



MEETING AGENDA – EXECUTIVE COMMITTEE MEETING

MEETING INFORMATION

Date: Oct 19, 2020

Time: 3:00pm

Attendees via Zoom: Vicki Lefebvre Warren Griffin, Jill McLuckie, Larry Tiedemann, Cyndy Heslin, Barbara Smith, Craig Lukinuk, Debra McQuinn, Karen Shaw, Terri Hampson, Anna Scott, Kelly McGrath, Heather Elliott, and Jodi Dahlgren

Absent:

PREPARATION FOR MEETING

Please Read:

Sept 21, 2020 Meeting Minutes
Department reports
Sept Income Statement
AUMA Resolutions
Board Orientation Table of Contents
Board and Staff Relations - PLSB

AGENDA ITEMS

1. Approval to Agenda
2. Approval of Minutes from Sept 21, 2020 as amended (attendee updated)
3. Chairs Report
4. LMC Report
5. Interim Acting Director Report
 - a. Action list
6. Weekly reviews – to Chair and Vice Chair or to all
7. Department Reports - ***NLLS Managers to leave meeting once reports are completed.***
 - a. Financial
 - b. IT Dept
 - c. Marketing Dept
 - d. Public Services Dept
8. POS Committee – update
9. RFQ request - update
10. AUMA Resolutions – for information
11. Board Member Orientation USB– Terri
 - a. Board and Staff Relations- PLSB
 - b. Laws and Legislation - <https://youtu.be/F7wM89t19A4>
12. Building Committee update
 - a. Swale project completed – Invoice \$2994.60
 - b. Internal Office Door fix completed – Invoice \$283.50

- c. CO monitor and Furnace board repairs – completed – Invoices totalling \$3392.50
- 13. Closed Session – Personnel
 - a. MLIS presentation – Terri
 - b. Staffing update – Terri
- 14. Closed Session – Personnel – No Terri

ACTION ITEMS FROM PREVIOUS MEETING

- 1. Quote for building insulation - Terri
- 2. NLLS Video – what do we do – Terri
- 3. Send out RFQ for organization review – Vicky/Terri Completed
- 4. Headhunters follow up – deferred until org review complete - Vicky
- 5. Send out reminder for General Board Meeting for Nov 20, 2020 at 10:00am – Terri Completed
- 6. Send out email to determine Chair of sub-committee with new members – Terri Completed
- 7. Board Member Orientation package – Terri - Completed
- 8. Public Access to a calendar with all meetings and links to meeting for the open to public meetings – Terri/Heather - Completed
- 9. Executive Director Review form revision – Vicky
- 10. Vicky to send zip folder in separate email to Executive Committee for response. – Vicky
- 11. ALLB bandwidth – Terri/Kelly

NEW ACTION ITEMS

Next Executive Meeting:

Adjournment of the Meeting:



MEETING MINUTES – EXECUTIVE COMMITTEE MEETING

MEETING INFORMATION

Date: Sept 21, 2020

Time: 10:30am

Attendees via Zoom: Vicki Lefebvre Warren Griffin, Jill McLuckie, Larry Tiedemann, Cyndy Heslin, Barbara Smith, Debra McQuinn, Terri Hampson, Anna Scott, Kelly McGrath, Heather Elliott, and Jodi Dahlgren

Absent: Craig Lukinuk, Cyndy Heslin, Karen Shaw

PREPARATION FOR MEETING

Please Read:

Aug 31, 2020 Meeting Minutes

AGENDA ITEMS

1. Approval to Agenda – **M1**-Barbara Smith motions to accept the agenda as amended, all in favor, motion carried.
2. Approval of Minutes from Aug 31, 2020, **M2**-Jill McLuckie motions to accept the minutes as presented, all in favor, motion carried.
3. Chairs Report- **M4**- Debra McQuinn motions to accept the verbal report as information, all in favor, motion carried.
4. Interim Acting Director Report **M5**- Barbara Smith motions to accept the report as information, all in favor, motion carried.
5. Department Reports **M6**- Warren Griffin motions to accept the verbal reports as information (written to follow), all in favor, motion carried.
6. HR Consultant update – RFQ will be sent out shortly. **M3**- Jill McLuckie motions to sent out RFQ for Organization review, all in favor, motion carried.
7. Email motions of Sept 15, 2020 – **M7**-Jill McLuckie motions to ratify Motion A, all in favor, motion carried. **M8** – Debra McQuinn motions to ratify Motion B, all in favor, motion carried.
 - a. Motion: Julie Walker is no longer the Executive director at NLLS effective 26 August 2020 or a Director of TRAC effective September 14, 2020.
 - b. Motion: Terri Hampson has been appointed as Interim Director of NLLS effective August 31, 2020 and interim director of TRAC effective September 14, 2020.
8. Headhunter-**M9**-Jill McLuckie motions to defer the proposal until the organization review is completed, all in favor, motions carried.
9. General Board Meeting – comments and date Fri Nov 20 @ 10am
10. ALC Conference 2021 cancelled
11. ALLB letter – update
12. Sub-Committee Meetings – criteria for calling meetings **M10**- Larry Tiedemann motions send an add on to the Elections policy regarding electing a chair for the sub-committees at the General Board Meeting all in favor, motion carried. Further to this motion when virtual elections are

held for sub-committees; a- Old Chair to continue on until first meeting is called, or b-New Chair to be selected via email as required, all in favor, motion carried.

13. LMC Report – **M11** Jill McLuckie motions to accept the Library Managers verbal report as presented, all in favor, motion carried.
14. YRL Learnings
 - a. The 1/3's model – 1/3 = The Board – 1/3 = Library World – 1/3 = Staff and other Stakeholders
 - b. 30, 60, 90 Day plans
 - c. Action Plan tying into the Plan of Service – applying measurables
15. Executive Director Review – update – **M12** Warren Griffin motions to direct the Executive Director Evaluation Committee to bring back a new review template, all in favor, motion carried.
 - a. Completion
 - b. Committee
16. Closed Session – Personnel - Executive Director Applicants **M13** – Debra McQuinn motions for the executive Committee and Interim Acting Director to go in Camera at 1:03pm, all in favor, motion carried.
17. **M14** Debra McQuinn motions to come out of camera, all in favor, motion carried.

ACTION ITEMS FROM PREVIOUS MEETING

1. Provide an update on the PS presentation on the 6 core and 1 ancillary service – completed
2. Letter to be send out to Municipalities to confirm Library Board representation after each Municipalities organizational meeting (usually in Oct)- completed
3. Executive Director to address concerns coming out of LMC report – completed
4. Job description for Executive Director – HR Consultant - completed
5. Quote for building insulation – Terri
6. Staff Videos – what do we do – Terri/Staff

NEW ACTION ITEMS

1. Send out RFQ for organization review – Vicky
2. Headhunters follow up – Vicky
3. Send out reminder for General Board Meeting for Nov 20, 2020 at 10:00am – Terri
4. Send out email to determine Chair of sub-committee with new members – Terri
5. Board Member Orientation package – add the Trustee expectation to send meeting info to the Library Board Chair – Terri
6. Public Access to a calendar with all meetings and links to meeting for the open to public meetings – Terri/Heather
7. Executive Director Review form revision – Vicky
8. Vicky to send zip folder in separate email to Executive Committee for response. - Vicky

Next Executive Meeting: Fri Oct 16, 2020 at 9:30am

Adjournment of the Meeting: Debra McQuinn motions to adjourn at 1:24pm.

BOARD:

Meetings:

- I have attended 9 meetings and 2 conferences directly relating to Director duties.
- We completed 6 PS Consultant first round interviews. Recorded my first podcast and we shot the NLLS video.
- Action list from all the various sources - presentation to follow.
- Helpdesk ticket monitoring as directed. Expectation and follow up has been set and explained.
- Weekly summary file reported to Board Chair and Vice Chair

Projects on the go:

- Plan of Service – in progress
- Server Replacement – in progress – 3-month delivery
- Cyber Security – request for a sub-committee to be formed
- Phone changeover – in progress
- Board Member Orientation – presentation to follow
- Member Master Agreement review – start or wait on org review
- Organizational Review – received two proposals
- Statement of Savings presentations – in progress

OPERATIONS:

Staff:

- No change to staffing. Held both Staff meeting and Manager meetings in this reporting month.
- Public Consultant interviews round 2 scheduled unless the desire is to wait for the organizational review.
- Implemented monthly “Fun Friday” for morale.
- MLIS solution – presentation to follow
- Performance Reviews completion target is Oct 30, 2020. 45% completed

Budget/Funding:

- Still waiting on 2nd portion of the indigenous grant. MOU's have gone out for signatures. Previous years roll over needs to be addressed.
- The Municipal letter responses are trickling in.
- Library Levies all but 3 have been paid (Mundare/Vilna/Andrew)
- Overseeing the monthly AR/AP financials.
- Completing monthly reconciliations and company payroll.

Building:

- Swale project completed – Invoice \$2994.60
- Internal Office Door fix completed – Invoice \$283.50
- CO monitor and Furnace board repairs – completed – Invoices totalling \$3392.50
- Offered bulk buy to all for hand sanitizers and stands – waiting on order to come in.



LIBRARY WORLD:

Libraries:

- Lamont County Libraries continue to remain closed to everything (Andrew/Lamont Libraries)
- 8 Library Boards within our system have Plan of Service due.
- TRAC has approved their 2021 budget and continues to wait on a Library App to give patrons access in that forum.
- Continuing to answer numerous emails, helpdesk tickets and phone calls for our member libraries for various questions, concerns and action.
- Reaching out and changing over email and contact information for various groups.

Plan of Service:

- Submissions have been compiled and sent out to the POS committee. The meeting occurred earlier today.
- 8 Municipal Library Boards that require POS done. Webinar by PLSB has been offered and shared.

Bibs Services Dept:

- Setting up CCD Tool 3-month pilot project for 4 of our libraries. This is an on-line ordering tool for libraries back to NLLS Acquisitions.
- Floating Collections are underway to be transitioned to Blocks instead with the blessing of the Libraries involved.
- Continued communication with Libraries regarding packing totes IE: weight, zip ties etc.
- Attend monthly BSG meetings with other TRAC systems managers.



LIBRARY MANAGER'S COUNCIL REPORT

NLLS Board Meeting – October 19, 2020

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)

LMC Meeting (September 30, 2020 via Zoom)

- 35 Library Managers, 5 NLLS staff, 1 PLSB staff and the NLLS Board Chair attended
- Terri gave feedback on the Public Services 6 Service Priorities.
- Since the module for floating collections is no longer available, the three floating collections that were currently in rotation will be dismantled and turned into blocks for libraries to borrow. The money that is currently in the romance floating collection account will be redistributed evenly to each of the participating library's book allotment accounts.
- Library Manager's shared their COVID-19 procedures. It was evident that no two libraries are the same and procedures were customized to their communities.
- Financial implications of the TRAC decisions during the Covid-19 closure were discussed. Some libraries reported that the decision to reset due dates caused many items to be placed to lost or claimed returned causing an expense that the Library Board needs to cover. It was also disconcerting that TRAC made the decisions without consulting any of the libraries who own the items or manage the patrons.
- It was expressed that it can be frustrating if there is an immediate concern and no one is available at NLLS to answer the phone. Terri said that helpdesk is the best form of communication and an updated phone list (included cell numbers) will be sent out to libraries.
- It was decided that the method of sending mail only items to NLLS to be mailed would continue with NLLS covering the cost.
- Box Cleaver has created a Book Carousel for our websites, and it was decided where to locate it on our website and what it's title should be. The Book Carousel will be customizable (in Polaris) by the libraries but if they do not have time, the NLLS one will be displayed.
- It was asked if Polaris has a quarantine check in option. This would allow items to be checked in right away, thus removing from patron's accounts and not allowing them to fill holds. This is an option in other ILS software and Kelly is going to investigate for Polaris.
- Our next meeting will be held on February 24, 2021 and this will be our AGM.

General Updates

- I sent out the NLLS Plan of Service Questionnaire to the Library Managers and asked that they go through it out and bring it to their boards as well. I also held a Zoom meeting for Library Managers to gather feedback. Some libraries submitted their feedback directly to Anna and others submitted to me. The summary of all the submissions I had (from Library Managers and Library Boards) was sent to Anna.
- Relais (the province's Interlibrary Loan system) went live on September 1, 2020. There was a training on October 14th for library staff to process materials received through this new system.

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

October 2020

Public Services Staffing

Interviews have been done via Zoom for a new consultant. Two candidates have been chosen for a second round interview, which will be in person on October 16.

Relais (Interlibrary Loan System)

Relais is up and running. Training documents are up on Niche Academy, both for staff and patron. Zoom training is scheduled and will be recorded to post to Niche Academy. Currently, academic borrowing is available, but is subject to the University or College's library being open.

Block Collections:

Blocks are available to be borrowed. New items have been ordered for the Large Print Western Blocks, as the items currently available are grubby and falling apart.

Consultant Visits:

If you would like time with a consultant, please let us know. Zoom is the preferred method at this time, but an in-person visit is possible as well.

Programming Kits:

Storywalk Kits have been created and added to the collection. A survey went out to ask for suggested titles for these kits. Most are catalogued, and we are just waiting for the Velcro for the backs to come in before making them available to member libraries.

Indigenous Popup Libraries:

The pop-up library has started up again at the Fishing Lake Metis Settlement. Mary has been in twice for materials and holds. She seems to have good community engagement with the service.

Conference 2021

As you all know, we had to cancel the 2020 conference. We are starting to look at what we want our 2021 conference to look like. Terri is going to talk to Marigold about the possibility of doing a joint conference with them.

Winter Reading Program

The manual for the Winter Reading Program is almost done. We will send it out on van run when it is ready. Prizes have yet to be determined.



EXECUTIVE MEETING
October 19, 2020



Website

- Updated document on the website: How to Guide for Setting or Re-Setting Vault for Board, Executive and Library Managers
- Connectivity issues between 5 websites and Google Analytics – reports run and emails sent to those affected libraries.
- Google Analytics no longer automatically send monthly reports to websites, this must be manually set up by NLLS yearly.
- LMC made decisions on name and placement for book carousel on websites; NLLS' book carousel will only display on the library member's website if they do not have book list for the carousel

Department Updates

- Greg Morgan official department start date was September 28th – social media and website were the first part of the training plan. LibraryAware, Niche Academy and graphic creation are next.



Koios Updates

- Koios makes library resources visible in Google search result by first setting up the ads then reviewing the website pages – the jump on September 11 is due to the catalogue being added. Adding the catalogue means when people are searching for a book the library is included as a resource along with Amazon and Chapters

Koios Comparison:

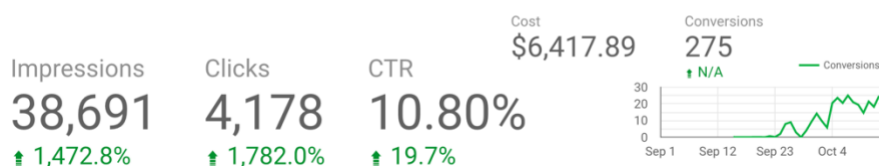
Northern Lights Library System

1 Jul 2020 - 20 Sep 2020



Northern Lights Library System

Sep 1, 2020 - Oct 13, 2020



NLLS Social Media Statistics



	Facebook	Twitter	Instagram	Pinterest	LinkedIn
October	679	294	342	18.7k	65
September	675	289	339	21.7k	61
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



Indigenous Updates

On Reserve On Settlement (OROS) Grant Update – October 2020

MOU Process Update

In the past, the MOUs have run from October to October. These dates coincided with the establishment of the original MOU process, and reflected the signing dates of the original MOUs. This year, with the goal of bringing the MOU “fiscal year” in line with the NLLS fiscal year, shorter MOUs have been written for the remainder of 2020 (October – December). Subsequent MOUs will follow the NLLS January – December fiscal year.

Library Service Update

Community Member Staffed Library Service Model:

Fishing Lake Métis Settlement

- An August 2020 – December 2020 MOU is in place.
- A January 2021 – December 2021 MOU is written and is working its way to all signees.
- A list of equipment and furniture for purchase is being compiled.
- The library, in its new semi-permanent space, is operating on Tuesdays and Thursdays.

Frog Lake First Nations

- Pop-up service (provided locally) has not resumed after pausing in March due to COVID-19 restrictions.
- A Band Council Resolution has been passed (August 2020) to form a library board.
- MOU expires on October 15, 2020. Discussions are underway to determine what/how funding can be provided.

Library Staffed Pop-Up Service Model:

Saddle Lake Cree Nation

- Pop-up service (provided by ATHI) to Saddle Lake Cree Nation has not resumed after pausing in March due to COVID-19 restrictions.
- MOU expires on October 15, 2020. Work on a modified MOU, not reliant on site visits, is underway.



Whitefish (Goodfish) Lake First Nation

- Pop-up service (provided by AVI) to Whitefish (Goodfish) Lake First Nation has not resumed after pausing in March due to COVID-19 restrictions.
- MOU expires on October 15, 2020. Work on a modified MOU, not reliant on site visits, is underway.

Heart Lake First Nation, Beaver Lake Cree Nation, Kikino Métis Settlement, and Buffalo Lake Métis Settlement

- Pop-up service and programming (provided by ALLB) has not resumed after pausing in March due to COVID-19 restrictions.
- A special project MOU, for the “Indigenous Communities Family Pack” project is in place. The project will see a book and craft pack with toddler, youth, young adult, and adult appropriate materials distributed to families within Indigenous communities via community contacts.
- A January 2021 – December 2021 MOU is in place.

Planning/Projects:

- A meeting request has been made with representatives from Kehewin First Nation to discuss library service using the Community Member Staffed Library Service Model.
- Piloting an Indigenous community specific “van run” using the Indigenous Services Jeep. This project would test the viability of using the Jeep to deliver standard material pick-up and delivery on a weekly basis.
- Piloting a mobile Internet Hub loaning service for Indigenous community members. The project will be based on a service model developed by the Parkland County Libraries





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Review of Libraries Act

Resolution Category:

Other Issues of Potential Interest C6

Subject:

[Social](#)

Year:

2020

Status:

Adopted - Active

Sponsor(s):

Ryley, Village of

Active Clauses:

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.

Whereas Clauses:

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.

Resolution 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 deliver 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 Notes:

The resolution will be forwarded to the Government of Alberta for response and further advocacy will be recommended to AUMA's Board by the Safe and Healthy Communities Committee in the context of related priorities and positions.

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Current Population Funding for Alberta's Municipal Public Libraries

Resolution Category:

Other Issues of Potential Interest C7

Subject:

[Social](#)

Year:

2020

Status:

Adopted - Active

Sponsor(s):

Spruce Grove, City of

Active Clauses:

IT IS THEREFORE RESOLVED THAT the AUMA requests that Alberta's Department of Municipal Affairs uses current population data in calculating provincial operating grants for municipal public libraries serving populations over 3,000.

Whereas Clauses:

WHEREAS provincial operating grants for municipal public libraries serving populations over 3,000 are calculated with a formula using local municipal appropriation and 2016 populations of the municipality and therefore do not provide sufficient financial resources for Alberta's growing communities;

WHEREAS "Library Board Basics: A Handbook for Library Trustees and Managers", provided by Alberta Municipal Affairs, explicitly states that libraries do not charge for basic services and therefore have limited in-house revenue -generating opportunities;

WHEREAS "Best Practices for Public Libraries in Alberta", a provincial document that municipal library boards are encouraged to extensively use in service planning and evaluation, provides unachievable recommended levels of service;

WHEREAS the Libraries Regulation, AR 141/98, Section 13, (2) requires municipal boards to file no less than every five years a copy of its current plan of service with goals and objectives based on growing communities' input resulting in expressed, recorded, and reported demand for service that is unattainable based on the realities of what libraries are financially able to provide;

WHEREAS the Libraries Act, RSA 2000 cL-11, Section 8 and 9 requires municipal library boards to annually prepare a budget that estimates the amount of money required to operate the forthcoming year and consequently ask municipal councils for ever-increasing funds that boards predict they are not likely to receive due to local multi-sector demands from vast and diverse rapidly increasing populations;

WHEREAS municipal libraries provide Albertans with equal and equitable access to information regardless of economic, social, or geographic circumstance and collaborate with their library system and other municipalities to maximize partnership efficiencies and cost-sharing opportunities;

Resolution Background:

Public municipal libraries in Alberta are legislated by the [Libraries Act](#) and [Libraries Regulation](#) that provide mandatory standards for governance and board accountability that are monitored by the provincial government for compliance. The [Libraries Act](#) provides for the establishment of autonomous municipal library boards that cooperate through the provincial [Public Library Network](#) and [resource-sharing agreements](#) to provide access to public library resources province-wide. The Libraries Regulation establishes key provincially-regulated standards for the planning and development of public library service at the local and system levels. The Department of Municipal Affairs provides public library service delivery expectations that, although optional and not monitored for compliance, are recommended and promoted in [Best Practices for Public Libraries in Alberta](#) as the guide for quality library service. The Public Library Services Branch supports library boards and managers with trainings and the [Board Basics Handbook](#) to ensure that the board concentrates on governance and advocacy, while operations and staff supervision are delegated to the library manager.

The impact of calculating provincial operating grants for municipal public libraries serving populations over 3,000 with a formula using local municipal appropriation and 2016 populations of the municipality is vast:

Alberta libraries are not able to achieve the minimum level of best practices set by the provincial government;

Alberta communities are not receiving the programs, services, and resources they identified as local needs in their libraries' plans of service; and

Alberta municipal councils are not in the position to fund at the level that meets local demand.

The outcome from these impacts is clear: Albertans are not receiving the free, barrier-free service they need, now more than ever. Therefore, it is fair to state that this issue is common for and would be endorsed by the municipalities serving more than 3,000 people that are included in the [317 out of 351 municipalities](#) that provide access to municipal library service. This resolution should be given high priority because Albertans of all ages across the province are unable to fully benefit from public library resources and exercise their right to access information regardless of economic, social or geographic circumstances due to financial constraints many boards and managers are currently implementing. As both provincial and municipal governments are responsible for maintaining a healthy public library service, it is time for the province to account for increases to populations with which local governments are struggling to keep pace. The unpredictable additional stresses resulting from the COVID-19 pandemic are making libraries more relevant than ever before as Albertans face a future of economic and social uncertainty. It is during times like this that public libraries are at their busiest. The needs of our community—like many across the province—are vastly outgrowing available resources, particularly

with the skyrocketing demands put on our libraries before, during, and after Alberta's COVID-19 pandemic relaunch strategy.

This resolution will enable the Alberta Urban Municipalities Association to request that the funding model for provincial public library grants be updated to use current municipal population data. This important, Alberta-wide issue aligns with the Alberta Urban Municipalities Association's vision and mission because in order to build a thriving community, municipalities need thriving libraries, and this call to action provides visionary leadership and solutions-based advocacy that will result in service excellence.

AUMA Notes:

AUMA does not have a current position on this specific issue. This resolution will be forwarded to the Government of Alberta for response and further advocacy would be recommended to AUMA's Board by the Safe and Healthy Communities Committee in the context of related priorities and positions.



- 1- GOVERNANCE
 - a. Libraries Act
 - b. Libraries Regulation
 - c. NLLS Plan of Service 2018-2020
 - d. <https://youtu.be/F7wM89t19A4>
- 2- NLLS OVERVIEW
 - a. Financials
 - i. Previous Year Approved Financials
 - ii. Current Year Budget
 - b. NLLS Policies
 - i. Section 1 – NLLS Staff
 - ii. Section 2 – The Board
 - iii. Section 3 – Finance
 - iv. Section 4 – Service Points
 - v. Section 5 – Terms of Reference
 - c. Executive Director Job Description
 - d. Advocacy Brochure
 - e. Member Agreement 2015
 - f. NLLS Organizational Chart
 - g. NLLS Website Reset Instructions
 - h. WEBSITE – www.nlls.ab.ca
- 3- PUBLIC LIBRARY SERVICES BRANCH – PLSB
 - a. Alberta Public Library Directory
 - b. Best Practices for Public Libraries in AB
 - c. Policies and Bylaws for AB Public Library
 - d. Resource Sharing Policy
 - e. Board and Staff Relations
- 4- ALBERTA LIBRARY TRUSTESS ASSOCIATION – ALTA
 - a. ALTA Handbook
 - b. Library Board Basics Handbook
 - c. Municipal Roles and Responsibilities
 - d. Strategic Plans and Governance
- 5- THE ALBERTA LIBRARY – TAL
 - a. TAL Member Service Principles
 - b. TAL Policies and Procedures Manual
- 6- THE REGIONAL AUTOMATION CONSORTIUM – TRAC
 - a. TRAC Operational Guidelines
 - b. TRAC Plan of Service



ALBERTA
MUNICIPAL AFFAIRS

*Office of the Minister
MLA, Grande Prairie*

AR102656

OCT 01 2020

Ms. Vicky Lefebvre
Board Chair
Northern Lights Library System
Bag 8, 5615 - 48 Street
Elk Point AB T0A 1A0

Dear Ms. Lefebvre,

Thank you for your email of August 28, 2020, congratulating me on my appointment as Minister of Municipal Affairs and inviting me to attend a Northern Lights Library System Board virtual meeting in November. It is an honour and a privilege to serve in this role.

Unfortunately, my schedule does not permit me to attend this meeting; however, I will be arranging to join one of the Provincial Public Library Network Node calls in the next few months to meet all key public library stakeholders virtually. I look forward to meeting you and hearing about the good work Alberta's library stakeholders are doing to ensure public library service thrives throughout the province. I will also be providing remarks at the virtual library conference "Stronger Together" on October 2. I encourage you to tune in and view all the offerings of the event at <https://strongertogether.heysummit.com/>.

Public libraries play a key role in keeping people connected during the best of times and especially in our new COVID-19 pandemic realities. I appreciate public libraries' continued work to strengthen and enrich communities during this time.

Thank you again for writing.

Yours truly,

Tracy Allard
Minister

cc: Paul Wynnyk, Deputy Minister, Municipal Affairs
Gary Sandberg, Assistant Deputy Minister, Municipal Services Division
Diana Davidson, Director, Public Library Services Branch, Municipal Affairs

Respectful Collaboration:

Navigating Library Board and Staff Relations

Stronger Together Virtual Conference

Ken Allan & Jordan DeSousa
Public Library Services Branch
October 1, 2020



Agenda

- Public library service in Alberta
- Comparing board and manager/staff roles
- Strategies for working together effectively
- Roles in practice
- Discussion questions

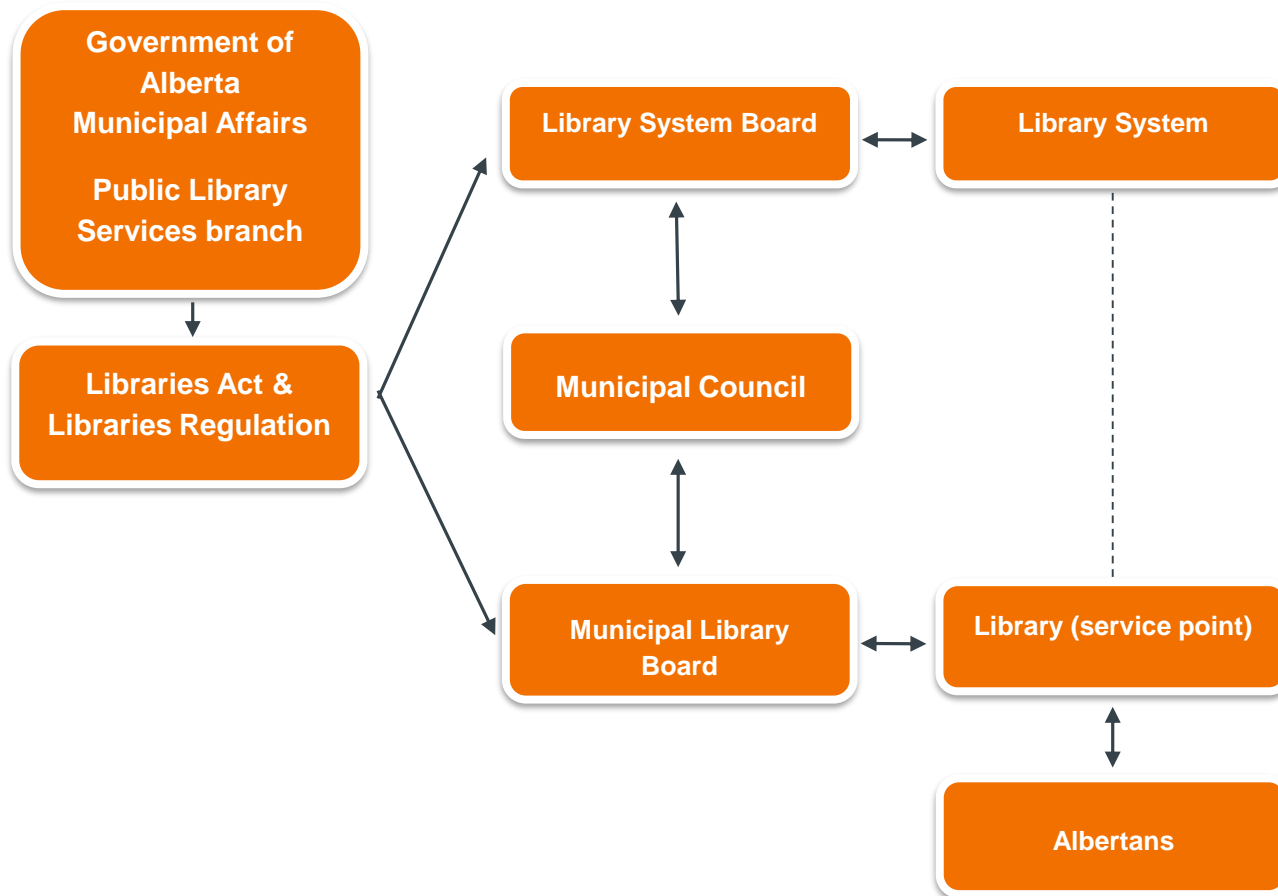
Public Library Service in Alberta



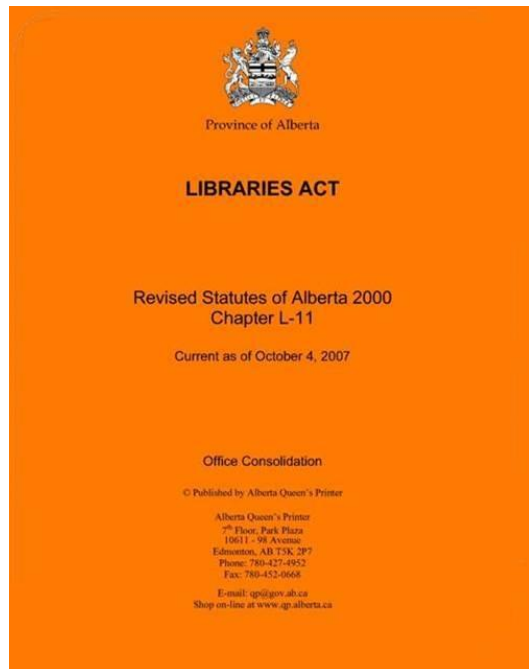
An overview of our provincial structure

Public Library Service in Alberta

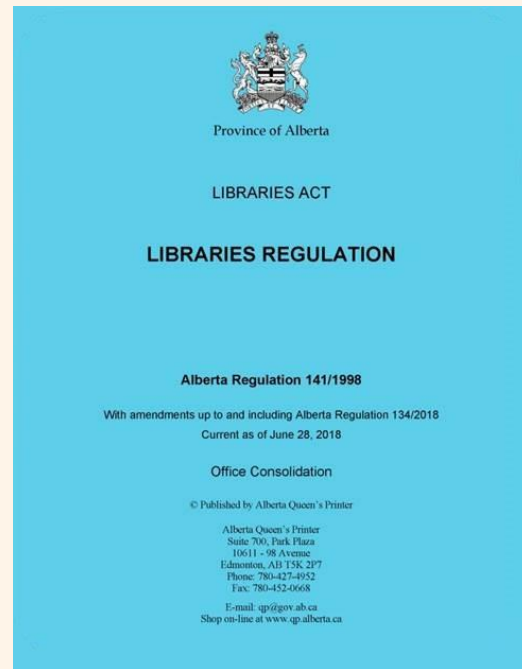
- Municipally-based service
- Governed by locally appointed boards
- Boards are independent corporations
 - Legal entity responsible for providing library service
 - Operate service points and employ staff
 - Accountable to the public, municipality, and province



Libraries Act



Libraries Regulation



Roles and Responsibilities



Board and staff working together

Role of the Board

- Defined by legislation
- Governance
 - Governance tools: Policies, Plan of Service, Budget
- Funding and finances
- Strategic planning and evaluation
- Advocacy and community connection
- Ultimately responsible for all things library-related

Role of the Manager

- Defined by board policy, i.e. job description
- Manage day-to-day library operations
- Implement board's vision
- Advise the board and make recommendations
- Responsible for all other staff and volunteers

Effective Library Boards...

- Supervise only the library manager
- Clearly communicate expectations of the manager
- Conduct fair and transparent performance reviews
- View manager as trusted advisor and library leader
- Use governance tools to guide operations
- Support and encourage professional development

Effective Library Managers...

- Ensure service is aligned with board's vision
- Assist with development of board governance tools
- Report on the state of library operations (e.g. stats)
- Serve as support and source of information at board meetings

Responsibility Spectrum

Governance	–	Management	–	Operations
Board		Library Manager		Staff
Needs Assessment		Service Delivery		
				Customer Service
Budget Development		Budget Administration		
		Large Purchasing		Small Purchasing
Strategic Planning				Day-to-Day Operations
Evaluation and Monitoring				

Building a Strong Relationship

- Understand and respect roles
- Have a shared purpose
- Maintain trust and open communication
- Engage in training and development opportunities

Roles in Practice



Plan of Service

- What is the board's role?
 - Determines needs assessment process & analyzes results
 - Sets high level direction (e.g. service responses, priorities)
- What is the library manager's role?
 - Assists with development of goals and objectives
 - Advises how the plan can be put into operational practice

Budget

- What is the board's role?
 - Evaluate the previous year's budget
 - Create a new budget consistent with fiscal realities and goals in Plan of Service
- What is the library manager's role?
 - Provide board with outcomes of previous year's budget
 - Advise board on upcoming year's budget to help them make the best decision - may create a first draft budget

Policies

- What is the board's role?
 - Responsible for the creation of all library policies
 - Evaluates existing policies and creates new ones, with advice from the library manager
- What is the library manager's role?
 - Bring feedback on effectiveness of current board policies
 - Bring suggestions for new policies. May draft policies for board review.

Programming

- What is the board's role?
 - Receive reports on library programming
 - May suggest programs, but does not implement them
- What is the library manager's role?
 - Implement library programming as guided by the Plan of Service
 - Evaluate existing programming and create new programs.

Board Meetings

- What is the board's role?
 - Debate and discuss items on the meeting agenda
 - Make decisions on governance items
- What is the library manager's role?
 - Provide board with information on library activities
 - Advise board to help them make the best decisions

Discussion Questions



A board member is volunteering in the library and is making changes to some of the displays without speaking to the library manager first. Are they allowed to do this?

The library board is excited about their new Plan of Service and have started developing programs that they feel will help meet the plan's goals and objectives. Is this appropriate?

The board has received a student employment grant and they want to interview and hire the students. Should they do this?

The library manager is providing feedback to the board about library issues but the board is not taking the manager's advice into account. Is this appropriate?

The library manager decides to stop lending DVDs because they keep getting damaged. Can they make this decision on their own?

Questions?



Northern Lights Library System				
Comparative Income Statement - Comparative Income Statement - YTD to Last Year				
	Actual 01/01/2019 to 09/30/2019		Actual 01/01/2020 to 09/30/2020	
Revenue				
Levies - Municipalities		1,207,726.50		1,226,701.73
Levies - Library Boards		575,363.15		585,451.43
Prov. Operating Grant		820,070.00		818,016.50
Prov. Rural Sevices Grant		338,506.00		338,506.00
Indigenous Grant		80,032.00		80,032.00
Deferred Allotment		-96,296.39		-179,155.10
Travel/Wage Grants		1,282.19		0.00
Wage Subsidies		0.00		14,428.40
Non Resident Fees		1,150.00		450.00
Sales - Misc.		5,119.15		1,877.27
Sales Office Supplies-Resale		108,674.94		65,306.42
Other Revenue General		196.49		5,995.44
Sales-WRP/SRP		8,498.15		-160.74
Annual Conference		0.00		0.00
Interest earned		39,686.54		30,729.76
Myrnam Revenue		3,637.36		8,304.04
TOTAL REVENUE		3,093,646.08		2,996,483.15
EXPENSE				
Staff Expenses				
Staff Salaries		922,607.88		1,127,380.67
El Expense	16,854.79		16,931.01	
C.P.P. Expense	42,461.71		46,076.47	
Extended Health Expense	18,039.86		24,864.68	
Dental Expense	12,478.30		12,183.55	
W.C.B. Expense	2,859.22		3,282.04	
Expenses Sub Total		92,693.88		103,337.75
TOTAL - GENERAL PAYROLL EXPENSES		1,015,301.76		1,230,718.42
Other Staff Costs				
NLLS PD Training (Shared)	7,290.04		12,420.87	
Conference Fees (Shared)	9,157.98		367.63	
Hotel and Accommodations (Shared)	23,272.61		3,421.93	

Meals when Travelling (Shared)	4,145.83		1,829.30	
Travel Costs (Shared)	9,968.46		2,985.42	
Site Visits (Shared)	418.61		0.00	
Staff Recruitment	2,954.61		239.99	
Human Resource Tools	69.95		0.00	
Total Other Staff Costs		<i>57,278.09</i>		<i>21,265.14</i>
Book Allotment		Book Alotment Spent		
Coll. Dev. Cold Lake	26,118.58		28,568.75	
Coll. Dev. Mundare	4,320.69		1,843.67	
Coll. Dev. Gibbons	11,793.17		4,427.19	
Coll. Dev. Chauvin	2,417.74		522.73	
Coll. Dev. Bonnyville	24,859.44		29,111.69	
Coll. Dev. Kitscoty	5,205.67		1,023.93	
Coll. Dev. Bruderheim	3,211.68		4,851.95	
Coll. Dev. Floating Romance	463.77		786.86	
Coll. Dev. Morinville	20,256.98		21,120.08	
Coll. Dev. Innisfree	1,006.61		799.29	
Coll. Dev. Bon Accord	10,097.28		7,518.11	
Coll. Dev. Lamont	4,093.40		815.54	
Coll. Dev. Plamondon	1,955.18		1,276.73	
Coll. Dev. Andrew	197.88		1,192.97	
Coll. Dev. Radway	1,690.05		1,946.03	
Coll. Dev. Edgerton	1,461.16		1,790.76	
Coll. Dev. Elk Point	2,768.11		1,974.46	
Coll. Dev. Holden	2,918.90		2,200.81	
Coll. Dev. Edmonton Garrison	1,896.65		1,643.54	
Coll. Dev. Mannville	1,693.95		2,166.02	
Coll. Dev. Myrnam	2,783.85		1,446.17	
Coll. Dev. Marwayne	5,132.58		3,129.89	
Coll. Dev. Paradis Valley	2,493.67		2,631.21	
Coll. Dev. Smoky Lake	3,639.41		2,930.78	
Coll. Dev. St. Paul	13,609.81		8,862.16	
Coll. Dev. Two Hills	6,233.65		5,400.52	
Coll. Dev. Tofield	579.94		11,763.93	
Coll. Dev. Ryley	2,828.18		2,891.04	

Coll. Dev. Vermilion	11,801.58		8,972.28	
Coll. Dev. Viking	3,528.45		3,602.55	
Coll. Dev. Vilna	1,339.42		443.06	
Coll. Dev. Waskatenau	2,010.09		834.02	
Coll. Dev. Wainwright	11,845.94		14,554.01	
Coll. Dev. Thorhild	2,196.70		1,656.56	
Coll. Dev. Newbrook	2,618.85		2,610.75	
Coll. Dev. Vegreville	14,141.30		10,417.88	
Coll. Dev. Athabasca	9,655.93		11,061.83	
Coll. Dev. Wandering River	1,150.06		578.52	
Coll. Dev. Grassland	5,758.87		1,095.13	
Coll. Dev. Irma	2,895.74		1,289.98	
Coll. Dev. Lac La Biche	16,025.09		12,992.44	
Coll. Dev. Mallaig	5,994.93		4,151.93	
Coll. Dev. Boyle	3,125.31		3,025.06	
Coll. Dev. Rochester	1,815.55		1,293.30	
Coll. Dev. Ashmont	6,275.00		5,964.11	
Coll. Dev. Redwater	8,323.22		9,030.17	
Coll. Development		276,230.01		248,210.39
Total Collection Development		276,230.01		248,210.39
Library Services				
System Collections		5,444.46		15,577.16
Indigenous Expenses		22,766.55		36,192.49
ILL Service Supplies		1,908.59		10,312.13
Bibs Service Supplies		1,248.87		1,687.35
Shipping & Freight		1,807.17		2,270.19
Catalog Process Forms Suppl		10,212.69		3,012.16
Assistive Technologies IT		29,904.93		588.37
Fortigate - Libraries IT		31,154.61		57,050.81
Computer Replacement Program IT		13,301.56		11,391.35
Web Hosting IT		17,047.00		34,623.00
Library Assistance Software IT		5,764.35		2,779.92
Server Software IT		2,606.35		2,859.47
Computer Software IT		4,493.73		1,041.88
Emerging Technology IT		13,884.04		0.00

Network Hardware Warranty		0.00		4,257.99
ACSI Managed Services		0.00		33,000.00
TRAC		104,661.00		109,941.00
Internet Service Fees IT		3,325.00		4,165.00
e Resources Books on Line		24.19		15,648.23
NLLS Annual Conference/Workshops PS		890.95		1,454.64
Library Managers Council PS		9,310.29		3,597.02
Library Programming PS		26,048.41		5,231.75
Postage/Courier		1,286.47		1,248.31
Coll. Dev. Shipping/ILL BS		608.77		435.43
Vehicle Expense BS		7,077.07		5,579.61
Vehicle Fuel BS		23,514.10		10,074.74
Online Databases PS		72,158.88		60,709.81
Board of Record Payments		166,636.02		333,076.78
Myrnam-Operating expenses		5,667.20		7,270.70
Board Travel		26,054.63		5,895.85
Board Food and Beverages		4,069.82		1,658.39
Board Conference/Education		7,029.46		0.00
Special Events (Board)		5,748.90		515.47
Board Committee Meetings		17,177.74		5,760.18
Special Events (Admin)		1,714.38		145.53
NLLS Hosting		351.49		381.12
Office Equipment/Software Admin		195.25		2,501.70
Photocopier (Admin)		8,990.29		6,257.46
Professional & Legal Fees		5,090.50		11,884.95
Marketing		2,752.58		2,713.10
Audit Costs		14,836.67		14,779.69
Bad Debts - Late Fees		179.42		11.51
Bank Charges		901.76		771.76
TAL-The Alberta Library Membership		8,454.82		8,877.56
Insurance		10,491.67		11,102.38
Subscriptions (Admin)		2,877.25		2,435.21
NLLS Memberships (Shared)		1,752.81		880.72
Resale Supplies & General Rebills		135,199.97		58,914.40
Office Supplies (Admin)		9,257.74		7,790.87

Telecommunications (Shared)		10,472.29		9,677.48
General Maintenance/Contracts		84,800.00		8,350.00
Building Maintenance		6,585.19		19,502.71
Janitorial/Caretaking/Landscaping		22,839.40		23,269.38
Health & Safety		2,380.37		4,285.32
Utilities		19,983.36		18,111.60
Vehicle Reserve Expense		0.00		33,245.25
Furniture & Equip Reserve Expense		0.00		0.00
Building Reserve Fund		0.00		16,369.00
Computer Reserve Expense		0.00		0.00
Server Reserve Expense		0.00		0.00
Network Hardware Reserve Expense		0.00		0.00
Fortigate Reserve Expense		0.00		0.00
Contingent Liability Reserve Exp.		0.00		0.00
Operation Restricted Reserve Exp		0.00		0.00
Amortization		0.00		0.00
Total Expenses		992,896.01		1,051,165.88
TOTAL EXPENSE		2,341,705.87		2,551,409.70
NET INCOME		<u>751,940.21</u>		<u>445,073.45</u>

Generated On: 10/07/2020

Budget	Budget explanations
\$ 1,206,753.71	2018 pop = 173,246 @\$5.23/\$10.46 per capita
\$ 575,424.95	2018 pop @\$5.23/\$10.46 per capital
\$ 813,278.60	\$4.70 per resident; 2018 pop 173,246
\$ 340,242.75	\$5.55 per resident; 2017 pop 61,305
\$ 160,000.00	In and out
\$ 372,390.75	Book Alotment
\$ 1,500.00	TRAC, PLSB offsets line 109 Expenses
\$ -	
\$ 1,200.00	Morinville/Bonnyville
\$ 10,000.00	Rental, Professional services
\$ 150,000.00	Offset with expense line 108 Expenses
\$ 5,000.00	
\$ 3,000.00	
\$ 5,000.00	2-day Conference
\$ 30,000.00	Bank/Investments Interest
\$ 10,000.00	Myrnam offset in line: 103 Expenses
\$1,326,210.82	19 full time/2 part time/ 8 board members
\$150,000.00	Dental, Vision, Health, RRSP
\$1,476,210.82	Sub Total
\$16,500.00	Webinars, Courses and Training Sessions
\$13,700.00	Conference and Workshops attending
\$23,000.00	Hotels and Travel costs

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\$15,000.00	Large Print, Professional collection, Ref, Audio, Kits and Blocks Makerspace
\$160,000.00	In and out
\$1,500.00	Library Cards, Stickers, Disc repair supplies, Canvas bags and DVD cases
\$1,500.00	Web dewey, CD, cataloguers desktop
\$3,000.00	Brokerage, Freight, Customs, Various Book Suppliers shipping cost
\$10,000.00	Laminating, macktac, barcodes spine lables
\$18,400.00	Anti Virus, Deep Freeze, FixMeStick, -3 yr prepaid
\$5,000.00	Laptops, Staff computers, Monitors - Towers need to be replaced
\$19,300.00	Econolution / Townlife
\$5,500.00	HelpDesk, GoToAssist, Cloud printing
\$6,000.00	Vmware, Veeam, Dell Desktop Authority
\$5,500.00	Office 365, Windows 10, Smart Draw, Asset Panda ect.
\$10,000.00	New technology for development

\$35,000.00	Customer edge devices maintenance and 3 year contract. Paid in Dec each year
\$105,000.00	Cost of operations and maintenance of catalogue and Server at YRL
\$18,000.00	Cybera (3 yr/3 Exinda warranty for upgrade of bandwidth) New service provider (lower cost)
\$50,000.00	Overdrive, 3M, Hoopla, Zinio
\$20,000.00	Conference and Workshops - LMC Workshop
\$14,000.00	3 LMC meetings a year, travel and meals
\$20,000.00	SRP WRP, entertainer, prizes, story teller, author talks
\$3,000.00	
\$1,000.00	Postage, (other than government courier an van run)
\$10,000.00	Maintenance
\$35,000.00	Fuel
\$70,000.00	Cypress, Tumblebooks, Niche Acadamy, TAL - Lynda.com Rock of Ages (Ancenston/Novelist/ Universal Core/DYL Auto Repair)
\$340,242.75	In and out
\$10,000.00	Operating expenses, salary, programming
\$32,000.00	Regular Board Meeting Mileage
\$6,000.00	Board and exec meetings meals.
\$7,500.00	Coverage for Board Chair and 3 additional board members
\$10,000.00	Board Chair Honorarium/Perdiem/Mileage for Travel to Municipalities (as per PDS)
\$20,000.00	per diem for Board committees
\$4,000.00	Staff Long Service Awards. Projects
\$400.00	General Hosting
\$2,000.00	Repairs, software, small equipment/furniture purchases - Audio Visual equip. Rollover Amt
\$12,000.00	Rental, maintenance, toners
\$3,000.00	Strategic planning; legal contingency, strategy professional
\$7,000.00	Publiciity,trade shows, newsletter, supplies, promo
\$15,000.00	RFP
\$1,200.00	Bank charges; Credit Card charges; US foreign exchange
\$8,500.00	Membership fee for The Alberta Library; increase depends on population adjustment
\$11,000.00	AMSC
\$2,000.00	Local newspapers / Copyright Lic,
\$3,000.00	AUMA, RMA, ALA, CLA, APLAC, travel and hotels
\$150,000.00	Rebills purchases
\$10,000.00	General office supplies, Simply accounting software

[illegible]

[illegible]

[illegible]

[illegible]

will be increasing over next 3 years done via per captia
savings due to virtual mtgs
savings due to virtual mtgs
savings due to virtual mtgs
conference cancelled
savings due to virtual mtgs
New contract, less usage on toners
Procedure policy makes up 38% of this total
ALTA membership doubled for upcoming year 630/1250

New cell phone contract \$150/m vs \$407

ACSI - Cyber Asses, PTW-Electrical