
88	Coll. Dev. Vegreville	7,192.04	5,911.00
89	Coll. Dev. Athabasca	6,265.35	6,362.85
90	Coll. Dev. Wandering River	765.10	355.70
91	Coll. Dev. Grassland	5,393.92	846.74
92	Coll. Dev. Irma	1,730.91	1,285.79
93	Coll. Dev. Lac La Biche	11,699.25	8,213.86
94	Coll. Dev. Mallaig	4,366.11	3,006.86
95	Coll. Dev. Boyle	2,206.28	1,980.27
96	Coll. Dev. Rochester	1,225.55	1,054.27
97	Coll. Dev. Ashmont	4,989.42	3,421.14

98	Coll. Dev. Redwater	5,802.69	6,112.74
99	Coll. Development	187,833.85	152,338.27
###	Total Collection Development	187,833.85	152,338.27
###			
###	Library Services		
		4,072.97	9,804.25
###	System Collections		
###	Indigenous Expenses	22,184.41	41,892.49
		929.05	5,950.78
###	ILL Service Supplies		
###	Bibs Service Supplies	987.80	383.97
		1,437.25	1,946.23
###	Shipping & Freight		
###	Catalog Process Forms Supplies	9,773.02	1,947.64
		8,360.44	44.99
###	Assistive Technologies IT		
		12,140.90	5,520.00
###	Computer Replacement Program IT		
###	Web Hosting IT	17,047.00	29,673.00
###	Library Assistance Software IT	5,764.35	2,479.61
###	Server Software IT	0.00	0.00
		4,493.73	720.00
###	Computer Software IT		
###	Emerging Technology IT	12,472.55	0.00
		0.00	33,000.00
###	ACSI Managed Services		
		104,661.00	109,941.00
###	TRAC		
		2,635.00	3,157.00
###	Internet Service Fees IT		
###	e Resources Books on Line	0.00	9,060.10
###	NLLS Annual Conference/Workshops PS	890.95	1,454.64
###	Library Managers Council PS	9,067.40	3,597.02
		17,848.41	4,891.58
###	Library Programming PS		
###	Postage/Courier	1,241.99	1,219.40
		457.59	396.76
###	Coll. Dev. Shipping/ILL BS		
###	Vehicle Expense BS	4,999.73	3,531.40
###	Vehicle Fuel BS	16,355.05	6,117.03
		72,158.88	60,709.81
###	Online Databases PS		
###	Board of Record Payments	0.00	166,097.36
###	Myrnam-Operating expenses	3,566.28	2,108.34
###	Board Travel	16,644.62	5,249.21

###	Board Food and Beverages	2,985.62	1,509.06
###	Board Conference/Education	7,029.46	0.00
###	Special Events (Board)	5,141.68	515.47
###	Board Committee Meetings	11,578.40	2,810.18
###	Special Events (Admin)	1,164.53	40.50
###	NLLS Hosting	184.76	128.62
###	Office Equipment/Software Admin	195.25	0.00
###	Photocopier (Admin)	6,431.09	5,848.06
###	Professional & Legal Fees	4,069.20	2,431.20
###	Marketing	2,052.16	1,683.00
###	Audit Costs	14,836.67	14,779.69
###	Bad Debts - Late Fees	171.81	3.52
###	Bank Charges	696.91	502.31
###	TAL-The Alberta Library Membership	8,454.82	8,877.56
###	Insurance	10,491.67	10,937.23
###	Subscriptions (Admin)	2,002.65	2,262.31
###	NLLS Memberships (Shared)	970.49	625.44
###	Resale Supplies & General Rebills	102,864.54	46,911.90
###	Office Supplies (Admin)	5,698.87	4,912.40
###	Telecommunications (Shared)	7,831.95	5,537.92
###	General Maintenance/Contracts	65,200.00	
###	Building Maintenance	5,772.47	14,359.21
###	Janitorial/Caretaking/Landscaping	16,162.62	14,521.52
###	Health & Safety	1,548.52	3,736.76
###	Utilities	14,273.42	12,052.43
###			
###	RESERVE EXPENDITURES		
###	Vehicle Reserve Expense	0.00	33,245.25
###	Furniture & Equip Reserve Expense	0.00	3,000.00
###	Building Reserve Fund	0.00	17,100.00
###	Computer Reserve Expense	0.00	5,000.00
###	Server Reserve Expense	0.00	0.00
###	Network Hardware Reserve Expense	0.00	4,257.99
###	Fortigate Reserve Expense	0.00	57,050.81
###	Contingent Liability Reserve Exp.	0.00	0.00
###	Operation Restricted Reserve Exp	0.00	0.00

	Total Projected Reserve Expenditures		119,654.05
###	Total Expenses	647,999.93	785,533.95
###	TOTAL EXPENSE	1,532,995.63	1,674,360.12
###			
###	NET INCOME	-396,052.03	52,422.97

Generated On: 06/30/2020

Budget	% of Budget	GL Code	Explanation
\$1,224,855.02	100%	4010	2018 pop = 173,246 @\$5.23/\$10.46 per capita (1.5% increase)
\$584,056.32	0%	4040	2018 pop @\$5.23/\$10.46 per capita (1.5% increase)
\$814,256.20	50%	4041	\$4.70 per resident; 2018 pop 173,246
\$340,242.75	50%	4042	\$5.55 per resident; 2018 pop 61,305
\$160,000.00	50%	4530	In and out
			Book Alottment
\$1,500.00	0%	4126	TRAC, PLSB offsett line 109 Expenses
		4128	Manulife Discount and 10% Wage subsidy
\$1,500.00	30%	4132	Morinville/Bonnyville
\$10,000.00	11%	4510	Rental, Professional services
\$160,000.00	35%	4520	Offset with expense line 108 Expenses
\$10,000.00	0%	4550	
\$5,000.00	0%	4560	2-day Conference
\$35,000.00	45%	4610	Bank/Investments Interest
\$10,000.00	42%	4613	Myrnam offset in line: 103 Expenses
\$1,326,210.82	49%	5500	1.5% COLA and step increments for 21 F/T staff 2 P/T & 4 summer students 2020
\$116,293.27	59%	5542	Dental, Vision, Health, RRSP
\$16,500.00	43%	5981	Webinars, Courses and Training Sessions
\$13,700.00	0%	5982	Conference and Workshops attending
\$23,000.00	15%	5983	Hotels and Travel costs
\$7,450.00	21%	5984	Meals 50% gst
\$10,000.00	30%	5985	Airfare, Baggage, Taxis
\$500.00	0%	5987	Any staff vacancy
\$500.00	0%	5989	Reference and HR Advisory

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\$15,000.00	65%	6080	Large Print, Professional collection, Ref, Audio, Kits and Blocks Makerspace
\$160,000.00	26%	6081	In and out
\$1,500.00	397%	6085	Library Cards, Stickers, Disc repair supplies, Canvas bags and DVD cases
\$1,500.00	26%	6090	Web dewey, CD, cataloguers desktop
\$3,000.00	65%	6106	Brokerage, Freight, Customs, Various Book Suppliers shipping cost
\$10,000.00	19%	6108	Laminating, macktac, barcodes spine lables
\$18,400.00	0%	6114	Anti Virus, Deep Freeze, FixMeStick, -3 yr prepaid going forward-2017 code changes
\$5,000.00	110%	6118	Laptops, Staff computers, Monitors - 2019 Towers need to be replaced
\$19,300.00	154%	6119	Econolution / Townlife
\$5,500.00	45%	6120	HelpDesk, GoToAssist, Cloud printing
\$6,000.00	0%	6121	Vmware, Veeam, Dell Desktop Authority
\$5,500.00	13%	6122	Office 365, Windows 10, Smart Draw, Asset Panda ect.
\$10,000.00	0%	6123	New technology for development
\$35,000.00	94%	6167	Customer edge devices maintenance and 3 year contract. Paid in Dec each year
\$105,000.00	105%	6168	Cost of operations and maintenance of catalogue and Server at YRL
\$18,000.00	18%	6169	Cybera (3 yr/3 Exinda warranty for upgrade of bandwidth) New service provider (lower cost)
\$50,000.00	18%	6170	Overdrive, 3M, Hoopla, Zinio
\$20,000.00	7%	6206	Conference and Workshops - LMC Workshop
\$14,000.00	26%	6208	3 LMC meetings a year, travel and meals
\$20,000.00	24%	6252	SRP WRP, entertainer, prizes, story teller, author talks
\$3,000.00	41%	6266	
\$1,000.00	40%	6268	Postage, (other than government courier an van run)
\$10,000.00	35%	6270	Maintenance
\$35,000.00	17%	6271	Fuel
\$70,000.00	87%	6280	Cypress, Tumblebooks, Niche Acadamy, TAL - Lynda.com Rock of Ages (Ancenstory/Novelist/ Universal Core/DYI Auto Repair)
\$340,242.75	49%	6301	50% paid out
\$10,000.00	21%	6400	Operating expenses, salary, programming
\$20,000.00	26%	6500	Regular Board Meetings

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COMMENTS

Moved \$3000 to Furniture Reserves

Moved \$5000 to Computer reserve

Moved 2019 invoice to reserve

