

# MEETING AGENDA – EXECUTIVE COMMITTEE MEETING

## MEETING INFORMATION

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***Date: Aug 19, 2020***

***Time: 10:00am***

***Attendees via Zoom: Vicki Lefebvre, Jodi Dahlgren, Warren Griffin, Jill McLuckie, Laurent Amyotte, Larry Tiedemann, Cyndy Heslin, Elaine Sorochoan, Craig Lukinuk, Justin Thompson, Karen Shaw, Julie Walker, Terri Hampson, Kelly McGrath, Heather Elliott, and Anna Scott.***

***Absent:***

## PREPARATION FOR MEETING

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***Please Read:***

Reports submitted

Minutes of the Executive Meeting July 2, 2020

AUMA Resolution

## AGENDA ITEMS

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1. Additions to agenda
2. Approval of Minutes from July 2, 2020
3. LMC Report
4. Board Chair Report
5. Executive Director Report
6. Financial Report
7. Budget Committee
8. Policy Committee Report
9. Building Committee Report
10. Advocacy Committee Report
11. Plan of Service Committee
12. Thank you – Elaine Sorochoan
13. Meeting with various Councils via Zoom
14. AUMA Resolution – Village of Ryley
15. Plan of Service Questionnaire
16. In-Camera Session – Personnel

## ACTION ITEMS FROM PREVIOUS MEETING

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

## NEW ACTION ITEMS

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- 1.
- 2.
- 3.

Next Executive Meeting scheduled

## MEETING MINUTES – EXECUTIVE COMMITTEE MEETING

### MEETING INFORMATION

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Date: Aug 19, 2020

Time: 9:00am

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

**Absent:** Heather Elliott

### PREPARATION FOR MEETING

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***Please Read:***

Reports submitted

Minutes of the Executive Meeting July 2, 2020

AUMA Resolution

### AGENDA ITEMS

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1. Additions/Approval to agenda – **M1** Karen Shaw motions as amended, all in favor, motion carried.
2. In-Camera Session #1 – Personnel
  - a. **M2** Karen motions to move into camera 9:08, all in favor, motion carried.
  - b. **M3** Cyndy motions to come out of camera at 10:04, all in favor, motion carried.
  - c. **M4** Karen Shaw motions the Executive Committee directs the board chair as discussed in closed session to obtain legal advice and proceed as directed.
3. Approval of Minutes from July 2, 2020, **M5** Jill McLuckie motions to approve the minutes as presented, all in favour, motion carried.
4. LMC Report -Jodi
  - a. **M6** Warren Griffin motions to accept the report as presented, all in favor, motion carried.
5. Board Chair Report – nothing to report
6. Executive Director Report – **M7** Jill McLuckie motions to accept the report as presented, all in favor, motion carried.
7. Financial Report – **M8** Laurent Amyotte motions to accept the report as presented, all in favor, motion carried.
8. Budget Committee – **M9** Craig Lukinuk motions to accept the 0% increases budget as presented, all in favor, motion carried.
9. Policy Committee Report - Warren
  - a. **M10** Warren Griffin motions to add the Social Media policy to the package for the next General Board meeting, all in favour, motion carried.
  - b. **M11** Elaine Sorochoan motions to accept the report as presented, all in favor, motion carried.
10. Building Committee Report - Jill
  - a. **M12** Jill McLuckie motions to accept the verbal report as presented, all in favor, motion carried.
11. Advocacy Committee Report – Larry – nothing to report
12. Plan of Service Committee – Cyndy

- a. **M13** Cyndy Heslin motions to accept the verbal report as presented, all in favor, motion carried.
- 13. Thank you, Elaine Sorochan, for your dedicated service to the Executive Committee and the Library System Board
- 14. Meeting with various Councils via Zoom – continue the meetings with council and try to have multiple councils via zoom when possible.
- 15. AUMA Resolution – Village of Ryley
- 16. Plan of Service Questionnaire
- 17. ALLB communication –Vicki
  - a. **M14** Craig Lukinuk motions to put this communication on hold until Executive Committee received further information and provide further direction, all in favor, motion carried.
- 18. Elections process for Muni election year in 2021
  - a. **M15** Craig Lukinuk motions to have NLLS Staff to send out letter to Municipalities no later than Oct 1, 2020 to confirm Library Board representation after each Municipalities organizational meeting, all in favor, motion carried.
- 19. In-Camera Session #2 – Personnel
  - a. **M16** Warren Griffin motions to go in camera at 12:24pm
  - b. **M17** Craig Lukinuk motions to come out of camera at 12:52pm

#### **ACTION ITEMS FROM PREVIOUS MEETING**

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

#### **NEW ACTION ITEMS**

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- 1. Provide an update on the PS presentation on the 6 core and 1 ancillary service – Anna/Julie
- 2. Approved Policies put on a USB for Executive members, and provide instructions for all on how to access them on the Website – Julie/Terri
- 3. Coordinate and report back the most efficient, least invasive way to fix the water issue – Julie
- 4. For the Council meetings via zoom, have a basic general presentation when presenting to multiple councils, and municipal specifics when presenting to one council – Julie
- 5. Plan of Service Questionnaire to be sent out to all stakeholders – Terri/Jodi
- 6. Letter to be send out to Municipalities to confirm Library Board representation after each Municipalities organizational meeting (usually in Oct)- NLLS Staff
- 7. Executive Director to address concerns coming out of LMC report - Julie

Next Executive Meeting scheduled at the Call of the Chair

Laurent Amyotte motions to adjourn the meeting at 12:55pm

# LIBRARY MANAGER'S COUNCIL REPORT

NLLS Board Meeting – August 21, 2020

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## LMC Executive

- Jodi Dahlgren, Chair (Wainwright Public Library)
- Tracy Woloshyniuk, 1st Vice Chair (Newbrook Public Library)
- Donna Williams, 2nd Vice Chair (Vegreville Public Library)
- D'Arcy Evans, Secretary (Myrnam Community Library)
- Maureen Penn, Past Chair (Lac La Biche County Libraries)

## Updates (from Coffee Chats)

- Since the beginning of June, Library Managers have had the opportunity to meet via Zoom once per week to discuss all the changes that have and are happening due to COVID-19. It has given us the opportunity to share ideas, ask questions to each other and to NLLS staff and given everyone peace of mind that they are not the only ones experiencing issues. We have just decided to move these to once every two weeks.
- The Summer Reading Program promotional material was sent to libraries the third week of June. There was a delay in waiting for one backordered item and we asked that in the future, the material that was received could be sent out rather than waiting for the backordered items.
- Some raves were given to Heather on the Niche Academy material she has been producing.
- Questions were asked regarding fines on overdue items. This was turned off at TRAC/NLLS level without consultation with libraries. They can be turned back on if individual libraries wish.
- Van runs have returned to the regular schedule thus not creating such a backlog at the libraries.
- Our websites were updated to Box Clever's version. Most of the Library Managers have reported that they like the new site and find it easy to edit. This new site has many different features that Library Managers are excited about using. There are a few small things that we would like to see upgraded and Heather has been keeping a list to have discussions with Box Clever.
- The first round of masks were delivered to the libraries as part of the Masks for Albertans program. They have been well received by the patrons in our community.
- An update was asked for on the Public Services Department's six core services and one ancillary service that was presented to the Library Managers at our October 2019 LMC meeting. An update will be given at our next Coffee Chat on September 1, 2020. Questions were asked about the pilot projects that were presented at our February 2020 meeting. The Public Services Department hasn't had time to investigate them yet.
- Relais (the province's Interlibrary Loan system) will be going live on September 1, 2020 and we are happy that the issues with TRAC's version of Polaris have been worked out and we will have access to it. We are also happy that the brokering of individual items can be done at the library level and not the system level. That way,



we can take care of our own patrons. We are waiting on Relais training once it goes live.

- Yellowhead, Peace and Parkland Regional Library Systems along with TAL have put together a virtual conference on October 1 & 2, 2020 with the theme Stronger Together. The conference is open to all libraries and registration is open now.
- Some concerns were expressed regarding the internal reshuffling of staff and the fact that the new Bib Services Manager does not have an MLIS or cataloguing experience.
- Our next LMC meeting will be via Zoom on September 30, 2020 at 10am.

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

Report to NLLS Board

July 29, 2020

Department News

**Acquisitions:** Diane continues to process purchase requests. A Niche Academy tutorial is now live titled: Suggested Titles for Purchase, built upon the locally created catalogues based on webinars. Diane now has access to edit and create tutorials on the Niche Academy.

**Receiving:** Continues as per usual as orders come in. We have resumed measuring holds and placing items in priority for cataloguing.

**Cataloguing:**

Cataloguing is progressing with a limited to no backlog (less than 1 week at most).

The cataloguers are now tasked with updating Library Cataloguing Profiles, with the goal of updating and getting approval for 1 to 2 a week. This is a task that needs to be done annually and is now a cataloguer's duty.

**Processing:**

Processing is running at a short backlog due to other demands on Paul's time – such as driving 2 days a week on the biweekly van run. He is also assisting with unpacking and sorting of the government courier and van runs.

Paul, with the assistance of Cari, Summer Student, completed filming a How to Mac Tac session for the Book Repair Clinic Niche Academy tutorial.

**Shipping:**

Government courier has resumed as of July 20, 2020. Crystal prepared for this by verifying addresses, labels, and organizing more new bins (labelling, painting NLLS, and applying plastic sleeves). Crystal is also driving 1 day per week on the biweekly van run.

Quarantine areas for bins received in the computer lab and board room have been organized and labelled.

On average 40 bins per day are arriving through government courier, and after quarantine of van run on average 30 bins per day are departing.

Niche Academy tutorial – Bagless Shipping is completed, with videos, and sharable across TRAC.

**Van Run:**

A new van run started, with the addition of 3 more runs (Tuesday, Wednesday, and Friday). The van run has resumed to normal.

Susan, with Cari filming and performing film editing, completed all of the parts for the online, Niche Academy tutorial – Book Repair Clinic. The clinic is now completed and posted online, with other TRAC system members able to access.



**Chevy Uplander Van – Tender Ad Placed**

In early July, for 2 weeks an ad was placed in the local newspaper asking for bids on the old van. The bids were submitted by July 24<sup>th</sup>, and the winning bid will be announced on Friday, July 31.

**Van on-order update**

The second Ram Promaster van on order has had an update to the build. Due to timing it will now be a 2021 model, and the build date is September 2. Due to the year change, the pricing may be different. Our sales representative is working on this and will provide an update when possible.



Aug 2020

- Looking into licencing for Office 365 for our libraries as there seems to be an issue and our previous setup my no longer work
- Working with PLSB on Supernet bandwidth upgrades for the libraries
- Meeting with Bell on initial steps for the Supernet bandwidth upgrade.
- Ongoing helpdesk requests
- Continuing with the updating all IT documents on S drive, creating new ones needed, and cleaning out old ones
- IT was working with Marketing to get websites setup
- Wiping of old computers for libraries
- Upgrading and rebuilding of computers for libraries
- New NLLS laptops setup and ready for use
- Configuration of new shaper
- Laptops going in place at libraries to test our internet bandwidth via the Sinefa Shaper



**EXECUTIVE MEETING**

**August 21, 2020**



**Website Updates**

- Box Clever provided 4-hour website training June 23rd to a group of 15 both Brandon and I attended
- Marketing Department created a Website Training Niche Academy Tutorial – 9hrs to create
  - Reviewed 57 times in June
  - Reviewed 691 times in July
- Marketing Department provided 24.5 hours of individual training via phone calls and Zoom meetings
- Marketing completed 106 website related HelpDesk tickets from June 23-July 31 answering inquiries about the website (if each ticket were an average of 15 minutes = 26.5 hours)
  - It Department (Brandon) – completed numerous phone calls to libraries, HelpDesk tickets (17 in 2 weeks) and moving content such as: files, photos, blogs and other items when requested from managers
  - Marketing completed the moving of LMC, Board, Executive content
- Box Clever & Marketing discussed the importance of setting a launch date and determined August 4<sup>th</sup> – NLLS & all Member Libraries have been launched on August 4<sup>th</sup> as discussed



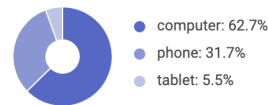
## Koios Updates

- Koios makes library resources visible in Google search result by first setting up the ads then reviewing the website pages

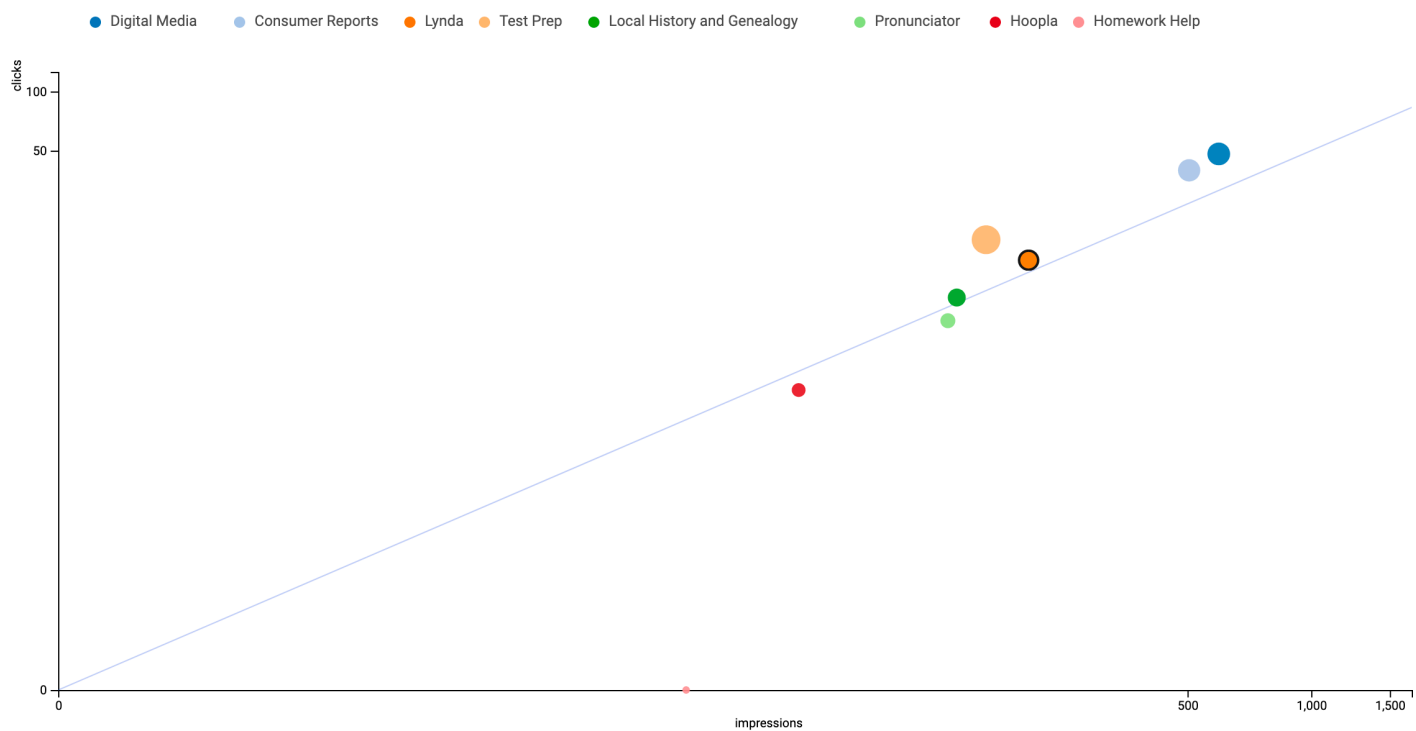
heather

## Northern Lights Library System

Impressions **1,673**    Clicks **124**    CTR **7.4%**    Conversions **0.00**    Grant Spent **\$195.81**    Real CPC **--**



Jul 1, 2020 - Jul 31, 2020



	Impressions	Clicks	CTR	Conversions	Grant Spent
Digital Media	600	48	8.0%	0.0	\$84.54
Consumer Reports	505	39	7.7%	0.0	\$48.13
Lynda	182	11	6.0%	0.0	\$20.28
Test Prep	135	15	11.1%	0.0	\$27.69
Local History and Genealogy	109	6	5.5%	0.0	\$8.07
Pronunciator	102	4	3.9%	0.0	\$6.33
Hoopla	30	1	3.3%	0.0	\$0.77
Homework Help	10	0	0.0%	0.0	\$0.00



## Learning to Understand Koios' Results

**Impressions** means 1673 is the number of times ads have appeared when people in our region is searching

**Clicks** is the number of times that people have clicked on those ads to see what NLLS (and libraries) have to offer

**CTR Rate** is the percentage of impressions that result in a click - the rate for NLLS region in July 2020 is 7.4%. The average CTR Rate in Google Ads across all industries is 3.17% ~ Google May 11, 2020

**Real CPC (Cost Per Click)** – this area will populate when NLLS pays Koios for their services, it will be the actual money spent by determining the cost per click – this number should decrease over time

More campaigns are coming and these number are just the start. What we can see from Koios in the future, with a signed contract

- will be conversion tracking. **Conversion Tracking** will follow what are people do on the website; for example, do they browse through other eResources, do they look at the events calendar, do they check the member libraries location. This information will allow for NLLS to build a better website to showcase the services that the public is looking for.
- Koios will be able to build campaigns for eBooks, Audiobooks, Curbside Pickup service and use MARC records to build ads for items in TRACpac

## Here is an example of the Consumer Report eResource

- Consumer Reports
- Digital Media
- Test Prep
- Lynda
- Local History and Genealogy
- Pronunciator
- Hoopla

### keywords

46	4	0	consumer reports
23	16	0	what's my car worth
4	4	0	best 2 in 1 laptops for the money
4	3	0	best laptop
4	3	0	what is the best laptop to get
3	1	0	kbb com
3	3	0	top 10 cars in america
3	3	0	what's the best laptop for school
1	2	0	best laptop for playing sims
1	1	0	best new pc laptops
1	1	0	best ultraportable gaming laptop
1	1	0	consumer reports cars
1	1	0	most powerful hybrid car
1	1	0	most reliable cars
1	1	0	product review

### real search terms

car value canada
how much is my car worth
vehicle value canada
used car value canada
online appraisal car
black book car values
black book car value
find the value of my car for private sale
what's my car worth canada
vehicle black book pricing
calculate car value
canada used car value
car book value canada
canadian car values best source
how to find black book value of car

**Keywords** is the word or set of words that Koios create for a given ad group to target while **Real Search Term** is the exact word or set of words people enter when searching.



**NLLS Social Media Statistics**



	Facebook	Twitter	Instagram	Pinterest	LinkedIn
July 2020	664	287	324	45.7k	58
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...

**Niche Academy TOP 10 Niche Academy Tutorials:**

<i>March - April 2020</i>			<i>May - June 2020</i>			<i>July 2020</i>	
1.	751	Staying In	168	2020 Summer Reading Program	233	Welcome to TRAC	
2.	425	Welcome to TRAC	144	Welcome to TRACpac	174	TRAC Searches	
3.	399	Citation	128	TRAC Searches	59	2020 SRP	
4.	229	TRAC Searches	127	Staying In	59	Your Library...Online	
5.	176	CloudLibrary	102	Hoopla	59	Internet Safety	
6.	167	Your Library...Online	65	Your Library...Online	55	Staying In	
7.	166	Hoopla	59	Citation Generator	46	TRAX Holds	
8.	164	Tumblebook	52	Google Docs - NEW	43	ME Libraries	
9.	159	Overdrive	48	Microsoft Office - Word	38	Free Citations	
10.	122	Novelist Plus	43	TRAC Holds	17	Hoopla	

**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>			<i>July 2020</i>	
1623	Staying In	1333	Staying In	254	Staying In		
115	TRAC Searches	55	Welcome to TRACpac	12	Welcome to TRAC		
113	Welcome to TRACpac	36	TRACpac Holds				
72	TRACpac Holds	55	TRAC Searches				
		27	Your Library...Online				

PDF included of the Library Manager's Niche Academy uses from Jan-Aug 2020





Manager Training - NLLS Niche Academy

Tutorial	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Total
COVID-19 Communications	0	0	0	0	75	168	21	1	265
De-Escalation – Skills and Practice	0	0	0	0	0	0	0	0	0
De-Escalation – Recognizing and Responding to Tense Situations	0	0	0	0	0	0	0	0	0
Google Docs – Collaborate With Google's Online Word Processor	0	0	9	0	0	1	1	0	11
Icons for Brochure	23	1	16	0	0	0	0	0	40
eResources Promotions: Pop Art Style	17	0	8	3	0	5	0	0	33
AncestryLibrary – Access Genealogical Records of Billions	0	0	0	0	1	3	0	0	4
Auto Repair Source – Automotive Information	0	0	0	0	0	0	0	0	0
Consumer Reports – Unbiased Product Reviews	0	0	8	4	0	1	0	0	13
cloudLibrary – eBooks and AudioBooks	0	0	3	0	0	0	0	0	3
Cypress Resume – Create Professional Documents That Land Interviews	0	0	0	5	0	0	0	0	5
EBSCOhost – A Powerful Reference System for EBSCO Databases	0	0	0	0	0	0	0	0	0
Explora – Research Made Easy	0	0	0	7	0	0	0	0	7
Hoopla – Audiobooks, eBooks, Music, and Video	0	0	0	0	0	0	0	0	0
Lynda.com – Tech Skills to Boost Your Career	0	0	14	12	0	0	0	0	26
NoveList Plus – Book Recommendations	0	0	0	0	0	0	0	0	0
Novelist: Using Field Codes	0	0	1	0	0	0	0	0	1
OverDriveLibby – eBooks, Audiobooks, and More	0	0	0	5	0	0	3	0	8
PressReader – Connecting People Through News	0	0	0	0	0	0	0	0	0
Pronunciator – Language Learning Online	0	0	0	0	0	0	2	0	2
RBdigital – eBooks, Audiobooks, Magazines, and More	11	0	3	0	0	0	0	0	14
TumbleBook Library – Picture Books and Kids Videos	0	0	13	0	0	0	0	0	13
Polaris Training by Jodi Dalgren	0	13	47	3	0	21	13	0	97
Posting to the Database	2	0	0	0	0	1	1	0	4
How to Conduct a Collection Inventory	0	3	116	46	49	49	48	10	321
Setting Up and Using Offline Circ Form by Richard Kenig	0	1	0	0	0	4	4	0	9
How to use the Button Maker	0	0	0	0	0	1	0	0	1
Social Media Calendar	0	0	1	0	0	0	0	0	1
Facebook – From Signing Up To Setup	0	0	1	6	0	0	0	0	7
Instagram – Share Your Moments	0	0	0	3	3	1	2	2	11
LinkedIn – Social Networking for Job Seekers and Professionals	0	0	0	0	0	0	0	0	0
Pinterest – The World's Catalog of Ideas	0	0	0	0	0	0	0	0	0
Twitter – For People Who've Never Tweeted	0	0	0	3	0	0	0	1	4
Microsoft Office - Word	0	0	0	0	0	0	1	0	1
Microsoft Office - Excel	4	2	1	0	0	0	0	0	7
Microsoft Office - PowerPoint	0	0	0	0	0	0	2	0	2
Microsoft Office - Publisher	0	0	0	0	0	0	0	0	0
Microsoft Outlook	0	0	1	0	0	0	1	0	2
Checking the Funds Account	0	2	1	1	0	0	0	3	7
Creating an Order using ULS Website	0	0	0	0	0	0	0	0	0
How to Fill Out Cataloguing Sheet	0	1	0	4	0	0	2	0	7
Steps to Add Items in Polaris	0	0	3	1	1	0	0	0	5
Working with the Collaborative Collection Development (CCD) Tool	1	2	0	3	0	0	1	0	7
Printing an Invoice: Amazon & Chapters	0	0	0	1	0	0	1	3	5
Volume Control Manual	0	1	0	0	1	1	0	0	3
Computer Basics	0	1	0	0	9	17	0	0	27
Computer Maintenance in Your Library	0	0	0	10	55	39	4	0	108
A Guide to Troubleshoot Your Library's Network	0	0	0	0	0	1	17	0	18
How to Find Info on Your Computer	0	0	0	0	15	9	0	0	24
How to Submit a HelpDesk Ticket	0	0	0	0	4	5	2	0	11
Internet Basics	0	0	11	0	5	0	0	0	16
Minecraft Guide	1	0	0	0	4	1	3	0	9
Scan to Email Setup for Libraries	0	0	0	0	4	0	1	0	5
Windows Basics	0	0	0	0	2	0	2	0	4
Wireless Access	0	0	9	34	71	15	15	0	144
How to Produce a Weeding Report Using SimplyReports	0	0	0	15	2	4	1	0	22
TRAC Operational Guidelines	5	3	1	0	7	1	16	0	33
TRACpac Holds Brochure	0	0	0	0	1	2	0	0	3
How to Place a Hold on a Multi Part Item	0	0	0	0	0	0	0	0	0
Tips and General Information for Library Customers	0	0	0	0	0	1	0	0	1
TRACpac Bookmark	0	0	0	0	0	0	0	0	0
PLA 2020	0	0	0	43	41	0	3	0	87
ALA - Code of Ethics	0	0	0	0	0	0	0	0	0
Code of Ethics for New Directors	8	0	0	0	0	0	1	0	9
LibraryAware Creating Flyer to Promote Books	0	0	0	1	0	0	1	0	2
LibraryAware Training Manual	0	6	0	14	0	0	23	0	43
Weeding Guidelines	2	2	5	7	2	1	0	0	19
Factors in Selecting Library Materials	0	3	2	2	1	0	0	0	8
Weeding Philosophy & Method	3	0	3	3	4	2	0	0	15
Selection Tools Available to NLLS Members	0	5	1	2	0	0	0	0	8
Staff Information about ME Libraries	0	0	2	0	0	0	0	0	2
Creative Tools	1	4	3	2	1	1	9	0	21
Images: how to use and where to find them	1	1	0	0	0	1	20	0	23
Images: editing	0	0	0	0	0	1	15	0	16
Book Sale Media Kit	30	2	0	2	1	7	11	0	53
Bagless Shipping	0	55	11	0	3	34	264	0	367
Library Re-Launch Plans	0	0	0	0	0	55	146	4	205
Suggested Titles for Purchase	0	0	0	0	0	6	9	0	15
Website Training	0	0	0	0	0	57	691	8	756
Book Repair Clinic	0	0	0	0	0	0	66	0	66
Total	109	108	294	242	362	516	1423	32	3086

August, 2020

### Collection Room

The first round of weeding has been completed. We are now making lists of items that have been checked out over 15 times. These items are usually in poor shape, with pages loose, ragged corners and generally grubby. The lists resulted in a further 600 titles being screened for removal or re-purchase. The last of the International collection has been weeded.

The entire remaining collection has now been shifted and all the shelving cleaned. There is now shelf space for all the DVD blocks, where there wasn't previously. Also, all the audiobook blocks have been removed from the cardboard bankers boxes they were being stored in and shelved with the rest of the collection.

### Indigenous

The Indigenous Grant Report for 2019 has been filed, and the budget for 2020 has been created.

Pop-up service is ready to resume at Fishing Lake, and a new MOU is being created. Training and supplies are in the works.

NLLS remains involved in the Frog Lake library creation. At this stage most of the work is between PLSB and Frog Lake, but NLLS is participating in the discussion.

A list of Indigenous authors is being compiled, including name, home community and works for collection development purposes.

### Summer Reading Program

The Alberta Virtual Summer Reading program launched. NLLS contributed a short video of k.d. lang reading from her favourite book, which has 1000 views on the Reading Club Youtube page.

[https://www.youtube.com/channel/UCT1YlaPZTqoTN4TP5Kem6\\_g/featured](https://www.youtube.com/channel/UCT1YlaPZTqoTN4TP5Kem6_g/featured)

All the activities can be found at <https://absummerreading.ca/>

### Managers Coffee Chats

Weekly library manager coffee chats are still popular. There are usually 15 managers in attendance. Last week there was discussion about in-person programming, and how the libraries could accommodate children and teens in the library after school in a safe manner.

A Niche Academy of all the libraries hours was created, and is updated as hours change.

<https://my.nicheacademy.com/NLLSstaff/course/16579>



Library re-openings and temporary cards

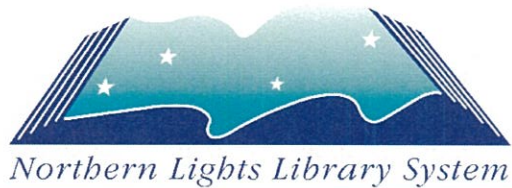
Libraries are now open in Polaris, and holds are being assigned to be filled across TRAC. Patron are apparently quite happy to be able to receive holds again.

Temporary cards have expired, and those patrons are being re-directed to their home libraries to sign up for permanent cards, for those libraries that are completely closed, patrons will be renewed.

Relais (Non-TRAC items)

Relais has opened the staff side to process the backlog of ILL requests. NLLS has none, since the software didn't work with Polaris. This has been fixed, and Relais now works for all TRAC libraries. Patrons will be able to request items from outside TRAC starting September 1. Library managers will be trained on the new software.





Aug 6, 2020

The budget committee, and the executive, recognizes the difficulty COVID has put us all into. As such the Budget Committee has put together a budget with a 0% increase for 2021. The main way this was done was to continue with the Zoom meetings, and the savings coming from professional development being done by distance education rather than in person. Until we know better, the long-term effects of the pandemic, this budget is a difficult one to put together. There are a lot of variables we have had to put our best guess to (such as the level of provincial support!). As a result, this budget, probably more than most will have to be a living document, requiring adjustments (hopefully small) as the questions get answered.

Sincerely,

A handwritten signature in blue ink, which appears to read "L. Tiedemann".

Larry Tiedemann  
NLLS Budget Committee Chair



# 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								
1	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
2		Library Boards	4040	\$576,285.00	\$584,056.32		\$584,056.32	2018 pop = 173,246 @\$5.23/\$10.46 (0%) per capita
3	Total			\$1,784,011.50	\$1,808,911.34	\$1,226,701.73	\$1,810,758.05	
4	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)
5		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)
6		Provincial Establishment Grant	4044	\$0.00	\$0.00	\$0.00	\$0.00	No new library at this time
7		Indigenous Grant	4530	\$160,064.00	\$160,000.00	\$80,000.00	\$160,000.00	In and out
8	Total			\$1,318,640.00	\$1,314,498.95	\$659,288.00	\$1,314,498.95	
9	Programs	Non-resident Fees	4132	\$1,900.00	\$1,500.00	\$300.00	\$1,500.00	Morinville/Bonnyville
10		Conference	4560	\$0.00	\$5,000.00	\$0.00	\$5,000.00	2-day Conference
11		Other Revenue - General	4530	\$8,160.49	\$5,000.00	\$1,466.08	\$5,000.00	Grants/1% Admin for BOR
12		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
13		Office Sales	4510	\$5,752.77	\$10,000.00	\$810.75	\$10,000.00	Rental, Professional services
14		Interest	4610	\$50,774.24	\$35,000.00	\$13,092.11	\$40,000.00	Bank/Investments Interest
15	Total			\$75,185.65	\$66,500.00	\$15,668.94	\$71,500.00	
16	Reimbursements	Travel Grants	4126	\$3,382.19	\$1,500.00	\$0.00	\$1,500.00	TRAC, PLSB offsett line 148 Expenses
17		Office sales to libraries	4520	\$160,979.35	\$160,000.00	\$43,932.05	\$150,000.00	Offset with expense line 147 Expenses
18		Revenue for outlet	4613	\$9,156.17	\$10,000.00	\$0.00	\$10,000.00	Myrnam offset in line: 142 Expenses
19	Total			\$173,517.71	\$171,500.00	\$43,932.05	\$161,500.00	
20	Residual	Allotment Carry Over	4050	\$10,783.19	\$40,000.00		\$40,000.00	Offset with line 86 Expenses
21	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 Total

\$67,828.06

\$89,650.00

\$19,430.64

\$63,200.00

Admin Total

\$150,562.41

\$217,600.00

\$187,042.70

\$231,500.00

Bibs Services Total

\$462,632.35

\$494,478.90

\$431,207.94

\$483,978.90

Board Total

\$121,310.34

\$84,500.00

\$11,524.91

\$45,000.00

Building Total

\$148,867.91

\$149,500.00

\$54,400.35

\$97,000.00

IT Dept Total

\$93,858.79

\$145,200.00

\$25,807.60

\$90,500.00

Public  
Services Total

\$157,869.02

\$189,000.00

\$58,885.73

\$171,000.00

Vendor Total

\$146,115.82

\$148,500.00

\$151,818.56

\$155,000.00

Staff Total

\$1,355,211.60

\$1,476,210.82

\$466,506.78

\$1,550,500.00

Outlet Total

\$9,754.00

\$10,000.00

\$2,108.34

\$10,000.00

Transfer Total

\$340,242.84

\$340,242.75

\$169,253.00

\$340,242.75

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
	<b>Unrestricted</b>					
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	\$ -	\$ -
	<b>Restricted</b>					
6720	Operational Restricted Reserve	\$ 432,393.00	\$ 350,000.00	\$ -	\$ -	\$ -
<b>Money in Investments June 29 2020</b>		<b>\$ 1,862,393.00</b>				
<b>TOTALS</b>				<b>\$ 123,200.00</b>	<b>\$ 41,995.25</b>	<b>\$ 235,000.00</b>

***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

## Policy Submission to the General Board Meeting of Aug 21 2020

1. Sec 1, 1M Sick/Personal Days and Short-Term Disability
2. Sec 1, 2B Workplace Alone
3. Sec 1, 2D Pandemic Situation
4. Sec 1, 3A Code of Ethics
5. Sec 1, 3L Social Media - Internal
6. Sec 1, 3S Workplace Violence and Harassment
7. Sec 1, 3V Communication Protocol Library Manager
8. Sec 2, 1B Governance
9. Sec 2, 1O Election of Executive Committee
10. Sec 3, 1I Request for Purchase
11. Sec 3, 1N NLLS Funding Overview
12. Sec 4, 1D Social Media - External



<b>STATEMENT OF POLICY AND PROCEDURE</b>			
Section:	NLLS Employee(s)	Effective:	May 13 2017
Chapter:	Conditions of Employment	Page(s):	3
Subject:	<b>SICK/PERSONAL DAYS AND SHORT-TERM DISABILITY</b>	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.		

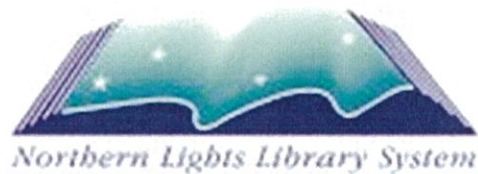
NLLS Executive Board Chair

## 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)

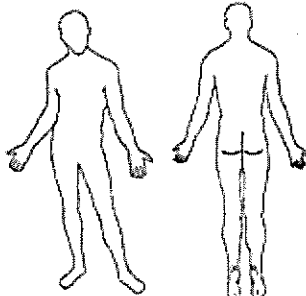
Employee's Surname [REDACTED]	First Name [REDACTED]	<input type="checkbox"/> Occupational <input type="checkbox"/> Non-Occupational	Date of Injury / Illness [REDACTED]	Unit [REDACTED]
Employee's Job Title [REDACTED]	RTW Coordinator Name Tel. No. ([REDACTED]) [REDACTED]		Today's Date [REDACTED]	
		Fax No. ([REDACTED]) [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"/> <b>Normal functional Abilities</b> (Fit for Regular Duties) <small>(No additional information needed, Please sign section E)</small>	<input type="checkbox"/> <b>Reduced Functional Abilities</b> <small>(Please complete Section C, D &amp; sign section 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:	<b>WORKPLACE ALONE</b>	Revised Date:	
			Sec 1, 2B
		Reviewed:	Feb 21 2020

## WORKPLACE ALONE

[https://work.alberta.ca/documents/WHS-PUB\\_wa002.pdf](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.

<b>STATEMENT OF POLICY AND PROCEDURE</b>			
Section:	NLLS Employee(s)	Effective:	NEW
Chapter:	Workplace Health and Safety	Page(s):	2
Subject:	<b>PANDEMIC SITUATION</b>	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.

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NLLS Executive Board Chair

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Date of Approval

STATEMENT OF POLICY AND PROCEDURE			
Section:	NLLS Employee(s)	Effective:	May 13 2017
Chapter:	Code of Ethics	Page(s):	1
Subject:	<b>CODE OF ETHICS</b>	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.

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NLLS Executive Board Chair

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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:	<b>SOCIAL MEDIA - INTERNAL</b>	Revised Date:	
			Sec 1, 3L
		Review Date:	July 3, 2020

## **SOCIAL MEDIA - INTERNAL**

### Policy Purpose

1. To define healthy boundaries and expectations regarding Northern Lights Library System's (NLLS') social media, as well as NLLS employees' use of social media in both their personal and professional lives.

### Policy Statement

2. The use of social media and other information technology is a valuable tool by which information may be distributed to and collected from the public at large. NLLS is committed to the responsible use of social media by its employees in the promotion of NLLS, as well as in its communication with the public.
3. An employee's personal and off-duty use of social media may be subject to the guidelines of this Policy.
4. This Policy should be read in conjunction with any other related NLLS policies. Where a conflict exists between this Policy and another NLLS policy, this Policy shall prevail.

### Definitions

5. An "employee" generally refers to any employee, staff member, volunteer, elected official, or board member of NLLS.
6. "Social media" is broadly defined to include websites, social media sites (including but not limited to online communications, blogs, mobile applications, Facebook, Instagram, Snapchat, Twitter, and similar), emails, texts and other information technology. Social media is constantly evolving, and therefore the definition of this term should be interpreted broadly.

7. A “posting” includes any written comment, content, or image, including but not limited to text, photographs, video, clip art, scanned images, documents, and emojis.
8. A posting may be considered “inappropriate” if it:
  - (a) renders any NLLS employee unable to perform their duties satisfactorily;
  - (b) leads or may lead to a reasonable refusal, reluctance, or inability of an employee to work or engage with the person responsible for the posting;
  - (c) discloses information or provides communication that directly or indirectly harms or jeopardizes the reputation of NLLS, or brings the reputation of NLLS into disrepute;
  - (d) is obscene, unduly critical, abusive, harassing, and/or defamatory;
  - (e) is in breach of Canada’s *Criminal Code*;
  - (f) is in breach of the *Alberta Human Rights Act*, or is otherwise discriminatory;
  - (g) expressly or impliedly discloses information or personal information in contravention of the *Freedom of Information and Protection of Privacy Act (FOIP)*, its regulations thereunder, or any other applicable privacy legislation;
  - (h) expressly or impliedly discloses confidential information of NLLS or any other person; and
  - (i) any other circumstances determined to be inappropriate by NLLS.

For the purposes of determining whether a posting is inappropriate, NLLS shall act reasonably and in good faith.

#### Promotion and Communication

9. Similar to more traditional forms of media and communication, only the NLLS Communications Team is permitted to create, operate, or manage any website or social media profile on behalf of NLLS. No other NLLS personnel shall do so without prior written authorization from the Executive Director. Further, no website or social media profile of NLLS shall be created, operated, or managed through an employee’s personal website or social media profile. The NLLS Communications Team will ensure that only official NLLS positions are posted on NLLS social media; no individual or personal viewpoints, opinions etc. shall be posted on NLLS social media.

10. To ensure consistency and accuracy throughout NLLS websites and social media, prior to posting information to social media on behalf of NLLS, the NLLS Communications Team shall confirm the accuracy of the information and compliance with all applicable policies and legislation (including, but not limited to, *FOIP*).
11. The NLLS Communications Team shall ensure that its postings to NLLS social media are not inappropriate.
12. NLLS reserves the right to make editorial decisions regarding postings to its websites and social media, including the removal of postings.

#### Network Security and Legal Compliance

13. The NLLS Communications Team, and any other employee who has been expressly authorized in writing by the Executive Director to create, operate, or manage any website or social media profile on behalf of NLLS, shall provide the Executive Director in writing with the NLLS website or social media host, username, and password, and any other information necessary to access, operate, and manage the website or social media profile. Such information shall be kept in a secure location.

#### Personal Use of Social Media and Other Information Technologies

14. NLLS respects and supports the privacy and autonomy of employees' personal or off-duty use of social media, including their freedom of speech. However, if an employee's personal or off-duty use of social media is "inappropriate" within the meaning of this Policy, then NLLS may take any action necessary in response as though that conduct occurred within the scope of the employee's duties. Such action may include disciplinary action, up to and including termination for just cause.
15. At all times, NLLS employees owe a duty of fidelity and loyalty to NLLS, which prohibits employees from posting negative content critical of NLLS and/or its employees on their personal social media and/or while off-duty. If an employee has such sentiments, the employee should meet with NLLS to respectfully discuss and resolve their concerns, rather than addressing those concerns through social media or other public forums. Refusal and/or failure to adhere to the foregoing may result in disciplinary action being taken against the employee, up to and including termination for just cause.
16. Employees' personal or off-duty use of social media must not indicate, suggest, or imply, that their postings are in connection with or relation to, or on behalf of, NLLS or its operations. Employee's personal or off-duty use of social media must remain personal in nature and only be used to share personal opinions, viewpoints, or non-work related information.



17. Employees are encouraged to exercise sound judgement when personally using social media, and to use the most restrictive privacy settings available in respect of personal social media use.
18. Employees who receive or observe negative or inappropriate postings relevant to NLLS are encouraged to advise the Executive Director.

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NLLS Executive Board Chair

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Date of Approval

STATEMENT OF POLICY AND PROCEDURE			
Section:	NLLS Employee(s)	Effective:	May 13 2017
Chapter:	Code of Ethics	Page(s):	2
Subject:	<b>WORKPLACE VIOLENCE AND HARASSMENT</b>	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.

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NLLS Executive Board Chair

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Date of Approval

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

#### GENERAL COMMUNICATION PROTOCOL – LIBRARY MANAGERS

- a. General Communication channel flow for first point of contact in day to day operational matters.
- b. All communications must follow this flow chart, deviation to this process will be re-routed back through proper channels.
- c. To allow for urgent requests please flag “urgent” on a helpdesk ticket request and cc. manager on initial email request.
- d. Communications for each step will be responded to within two (2) NLLS working days.
- e. Automatic replies from helpdesk will not be considered as “responded” to.
- f. A helpdesk ticket must be the number one method of communication.
- g. 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.
- h. All tickets will be closed after thirty (30) days if no contact has been made back in response to NLLS.
- i. One (1) request per ticket to be entered.
- j. Multiple requests within one (1) helpdesk ticket will be rejected and sent back to originator.

#### Library Manager Complaint Process



- k. NLLS strives to provide a safe and respected work environment for all staff and the clients served.
- l. 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



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NLLS Executive Board Chair

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Date of Approval

<b>STATEMENT OF POLICY AND PROCEDURE</b>			
Section:	NLLS BOARD	Effective:	May 13 2017
Chapter:	Vision and Policy Statements	Page(s):	3
Subject:	<b>Governance</b>	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.

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NLLS Executive Board Chair

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Date of Approval

<b>STATEMENT OF POLICY AND PROCEDURE</b>			
Section:	NLLS BOARD	Effective:	May 5, 2018
Chapter:	Vision and Policy Statements	Page(s):	2
Subject:	<b>Election of Executive Committee</b>	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.

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NLLS Executive Board Chair

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Sept 8, 2018  
Date of Approval

STATEMENT OF POLICY AND PROCEDURE			
Section:	FINANCE	Effective:	Sept 9, 2017
Chapter:	General	Page(s):	1
Subject:	<b>REQUEST FOR PURCHASE</b>	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 from the Contingent Reserve fund up to 10,000 for emerging operations cost expense 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.

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NLLS Executive Board Chair

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Date of Approval



STATEMENT OF POLICY AND PROCEDURE			
Section:	FINANCE	Effective:	Mar 2, 2019
Chapter:	General	Page(s):	2
Subject:	NLLS FUNDING <del>Overview</del>	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)***

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NLLS Executive Board Chair

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May 29, 2020  
Date of Approval

<b>STATEMENT OF POLICY AND PROCEDURE</b>			
Section:	Service Point	Effective:	
Chapter:		Page(s):	1
Subject:	SOCIAL MEDIA - EXTERNAL	Revised Date:	NEW
			Sec 4, 1D
		Review Date:	July 7, 2020

## **1. POLICY PURPOSE AND STATEMENT**

- 1.1 The use of social media and other information technology is a valuable tool by which information may be distributed to and collected by the Northern Lights Library System's (NLLS') patrons and the public at large.
- 1.2 The purpose of this Policy is to define healthy boundaries, expectations, and requirements regarding the use of, and engagement with, NLLS' social media.

## **2. DEFINITIONS**

- 2.1 "Social media" is broadly defined to include websites, social media sites (including but not limited to online communications, blogs, mobile applications, Facebook, Instagram, Snapchat, Twitter, and similar), emails, texts and other information technology. Social media is constantly evolving, and therefore the definition of this term should be interpreted broadly.
- 2.2 A "posting" includes any written comment, content or image, including but not limited to text, photographs, video, clip art, scanned images, documents, and emojis.
- 2.3 A "user" is a person who uses, and/or engages with, NLLS' social media.
- 2.4 A posting may be considered "inappropriate" if it:
  - (a) renders any NLLS employee unable to perform their duties satisfactorily;
  - (b) leads or may lead to a reasonable refusal, reluctance, or inability of an employee to work or engage with the person responsible for the posting;
  - (c) contains information or content that directly or indirectly harms or jeopardizes the reputation of NLLS, or brings the reputation of NLLS into disrepute;
  - (d) is obscene, unduly critical, disrespectful, abusive, harassing, and/or defamatory;
  - (e) contains plagiarized content;

- (f) is unrelated to NLLS' programs, services, resources, and operations;
- (g) includes promotional content (for example, commercial or political) that is unrelated to NLLS, and/or is generally considered spam;
- (h) is in breach of Canada's *Criminal Code*;
- (i) is in breach of the *Alberta Human Rights Act*, or is otherwise discriminatory;
- (j) expressly or impliedly discloses information or personal information in contravention of the *Freedom of Information and Protection of Privacy Act (FOIP)*, its regulations thereunder, or any other applicable privacy legislation;
- (k) expressly or impliedly discloses confidential information of NLLS or any other person; and
- (l) any other circumstances determined to be inappropriate by NLLS.

For the purposes of determining whether a posting is inappropriate, NLLS shall act reasonably and in good faith.

### 3. SOCIAL MEDIA USE – TERMS AND CONDITIONS

#### 4.1 Users of NLLS' social media are subject to the following terms and conditions:

- (a) Users' postings and communications must be courteous and respectful, and must not be inappropriate;
- (b) Users must strictly comply with all provincial and federal legislation and/or law. NLLS prohibits the use of its social media for any purpose which would contravene any provincial or federal legislation and/or law, or which could create civil liability on behalf of the user and/or NLLS. By using, and/or engaging, with NLLS' social media, the user agrees to indemnify NLLS and its board, board members, officers, directors, and employees from and against all liabilities, judgements, damages, and costs (including legal fees) incurred by any of them which arise out of or are related to the user's use of, and/or engagement with, NLLS' social media; and
- (c) Users must strictly comply with this Policy. Use of, and/or engagement with, NLLS' social media is wholly conditional on the user's agreement to comply with this Policy. By using, and/or engaging, with NLLS' social media, that person confirms their agreement to comply with this Policy.

If a user does not agree to these terms and conditions, they are not to use, and/or engage with, NLLS' social media.

4.2 NLLS reserves the right to make editorial decisions regarding postings to its social media, including the removal of inappropriate postings.

4.3 NLLS is not responsible for enforcing any restrictions which a parent or guardian may place on a minor's use of social media.

#### **4. PROMOTION AND COMMUNICATION**

4.1 NLLS is committed to:

- (a) providing a healthy and respectful learning and work environment, including in respect to its social media;
- (b) providing accessible and inclusive services;
- (c) responding to questions and concerns within a timely manner;
- (d) ensuring the accuracy, objectivity, and impartiality in the information NLLS communicates via social media;
- (e) respecting the privacy and anonymity of those with whom NLLS communicates via social media; and
- (f) respecting freedom of speech and difference of opinion, while at the same time, protecting NLLS employees, its patrons, and the general public from offensive, abusive, or otherwise inappropriate speech and/or conduct.

4.2 NLLS uses social media to communicate and share information and content relating to its programs, events, services, resources, and operations, as well as to increase public awareness of and accessibility to the foregoing. NLLS does not use its social media as a traditional public forum for general exchange of ideas and viewpoints – NLLS social media is not intended to be used for general public discourse.

**WHEREAS** libraries act as cultural and community centres for municipalities and play an important role in providing Albertans with equitable access to information and the arts;

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

**WHEREAS** current provisions in the Libraries Act and associated regulations hinder the ability of municipalities to fund and deliver sustainable library services, especially in rural areas;

**IT IS THEREFORE RESOLVED THAT** the AUMA request the Government of Alberta review the Libraries Act and Libraries Regulations through a comprehensive public consultation process.

**Background:**

Public libraries are a municipal service as set out in the Libraries Act. Municipalities may choose to provide library services at the local level or at the regional level. At the local level, a municipal council may pass a bylaw under the Libraries Act to establish a municipal library board. Municipalities may also enter into agreements with up to 2 additional municipalities to form an intermunicipal library board to provide public library service to their citizens.

Regional library systems are established under the Libraries Act when municipalities in an area agree to jointly provide library system services. There are seven library system boards in the province. Library system services provide professional and technical support to public libraries within the system area so that even the smallest library has access to advice and assistance, along with the cost effectiveness and synergies made possible by working through a larger unit.

Section 19 of the Libraries Regulation requires a library system board to employ one graduate of a postgraduate library program (i.e. a professional librarian) for every 25,000 people that the library system serves. This calculation excludes the population of any municipality with a population over 10,000 in which a municipal library or intermunicipal library employs a professional librarian. As result, library systems that serve a high total population, but do not serve any municipalities with populations over 10,000, are required to hire more professional librarians than other library systems that serve smaller total populations.

For example, the Northern Lights Library System serves (NLLS) 174,000 people in its geographic area, but does not have any urban areas with populations over 10,000 in which a municipal library or intermunicipal library employs a professional librarian. The NLLS must therefore employ seven professional librarians as per the Libraries Regulation. In comparison, the Marigold Library System serves a total population of 300,000 people, but contains several

municipal and intermunicipal libraries that are required to hire professional librarians. Accordingly, these populations are excluded from the calculation under Section 19. As a result, the Marigold Library System is only required to hire four professional librarians, based on an adjusted population of 100,000.

Small, rural municipalities face a number of challenges in recruiting professional librarians, from both a budgetary and human resources perspective. This affects the ability of library systems to delivery quality programs and services to the populations they serve. It is therefore recommended that the Libraries Act and Regulation be reviewed to ensure all Albertans have equitable access to library services, and library services are sustainably funded and delivered.

**AUMA Comments:**

AUMA does not have a current policy position on this specific issue.



# Northern Lights Library System

Balance Sheet As at 07/31/2020

## ASSET

### CURRENT ASSETS

Petty Cash	210.00	
USD Exchange Acct	458.51	
ATB Chequing Account	860,181.43	
ATB US Chequing Account	1,284.69	
ATB Investment Acct (Reserves)	<u>1,864,065.39</u>	
CASH TOTAL		2,726,200.02
A/R - General	7,627.02	
A/R - Yearend	1,851.51	
A/R - GST Rebate	16,135.87	
Allowance for Doubtful Accounts	<u>-68.10</u>	
AR Total		25,546.30
Prepaid Expenses and Deposits	<u>177,047.30</u>	
Total Prepaid		<u>177,047.30</u>
<b>Total Current Assets</b>		<u><u>2,928,793.62</u></u>

### FIXED ASSETS:

Vehicles	201,133.93	
Accum Amort - Vehicles	-171,640.01	
Computer Equipment	233,187.74	
Accum Amort - Computer Equipment	-229,930.34	
Furniture & Equipment	83,109.39	
Accum Amort - Furniture and Fix	-56,203.12	
Parking Lot	81,000.00	
Accum Amort - Parking Lot	-27,000.00	
Building	2,894,640.88	
Accum Amort - Building	-803,868.06	
Land	<u>50,000.00</u>	
Total Fixed Assets		<u>2,254,430.41</u>
<b>Total Fixed Assets</b>		<u><u>2,254,430.41</u></u>

<b>TOTAL ASSET</b>	<u><u><b>5,183,224.03</b></u></u>
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## LIABILITY

### Current Liabilities

ATB Credit Card	-2,214.64
Year Accounts Payable	-1,513.21
Accounts Payable	23,484.44
Vacation Payable	30,772.93
Vacation Payable Link	978.52
EI Payable	340.48
CPP Payable	591.78

Federal Income Tax Payable	307.65	
Rec Gen Payable: Total		1,239.91
R.R.S.P. Payable	10,080.01	
Extended Health	-434.39	
Dental	-517.07	
LTD	-1,769.06	
STD	-1,022.30	
Other Deductions Payable	-1,084.63	
Deduction Payables Total		5,252.56
WCB Payable		2,588.83
GST Charged On Operating Sales	226.01	
GST Paid On Operating Purchases	-878.85	
GST Paid - Exempt Purchases	-1,387.11	
GST Total		-2,039.95
Library Acquisition Accounts		9,118.54
Deferred Grant Contributions		281,979.61
Deferred Contributions		1,191,021.45
<b>TOTAL CURRENT LIABILITIES</b>		<b>1,540,668.99</b>
 <b>Libraries Collection Development</b>		
Collection Development		351,601.86
<b>TOTAL - UNUSED COLLECTION DEVELOPME</b>		<b>351,601.86</b>
 <b>TOTAL LIABILITY</b>		<b>1,892,270.85</b>
 <b>EQUITY</b>		
<b>Retained Earnings</b>		
 <b>TOTAL EQUITY</b>		<b>3,290,953.18</b>
<b>LIABILITIES AND EQUITY</b>		<b>5,183,224.03</b>

Generated On: 08/10/2020

Northern Lights Library System					
Comparative Income Statement - Comparative Income Statement - YTD to Last Year					
	Actual 01/01/2019 to 07/31/2019	Actual 01/01/2020 to 07/31/2020	Budget	Budget explanations	NOTES
<b>REVENUE</b>					
Levies - Municipalities	1,207,726.50	1,226,701.73	\$ 1,206,753.71	2018 pop = 173,246 @\$5.23/\$10.46 per capita	All Municipalities are paid
Levies - Library Boards	576,285.00	0.00	\$ 575,424.95	2018 pop @\$5.23/\$10.46 per capita	Invoice in Aug
Prov. Operating Grant	0.00	409,008.25	\$ 813,278.60	\$4.70 per resident; 2018 pop 173,246	50% received
Prov. Rural Services Grant	0.00	169,253.00	\$ 340,242.75	\$5.55 per resident; 2017 pop 61,305	50% received
Indigenous Grant	0.00	80,032.00	\$ 160,000.00	In and out	50% received
Deferred Allotment	-155,597.83	-233,430.89	\$ 372,390.75	Book Allotment	
Travel/Wage Grants	776.09	0.00	\$ 1,500.00	TRAC, PLSB offsets line 109 Expenses	
Wage Subsidies	0.00	14,428.40	\$ -		10% Wage subsidy & Manulife discount
Non Resident Fees	800.00	450.00	\$ 1,200.00	Morinville/Bonnyville	
Sales - Misc.	4,663.18	1,341.72	\$ 10,000.00	Rental, Professional services	
Sales Office Supplies-Resale	97,353.77	58,802.13	\$ 150,000.00	Offset with expense line 108 Expenses	
Other Revenue General	196.49	2,408.68	\$ 5,000.00		
Sales-WRP/SRP	8,498.15	841.10	\$ 3,000.00		
Annual Conference	0.00	0.00	\$ 5,000.00	2-day Conference	
Interest earned	25,651.95	17,909.87	\$ 30,000.00	Bank/Investments Interest	
Myrnam Revenue	0.00	4,152.02	\$ 10,000.00	Myrnam offset in line: 103 Expenses	
<b>Revenue Total</b>	<b>1,766,353.30</b>	<b>1,751,898.01</b>			
<b>TOTAL REVENUE</b>	<b>1,766,353.30</b>	<b>1,751,898.01</b>			
<b>EXPENSE</b>					
Staff Salaries	694,421.56	774,867.55	\$ 1,326,210.82	19 full time/2 part time/ 8 board members	\$5500 ytd=Board payroll shows here not below in exp
El Expense	13,014.88	13,749.99			
C.P.P. Expense	32,582.36	37,052.21			
Group Life	0.00	0.00			
Extended Health Expense	13,754.28	19,567.76			
Dental Expense	10,176.40	10,071.67			
W.C.B. Expense	2,147.19	2,538.23			
Expenses Sub Total	71,675.11	82,979.86	\$ 150,000.00	Dental, Vision, Health, RRSP	
<b>TOTAL - GENERAL PAYROLL EXPENSES</b>	<b>766,096.67</b>	<b>857,847.41</b>			
<b>Other Staff Costs</b>					
NLLS PD Training (Shared)	6,873.60	7,674.61	\$ 16,500.00	Webinars, Courses and Training Sessions	
Conference Fees (Shared)	8,158.09	367.63	\$ 13,700.00	Conference and Workshops attending	
Hotel and Accommodations (Shared)	17,772.31	3,421.93	\$ 23,000.00	Hotels and Travel costs	
Meals when Travelling (Shared)	2,646.62	1,639.93	\$ 7,450.00	Meals 50% gst	

Travel Costs (Shared)	7,842.27	2,960.42	\$ 10,000.00	Airfare, Baggage, Taxis	Moved to Meals above for 2020
Site Visits (Shared)	418.61	0.00			
Staff Recruitment	2,954.61	0.00	\$ 500.00	Any staff vacancy	
Human Resource Tools	69.95	0.00	\$ 500.00	Reference and HR Advisory	
<b>Total Other Staff Costs</b>	<b>46,736.06</b>	<b>16,064.52</b>			
<b>Book Allotment</b>	<b>Book Allotment Spent</b>				
Coll. Dev. Cold Lake	17,607.56	22,485.21			
Coll. Dev. Mundare	3,190.01	1,418.54			
Coll. Dev. Gibbons	9,432.92	2,706.16			
Coll. Dev. Chauvin	2,248.20	508.24			
Coll. Dev. Bonnyville	17,711.90	23,335.06			
Coll. Dev. Kitscoty	5,093.94	1,007.53			
Coll. Dev. Bruderheim	2,512.58	4,206.58			
Coll. Dev. Floating Romance	147.70	772.56			
Coll. Dev. Morinville	16,536.43	15,077.52			
Coll. Dev. Innisfree	983.16	793.45			
Coll. Dev. Bon Accord	8,860.23	5,901.52			
Coll. Dev. Lamont	3,651.68	622.96			
Coll. Dev. Plamondon	1,865.08	1,143.81			
Coll. Dev. Andrew	177.88	839.67			
Coll. Dev. Radway	1,460.66	1,644.31			
Coll. Dev. Edgerton	895.39	1,518.14			
Coll. Dev. Elk Point	2,624.30	1,464.50			
Coll. Dev. Holden	2,434.16	1,688.14			
Coll. Dev. Edmonton Garrison	1,611.92	1,385.37			
Coll. Dev. Mannville	1,516.53	1,034.02			
Coll. Dev. Myrnam	2,496.32	1,231.15			
Coll. Dev. Marwayne	4,711.99	2,870.69			
Coll. Dev. Paradis Valley	2,367.46	2,245.67			
Coll. Dev. Smoky Lake	2,673.67	1,845.60			
Coll. Dev. St. Paul	11,702.11	7,733.34			
Coll. Dev. Two Hills	5,460.54	5,087.83			
Coll. Dev. Tofield	21.60	9,207.03			
Coll. Dev. Ryley	1,723.50	1,956.85			
Coll. Dev. Vermilion	8,598.36	4,732.81			
Coll. Dev. Viking	2,792.56	2,566.53			
Coll. Dev. Vilna	1,021.73	217.84			
Coll. Dev. Waskatenau	1,558.80	644.64			
Coll. Dev. Wainwright	7,799.49	8,157.53			

Coll. Dev. Thorhild	1,753.81	1,189.31		
Coll. Dev. Newbrook	2,495.95	2,295.36		
Coll. Dev. Vegreville	8,637.28	8,692.13		
Coll. Dev. Athabasca	7,260.79	8,476.84		
Coll. Dev. Wandering River	933.71	408.47		
Coll. Dev. Grassland	5,477.05	927.94		
Coll. Dev. Irma	1,754.31	1,289.98		
Coll. Dev. Lac La Biche	14,260.90	9,895.42		
Coll. Dev. Mallaig	4,785.70	3,697.17		
Coll. Dev. Boyle	2,558.02	2,246.07		
Coll. Dev. Rochester	1,420.49	1,201.50		
Coll. Dev. Ashmont	5,489.16	4,666.69		
Coll. Dev. Redwater	6,541.04	7,330.13		
<b>Total Collection Development</b>	<b>216,858.57</b>	<b>190,367.81</b>		
<b>Library Services</b>				
System Collections	1,011.42	11,729.62	\$ 15,000.00	Large Print, Professional collection, Ref, Audio, Kits and Blocks Makerspace
Indigenous Expenses	22,239.86	36,192.49	\$ 160,000.00	In and out
ILL Service Supplies	1,271.15	10,016.77	\$ 1,500.00	Library Cards, Stickers, Disc repair supplies, Canvas bags and DVD cases
Bibs Service Supplies	1,001.32	433.55	\$ 1,500.00	Web dewey, CD, cataloguers desktop
Shipping & Freight	1,570.73	2,126.76	\$ 3,000.00	Brokerage, Freight, Customs, Various Book Suppliers shipping cost
Catalog Process Forms Suppl	9,850.42	1,947.64	\$10,000.00	Laminating, macktac, barcodes spine lables
Assistive Technologies IT	8,405.43	44.99	\$18,400.00	Anti Virus, Deep Freeze, FixMeStick, -3 yr prepaid going forward-2017 code changes
Fortigate - Libraries IT	31,154.61			moved to new reserve tracking line below
Computer Replacement Program IT	13,301.56	10,800.00	\$5,000.00	Laptops, Staff computers, Monitors - 2019 Towers need to be replaced
Web Hosting IT	17,047.00	31,323.00	\$19,300.00	Econolution / Box Clever
Library Assistance Software IT	5,764.35	2,479.61	\$5,500.00	HelpDesk, GoToAssist, Cloud printing
Server Software IT	2,606.35	0.00	\$6,000.00	Vmware, Veeam, Dell Desktop Authority
Computer Software IT	4,493.73	720.00	\$5,500.00	Office 365, Windows 10, Smart Draw, Asset Panda ect.
Emerging Technology IT	13,184.05	0.00	\$10,000.00	New technology for development
ACSI Managed Services	0.00	33,000.00	\$35,000.00	Customer edge devices maintenance and 3 year contract. Paid in Dec each year
TRAC	104,661.00	109,941.00	\$105,000.00	Cost of operations and maintenance of catalogue and Server at YRL
Internet Service Fees IT	2,865.00	3,493.00	\$18,000.00	Cybera (3 yr/3 Exinda warranty for upgrade of bandwidth) New service provider (lower cost)
e Resources Books on Line	0.00	10,914.45	\$50,000.00	Overdrive, 3M, Hoopla, Zinio
NLLS Annual Conference/Workshops PS	890.95	1,454.64	\$20,000.00	Conference and Workshops - LMC Workshop
Library Managers Council PS	9,067.40	3,597.02	\$14,000.00	3 LMC meetings a year, travel and meals

Library Programming PS	17,848.41	4,891.58	\$20,000.00	SRP WRP, entertainer, prizes, story teller, author talks
Postage/Courier	1,257.96	1,219.40	\$3,000.00	
Coll. Dev. Shipping/ILL BS	457.59	403.13	\$1,000.00	Postage, (other than government courier an van run)
Vehicle Expense BS	6,171.03	4,836.01	\$10,000.00	Maintenance
Vehicle Fuel BS	18,672.84	7,982.49	\$35,000.00	Fuel
Online Databases PS	72,158.88	60,709.81	\$70,000.00	Cypress, Tumblebooks, Niche Academy, TAL - Lynda.com Rock of Ages (Ancenstory/Novelist/
Board of Record Payments	0.00	166,097.36	\$340,242.75	In and out
Myrnam-Operating expenses	5,667.20	7,256.71	\$10,000.00	Operating expenses, salary, programming
Board Travel	18,386.25	5,249.21	\$32,000.00	Regular Board Meeting Mileage
Board Food and Beverages	3,219.25	1,566.80	\$6,000.00	Board and exec meetings meals.
Board Conference/Education	7,029.46	0.00	\$7,500.00	Coverage for Board Chair and 3 additional board members
Special Events (Board)	5,748.90	515.47	\$10,000.00	Board Chair Honorarium/Perdiem/Mileage for Travel to Municipalities (as per POS)
Board Committee Meetings	13,628.40	3,560.18	\$20,000.00	per diem for Board committees
Special Events (Admin)	1,319.22	115.50	\$4,000.00	Staff Long Service Awards. Projects
NLLS Hosting	276.49	128.62	\$400.00	General Hosting
Office Equipment/Software Admin	195.25	15.52	\$2,000.00	Repairs, software, small equipment/furniture purchases - Audio Visual equip-Rollover Amt
Photocopier (Admin)	6,431.09	6,257.46	\$12,000.00	Rental, maintenance, toners
Professional & Legal Fees	5,090.50	2,431.20	\$3,000.00	Strategic planning; legal contingency, strategy professional
Marketing	2,052.16	1,884.18	\$7,000.00	Publicity,trade shows, newsletter, supplies, promo
Audit Costs	14,836.67	14,779.69	\$15,000.00	RFP
Bad Debts - Late Fees	171.81	11.51		
Bank Charges	762.71	631.96	\$1,200.00	Bank charges; Credit Card charges; US foreign exchange
TAL-The Alberta Library Membership	8,454.82	8,877.56	\$8,500.00	Membership fee for The Alberta Library; increase depends on population adjustment
Insurance	10,491.67	10,937.23	\$11,000.00	AMSC
Subscriptions (Admin)	2,044.55	2,262.31	\$2,000.00	Local newspapers / Copyright Lic,
NLLS Memberships (Shared)	970.49	880.72	\$3,000.00	AUMA, RMA, ALA, CLA, APLAC, travel and hotels
Resale Supplies & General Rebills	110,419.83	54,131.68	\$150,000.00	Rebills purchases
Office Supplies (Admin)	7,444.06	6,774.58	\$10,000.00	General office supplies, Simply accounting software
Telecommunications (Shared)	8,895.27	6,473.34	\$16,000.00	NLLS phones, and Cell phones
General Maintenance/Contracts	73,550.00	8,350.00	\$15,000.00	Upkeep and emergency repairs
Building Maintenance	5,852.47	14,631.71		
Janitorial/Caretaking/Landscaping	18,264.40	16,494.38	\$30,000.00	Caretaking Contract, landscaping, snow removal, janitorial supplies.
Health & Safety	1,548.52	3,916.74	\$3,000.00	Security system, safety workshops,
Utilities	15,035.12	13,997.25	\$30,000.00	Water, hydro, garbage, shredder, gas
Vehicle Reserve Expense	0.00	33,245.25		



Furniture & Equip Reserve Expense	0.00	0.00		
Building Reserve Fund	0.00	8,750.00		
Computer Reserve Expense	0.00	0.00		
Server Reserve Expense	0.00	0.00		
Network Hardware Reserve Expense	0.00	4,277.99		
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 Expenses	714,739.60	811,809.88		
TOTAL EXPENSE	1,744,430.90	1,876,139.49		
NET INCOME	21,922.40	-124,241.48		