



Northern Lights Library System

## MEETING MINUTES – EXECUTIVE COMMITTEE MEETING

### MEETING INFORMATION

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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

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***Please Read:***

Aug 31, 2020 Meeting Minutes

### AGENDA ITEMS

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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**

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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**

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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.



## MEETING AGENDA – EXECUTIVE COMMITTEE MEETING

### MEETING INFORMATION

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Time:

**Attendees via Zoom:** Vicki Lefebvre Warren Griffin, Jill McLuckie, Larry Tiedemann, Cyndy Heslin, Barbara Smith, Craig Lukinuk, Debra McQuinn, Karen Shaw

**Absent:**

### PREPARATION FOR MEETING

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***Please Read:***

Aug 31, 2020 Meeting Minutes

### AGENDA ITEMS

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2. Approval of Minutes from Aug 31, 2020,
3. Chairs Report
4. Interim Acting Director Report
5. Department Reports
6. HR Consultant update
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8. Headhunter
9. Executive Director Applicants
10. General Board Meeting – comments and date Fri Nov 20 @ 10am
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13. Sub-Committee Meetings - criteria for calling meetings
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  - a. The 1/3's model – 1/3 = The Board – 1/3 = Library World – 1/3 = Staff and other Stakeholders
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  - a. Completion
  - b. Committee

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5. Quote for building insulation - Terri
6. Staff Videos – what do we do - Terri

#### **NEW ACTION ITEMS**

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Next Executive Meeting:

Adjournment of the Meeting:

**Staff:**

We currently have total of 22 Staff, 18 FT, 3 PT (includes the Myrnam Librarian) 1 Contract staff and 1 staff on Short Term Disability (possible return date Nov). Everyone is back in the office leaving 2 working from home permanently currently. Greg has moved to the Marketing Dept. Continuing Public Consultant interviews and looking forward to the Organization review.

**Libraries:**

Most libraries have re-opened their doors. Some now have re-opened to the public, some are still doing curbside pick-up, Lamont County Libraries remain closed to everything (Andrew/Lamont Libraries). We are supporting those libraries on options to ensure service for those patrons.

**Courier/Van Run:**

At this time, we are not seeing the anticipated uptake that we were first thinking there could be possible due to that fact that we are not all up and running 100% Will continue to monitor for the next 2 months and reassess. Steady flow now that we are back to weekly van run.

**Meetings:**

I have attending a lot of meetings and have enjoyed hosting the coffee chats. I was invited to attend the EPL (Edmonton Public Library) with YRL and Parkland Systems, it was AMAZING, check out the YouTube videos if you are unable to see in person. So far, the other industry professional has been welcoming and very supportive. All Systems and Nodes have an meeting scheduled with the New Minister of Municipal Affairs.

**Plan of Service:**

My recommendation to the Board and the direction to the current management team is to ensure we tie an Action Plan to our upcoming POS to ensure we have measurables and see progress growth and completion of said items within the plan.

**Masks/Extra Blue Bins:**

Continue to enter a helpdesk ticket for these requests, we will continue to send out.

**Budget/Funding:**

We have received the rest of our 2020 operational funding, still waiting on 2<sup>nd</sup> portion of the indigenous grant. The 2<sup>nd</sup> portion of the Board of Record payments have been completed, and Greg is working the Indigenous MOU renewals changing them to run Jan to Dec to parallel our fiscal year (easier to report).

NLLS budget has been tentatively approved with a 0% increase.

Terri Hampson



## Library Managers Council

September 2020

- IT will be sending out biweekly blurbs for our libraries; these will be bite sized pieces of information that we think will be beneficial to everyone.
- NLLS has been in contact with Bell and are currently working on the supernet 2.0 project. Things are happening quite quickly, so to keep things rolling we have sent emails to all the libraries that will be upgraded in 2020. These dates are considered drop dead dates and can not be easily changed. If for some reason this date is not possible, then we can rebook; but the library will likely be placed at the end of the list for all of Alberta which is in 2022. If you have not received your date, then you will be in 2021 and you will receive official notice in the very near future.
- NLLS put in place a new shaper (named Sinefa) it is still in the process of being configured. Our hope and understanding is that the new shaper will give us more information on what is happening with bandwidth across the WAN. It also has an option of endpoints, which is a small piece of software that we can install on a computer within the library, within the LAN. In Sinefa's words these endpoints are able to: "Monitor user experience, device and Wi-Fi health in real-time. Visualize network paths to critical applications, solve application performance problems, and deliver exceptional digital experiences."
- Groups.io for nllspartners listserv has been rolled out and is fully functional. It is setup to allow all library staff to upload documents to share resources.
- We are currently at the time to evergreen our servers. We are currently in talks about the hardware and software options and options that will be of benefit to the network. One of the many things we are looking at is bringing the public computers onto the network so that we can make them more secure.
- As many of you have already come across, Microsoft has made big changes to the licensing model of Office 365. Previously, we were setup to have 5 users working from one license. Microsoft has changed it so that only one person can use that license, with the ability to install it on 5 devices (if it is installed and used by the same account.) Which has caused problems in our larger libraries.

Due to budgetary constraints NLLS can only to cover two Office 365 licenses for each library (email is unlimited for each library); any library that needs more than two licenses have a few options:



- Purchase more licenses for Office 365 via NLLS, one for each staff member that needs office. This is a yearly license and will need to be renewed yearly. This give access to all the online options (Approx. 36.00 Yr. per license)
  - Use the free online version for staff without a license (this is only viable for basic word and excel users)
  - Purchase Office 2019 licenses to be installed per computer. This office is good until the software has expired which is, when it can no longer be updated and is not supported by Microsoft. (Approx. \$100-\$120 per license)
- As of this September, NLLS IT has taken on the maintenance of the library office 365 domains under our umbrella, box clever (TownLife) will no longer be involved. This will significantly reduce the amount of time for any office 365 changes for our libraries including changes of passwords or additions of email accounts.

#### *General Reminders*

- *Please submit all requests to the Helpdesk via the NLLS website or at [nllshelp@townlife.com](mailto:nllshelp@townlife.com)*
- *Site Visits can be booked at anytime*
- *Labs are available for booking, large lab of 10 computers and small lab of 6 computers, two Virtual labs, and a NAO robot lab. (Please contact us on availability due to Covid-19)*
- *Just a reminder that if you are looking at purchasing a laptop, computer, or Printer for your library, and you did not want to purchase through us, you still need to get the requirements from us. If you do not, the purchased equipment will not be allowed on our network, as per our IT operational guidelines on the NLLS website.*
- *If you are purchasing anything that will be going onto the network, including the wireless network, please confirm with NLLS IT, as per our IT operational guidelines on the NLLS website. We will need to determine if it will cause any security breaches in the network, if it will work with our network and if it should be through the public or staff side (Staff or BYOD for wireless), or if we will need to isolate it from our network. This ensures the security of the network for everyone.*



**LMC MEETING**

**September 30, 2020**



**Website**

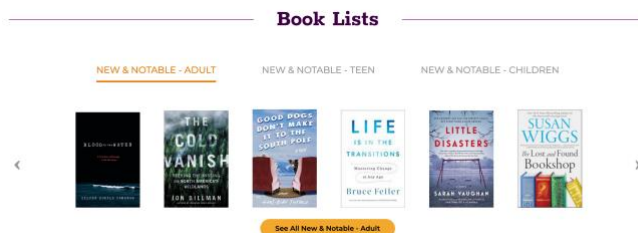
- Box Clever provided 4-hour website training June 23rd to a group of 15 both Brandon and I attended
- Marketing Department created a Website Training Niche Academy Tutorial – 9hrs to create
  - Reviewed 905 times
- Marketing Department provided 24 x 1.5 hours = 36 hours of individual training via phone calls and Zoom meetings
- Marketing completed 276 website related HelpDesk tickets from March 1 – September 18 answering inquiries about the website
  - 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 migration 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





## Website Update & Decision

- Display of book carousel similar to Marigold



**What do the libraries want to call the 'BOOK LIST' section?** Because this is hard coded a decision needs to be made on the name. It is important to remember that list can include formats other than books.

**Where do you want the book carousel on the home page?** Libraries also need to decide where to place the book carousel – above/below events, news...

- Every library can create their own unique carousel by creating Polaris Record Set and list. NLLS will also have a carousel and this will only display on the library's website if they do not have a carousel. A library's carousel will override NLLS'
- The list(s) will also have the ability to set a publish and end date

### Other news

- BoxClever is still working on properly displaying Google Analytics
- A site search button is \$545 annually – still discussing this with Megan
- Including logos in the header of the websites would require a re-design of that area – BoxClever suggested placing the logo in the banner section or as the hours image because these areas are very visible

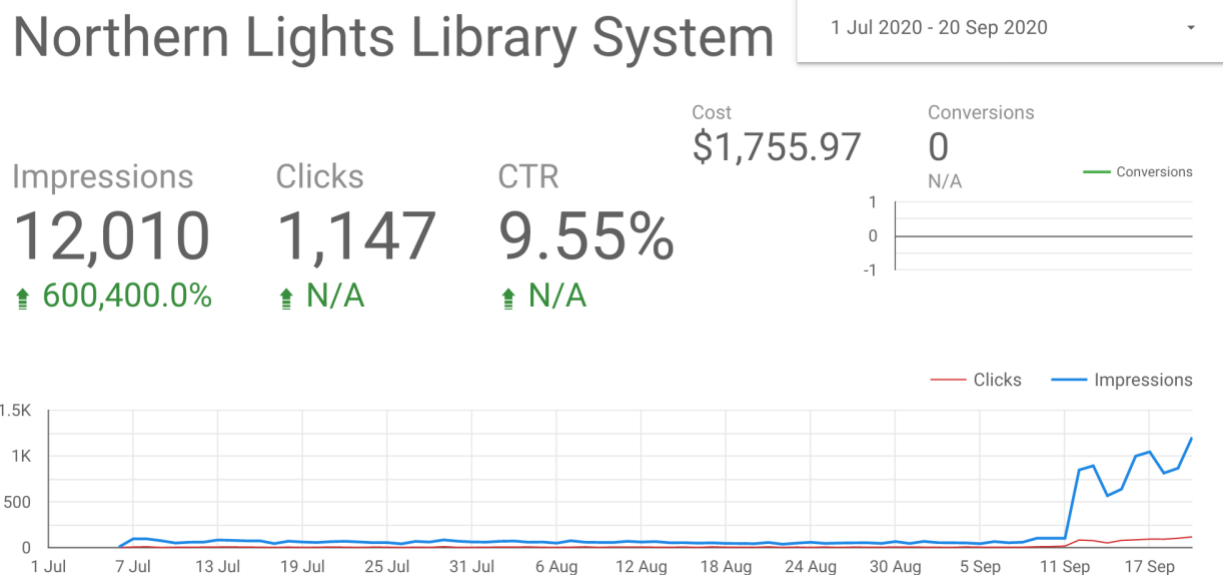
## Marketing HelpDesk – March 1 to September 18

Requests Over Time	
Grouping	Requests
LibraryAware	19
Aurora	20
Conference	23
General	72
Niche Academy	80
Posters	3
Social Media	856
Tip Sheets	3
Training	24
Websites	276



## 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



## 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

- 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

<ul style="list-style-type: none"> <li>Consumer Reports</li> <li>Digital Media</li> <li>Test Prep</li> <li>Lynda</li> <li>Local History and Genealogy</li> <li>Pronunciator</li> <li>Hoopla</li> </ul>	keywords			real search terms		
	46	4	0	consumer reports		car value canada
	23	16	0	what's my car worth		how much is my car worth
	4	4	0	best 2 in 1 laptops for the money		vehicle value canada
	4	3	0	best laptop		used car value canada
	4	3	0	what is the best laptop to get		online appraisal car
	3	1	0	kbb com		black book car values
	3	3	0	top 10 cars in america		black book car value
	3	3	0	what's the best laptop for school		find the value of my car for private sale
	1	2	0	best laptop for playing sims		what's my car worth canada
	1	1	0	best new pc laptops		vehicle black book pricing
	1	1	0	best ultraportable gaming laptop		calculate car value
	1	1	0	consumer reports cars		canada used car value
	1	1	0	most powerful hybrid car		car book value canada
	1	1	0	most reliable cars		canadian car values best source
	1	1	0	product review		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.

all social media posts creation means reviewing articles, websites, and blogs for relevant content, creating graphics, etc...

## NLLS Social Media Statistics



	Facebook	Twitter	Instagram	Pinterest	LinkedIn
Spetember	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



Included with the report:

- Niche Academy usage stats
- POS Measurable for Marketing

The Marketing Department welcomes Greg Morgan to the team 😊



## 1) Marketing the value of NLLS & Local Libraries

Goal: NLLS serves, supports and promotes our collective library services

OBJECTIVES	MEASURABLES	START DATE	DUE DATE	DUE DATE2	DUE DATE3	% COMPLETE	NOTES	RESPONSIBLE
Develop a marketing tool kit with input from local libraries to express the value of library services	Create and promote idea bank - ad hoc committee	Jan 2 2018	December 1, 2018			75%	first steps is to find the tool that the managers are comfortable using to share ideas and product - emails, Facebook group, or Yammer group (not successful) - Jan 2018 / 2019 marketing templates via LibraryAware & Niche Academy / 2020 websites, Koios/GooglesAds promoting library services, eResources & catalogue	Heather
Update and keep current service packages	NLLS Service Package - overarching	Jan 9 2018	January 30, 2018	2019-01-01	2020-01-01	100%		Julie

sent service packages to Terri for review	Bibliographic Services	Jan 9 2018	January 30, 2018	2019-01-01	2020-01-01	100%		Lois
	Public Services	Jan 9 2018	January 30, 2018	2019-01-01	2020-01-01	100%		Lois
	IT	Jan 9 2018	January 30, 2018	2019-01-01	2020-01-01	100%		Kelly
	Marketing	Jan 9 2018	January 30, 2018	2019-01-01	2020-01-01	100%		Heather
Create and promote 6 in-house training videos and tipsheets  Do not include regular Niche Academy maintenance	Initial	2018-01-01				100%	started by emailing all libraries asking for their suggestion on what like would like to see done	Heather
	#1	Jan 9 2018	January 19, 2018			100%	Completed tipsheet, shared by email and included as a file on the Yammer group.	Heather
	#2	Jan 9 2018	February 21, 2018			100%	Completed social media tipsheet - will be presented at the Feb 2018 LMC	Heather
	#3	Jan 9 2018	March 12, 2018			100%	Completed OverDrive brochure & user guide	Heather

#4	Jan 9 2018	April 13, 2018	100%	Completed Pronunciator brochure and user guide	Heather
#5	Jan 9 2018	April 20, 2018	100%	Completed Rbdigital brochure and user guide x2	Heather
#6	Jan 9 2018	May 4, 2018	100%	Create a Website Navigational Tipsheet for Board	Heather
#7	Jan 9 2018	June 5, 2018	100%	Created Niche Academy Navigation Tipsheet	Heather
#8	Jan 9 2018	May 28 2018	100%	Niche Academy Website Tutorial	Heather
#9	Jan 9 2018	May 28 2018	100%	Niche Academy Website Tutorial	Heather
#10	Jan 9 2018	May 29, 2018	100%	Niche Academy Website Tutorial	Heather
#11	Jan 9 2018	May 29, 2018	100%	Niche Academy Website Tutorial	Heather
#12	Jan 9 2018	June 18, 2018	100%	Niche Academy Creative Tools Tutorial	Heather
#13	Jan 9 2018	June 18, 2018	100%	Niche Academy Images Tutorial	Heather

#14	Jan 9 2018	June 22, 2018	100%	Niche Academy Images: editing Tutorial	Heather
	Jan 9 2018	July 1, 2018	100%	Polaris training - contentent from Jodi Dal	Heather
	Jan 9 2018	September 20, 2018	100%	10 database brochures - LibraryAware	Heather & Public Services
	Jan 9 2018	Nov 15 2018	100%	Niche Academy How to Link eResources	Heather
	Jan 9 2018	August 1, 2018	100%	Niche Academy TRAC Operation Guideline	Heather
	Jan 9 2018	September 1, 2018	100%	Niche Academy TRACpac Book Marc	Heather
	Jan 9 2018	November 1, 2018	100%	Nicje Academy Posting to the Database - content from Public Services	Heather
	Jan 9 2018	January 1, 2019	100%	Niche Academy Factors in Selecting Library Material - content from Public Services	Heather
	Jan 9 2018	February 1, 2019	100%	Niche Academy How to Place a Hold on Multi Part Items - content from Public Services	Heather



Jan 9 2018	February 1, 2019	100%	Niche Academy Setting Up & Using Offline Circ Form by Richard Kenig - content from IT	Heather
Jan 9 2018	March 1, 2019	100%	Niche Academy Creating an Ordewr from ULS - content from Bib Services	Heather
Jan 9 2018	March 1, 2019	100%	Niche Academy Minecraft Guide - content from IT	Heather
Jan 9 2018	March 1, 2019	100%	Niche Academy Printing an Invoice: Amazon & Chapter - content from Bib Services	Heather
Jan 9 2018	March 1, 2019	100%	Niche Academy Scan to Email Setup for Libraries - content from IT	Heather
Jan 9 2018	March 1, 2019	100%	Niche Academy Volume Control Manual - content from Bib Services	Heather
Jan 9 2018	April 1, 2019	100%	Niche Academy Steps to Add Items in Polaris - Created by Bib Service	Amy

Jan 9 2018	April 1, 2019	100%	Niche Academy TAL Card Procedures	Heather
Jan 9 2018	April 1, 2019	100%	Niche Academy The Alberta Library Card	Heather
Jan 9 2018	April 1, 2019	100%	Niche Academy Working with the CCD - created by Bib Services	Amy
Jan 9 2018	May 1, 2019	100%	Niche Academy SRP - content from Public Services	Heather
Jan 9 2018	May 1 2019	100%	Niche Academy Library Aware Creating Flyers to Promote Books	Heather
Jan 9 2018	May 1, 2019	100%	Niche Academy SRP - content from Public Services	Heather
Jan 9 2018	May 1, 2019	100%	LibraryAware training Manual created	Heather
Jan 9 2018	May 1, 2019	100%	Niche Academy LibraryAware training	Heather
Jan 9 2018	June 1, 2019	100%	Niche Academy Selection Tool Available to NLLS Members - content from Public Services	Heather

Jan 9 2018	June 1, 2019	100%	Niche Academy Checking the Funds Account - created by Bib Service	Amy
Jan 9 2018	June 1, 2019	100%	Niche Academy Social Media Calendar Template	Heather
Jan 9 2018	June 1, 2019	100%	Niche Academy TRACpac Holds brochure - content from TRAC	Heather
Jan 9 2018	July 1, 2019	100%	Niche Academy How to Fill Out a Cataloguing Sheet - created by Bib Services	Amy
Jan 9 2018	October 1, 2019	100%	Niche Academy Using Field Codes	Heather
Jan 9 2018	October 1, 2019	100%	Niche Academy Weeding Philosophy & Method - content provided by Public Services	Heather
Jan 9 2018	November 1, 2019	100%	Niche Academy 2020 WRP Promotional Material from Marketing Dept	Heather
Jan 9 2018	November 1, 2019	100%	Niche Academy Book Recommendation	Heather

Jan 9 2018	November 1, 2019	100%	Niche Academy Staff Information About ME Libraries	Heather
Jan 9 2018	December 1, 2019	100%	Niche Academy 2020 WRP Manual - content from Public Services	Heather
Jan 9 2018	Aug 22 2019	100%	Lynda.com	Heather
Jan 9 2018	Sept 6 2019	100%	Bookclub tipsheet	Heather
Jan 9 2018	Sept 11 2019	100%	Welcome TRAC brochure	Heather
Jan 9 2018	Sept 16 2019	100%	My Account TRAC brochure	Heather
Jan 9 2018	Sept 16 2019	100%	TRAC patron guide brochure	Heather
Jan 9 2018	Oct 17 2019	100%	Niche tutorial - Novelist	Heather
Jan 9 2018	Oct 1 2019	100%	Niche Manager 16 eResource tutorial with training	Heather
Jan 9 2018	Oct 25 2019	100%	Niche TRAC tutorials - Welcome, Holds, Search	Heather
Jan 9 2018	Nov 10 2019	100%	Volunteer Brochure	Heather

Jan 9 2018	Dec 4 2019	100%	Niche Academy WRP Manual	Heather
Jan 9 2018	Dec 11 2019	100%	Niche Academy Internet Safety Tutorial	Heather
Jan 9 2018	Jan 8 2020	100%	eResource Brochure - a request	Heather
Jan 9 2018	January 1, 2020	100%	Book Sale Brochure	
Jan 9 2018	Jan 10 2020	100%	Niche Academy Book Sale Media Kit Tutorial - a request	Heather
Jan 9 2018	Jan 16 2020	100%	Niche Academy Icon Created Tutorial - requested	Heather
Jan 9 2018	Jan 20 2020	100%	Niche Academy Pop Art Promotion Tutorial	
Jan 9 2018	Feb 26 2020	100%	Niche Academy Bagless Shipping (completed by Amy in Bib. Services)	
Jan 9 2018	January 1, 2020	100%	Niche Academy Weeding Guideline - content from Public Service	Heather
Jan 9 2018	February 1, 2020	100%	Niche Academy How to Conduct a Collection Inventory	Heather

				- content provided by Public Services	
	Jan 9 2018	March 1, 2020	100%	Niche Academy Member Libraries Status	Heather
	Jan 9 2018	March 1, 2020	100%	Niche Academy Wireless Access - content from IT	Heather
	Jan 9 2018	March 1, 2020	100%	Niche Academy Staying In - Virtual Learning and Engagement	Heather
	Jan 9 2018	March 1, 2020	100%	Niche Academy Resources for COVID	
	Jan 9 2018	April 1, 2020	100%	Niche Academy Computer Maintenance in Your Library - content from IT	Heather
	Jan 9 2018	April 1, 2020	100%	Niche Academy How to Produce a Weeding Report Using SimplyReports - content from Public Services	Heather
	Jan 9 2018	April 1, 2020	100%	Niche Academy Your Library...Online	Heather

Jan 9 2018	May 1, 2020	100%	Niche Academy COVID Communications	Heather
Jan 9 2018	May 1, 2020	100%	Niche Academy COVID Temporary Holds Override Procedure - content from Public Services	Heather
Jan 9 2018	May 1, 2020	100%	Niche Academy How to Find Information on Your Computer - content from IT	Heather
Jan 9 2018	May 1, 2020	100%	Niche Academy How to Submit a HelpDesk Ticket - content from IT	Heather
Jan 9 2018	May 1, 2020	100%	Niche Academy PLA 2020	Heather
Jan 9 2018	June 1, 2020	100%	Niche Academy A Guide to Troubleshoot Your Library's Network - content from IT	Heather
Jan 9 2018	June 1, 2020	100%	Niche Academy Tips & General Information for Library Customer - content from TRAC	Heather
Jan 9 2018	June 1, 2020	100%	Niche Academy Information about	Heather

				the 2020 Online Summer Reading Program	
	Jan 9 2018	June 1, 2020	100%	Niche Academy Using Medical Masks	Heather
	Jan 9 2018	July 1, 2020	100%	Niche Academy Book Repair Clinic - created by Bib Services	Amy
	Jan 9 2018	July 1, 2020	100%	Niche Academy Library Re-Launch Plans (managed by Anna & Amy)	Anna & Amy
	Jan 9 2018	July 1, 2020	100%	Niche Academy Scan to Email Setup for Libraries - content from IT	Heather
	Jan 9 2018	July 1, 2020	100%	Niche Academy Relais Training Guide - created by Public Services	Anna
	Jan 9 2018	August 1, 2020	100%	Niche Academy Website Training	Heather
		Spet 2020	100%	Niche Academy Placing a Hold Outside of TRAC (Relais)	Anna

**113 tutorials during the measurable period**



Investigate effective marketing tools	provide training on social media marketing at LMC	Jan 9 2018	LMC Feb 2018	LMC May 2018	LMC September 2018	100%	FEB: provided a tipsheet and infographic to managers that highlighted frequency of posting and the importance of social media according to the current trends / May: Website Training with handouts and 4 Niche Academy Tutorials/September: created a social media connection tipsheet, marketing material request form and a LibraryAware update	Heather
	provide training on social media marketing at LMC	Jan 9 2018	LMC 2019	LMC 2019	LMC 2019	100%	Feb meeting provided LibraryAware - items created can be poster to social media. Website training; handout at meetings. LibraryAware	Heather

							training tour - went to the libraries	
provide training on social media marketing at LMC	Jan 9 2018	LMC 2020 - did not attend	LMC 2020	LMC 2020	0%		OTHER TRAINING: Website training (from BoxClever, one-on-one training, Niche Academy tutorial), Jessica Lin provided LibraryAware training August 2020, Kat(ABM) Zoom training on Windows 10 Video Editor	Heather
provide training on social media marketing at annual conference	Jan 9 2018	2018-09-01	2019-09-01 - COVID Cancelled	2020-09-01	75%		Conference 2018: was available at the round table discussion for social media and marketing one-on-one questions; no conference in 2019	Heather



[illegible]

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Tutorial	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Total			
Staying In - Virtual Learning and Engagement Resources	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	185	566	94	34	55	32	10	976			
Your Library...Online	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	167	49	24	59	47	32	378				
Internet Safety Resources for Parents and Educators	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	21	2	0	7	1	10	0	1	1	43			
Resources for Novel Coronavirus (2019-nCoV) COVID-19	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	42	36	11	2	1	2	3	97				
Using Medical Masks	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	0	1	5			
Google Docs - Collaborate With Google's Online Word Processor	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	4	11	6	52	0	0	5	0	81			
Google Drive - Save Files to the Cloud for Free	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	10	0	0	0	0	10			
Google Sheets - Collaborate to Make Amazing Spreadsheets	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	22	0	0	0	0	22			
Google Slides - Collaborate to Build Phenomenal Presentations	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	16	0	0	0	1	17			
Gmail - Email from Google	4	4	4	0	0	1	0	0	1	2	0	1	1	0	0	0	1	3	0	0	1	10	0	0	1	10	0	0	0	0	45		
Google Photos - Save and Share Your Favorite Memories	0	0	0	0	0	0	0	0	0	0	0	0	1	22	5	11	2	0	1	0	0	9	6	0	0	2	1	0	0	60			
Welcome to TRACpac	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	18	140	54	112	75	192	233	74	113	233	135	105	1484
TRAC Searches	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	14	125	79	86	103	151	76	32	149	174	68	36	1095
TRACpac Holds	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	7	40	48	15	5	66	22	34	27	46	55	2	367
AncestryLibrary - Access Genealogical Records of Billions	15	2	7	10	7	11	3	11	17	22	9	20	7	4	17	11	29	56	15	14	22	28	50	31	6	9	14	8	5	460			
Auto Repair Source - Quick Tutorial	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	4	2	4	1	4	2	1	1	0	1	22		
Auto Repair Source - Automotive Information	0	0	0	0	0	0	0	0	0	0	0	0	0	3	9	1	40	14	11	16	46	5	20	19	4	3	9	5	2	207			
cloudLibrary - eBooks and Audiobooks	16	18	24	21	6	7	16	22	19	14	5	4	5	10	9	10	8	11	9	2	22	5	107	69	21	15	8	13	3	499			
Consumer Reports - Unbiased Product Reviews	0	0	0	0	0	2	29	20	7	22	2	35	7	8	27	36	8	25	2	14	8	88	17	12	6	6	13	2	416				
Douling Languages	3	23	1	5	5	1	2	6	9	25	9	4	6	26	44	46	12	29	14	12	6	1	31	42	4	3	14	4	13	400			
Oppress Resume - Create Professional Documents That Land Interviews	3	0	1	2	1	0	0	0	3	3	1	16	4	7	7	2	5	7	1	3	9	5	17	5	2	1	2	2	2	110			
EBSCOhost - A Powerful Reference System for EBSCO Databases	0	0	0	0	0	0	0	0	0	2	9	7	3	9	7	5	3	8	5	0	3	1	5	11	0	8	10	2	6	104			
EBSCO	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	7	0	0	5	0	10	8	1	1	2	2	39		
Explora - for Students K-12	0	0	0	0	0	0	0	0	0	2	3	6	0	3	1	3	7	9	3	9	2	1	21	18	3	1	5	2	3	102			
Explora - Research Made Easy	0	0	0	0	9	0	0	0	0	1	1	0	2	4	2	1	10	2	6	9	0	1	5	15	1	2	6	2	1	80			
Freeing Downloadable eBooks - available at some Libraries	0	0	0	0	0	0	0	0	0	12	2	0	0	0	1	1	9	0	9	27	1	4	16	6	14	1	5	1	1	110			
Freegal Music - available at some Libraries	0	0	0	0	0	0	0	0	0	10	0	0	0	2	1	0	1	4	0	7	0	8	14	0	0	0	0	0	0	47			
Goodreads - Perfect Book Recommendations	4	2	12	3	1	3	10	6	22	2	1	3	4	1	0	3	2	1	3	1	2	2	9	5	0	1	3	0	4	110			
Hobbies & Craft	0	0	0	0	0	0	0	0	0	3	6	6	9	15	3	5	8	7	8	10	15	8	21	12	3	3	12	3	2	159			
Hoopla - Audiobooks, eBooks, Music, and Video	16	7	18	27	9	7	6	4	20	6	21	23	9	12	14	28	8	28	22	33	20	15	78	88	34	81	17	11	8	670			
Lynda.com - Tech Skills to Boost Your Career	0	0	0	0	0	0	0	0	0	0	0	0	0	33	92	22	8	17	8	37	8	43	0	28	6	1	3	5	4	320			
Home Improvement Reference Center	0	0	0	0	0	0	0	0	0	1	4	2	3	5	0	2	4	2	0	3	2	1	20	7	8	2	4	4	1	75			
NovelList Plus - Book Recommendations	3	3	5	21	4	0	1	1	3	10	7	9	16	22	13	8	25	3	15	8	38	1	70	52	7	8	13	5	3	374			
OverDriveLibby - eBooks, Audiobooks, and More	5	6	12	27	4	23	6	2	24	12	19	14	41	37	22	40	34	38	89	25	39	5	70	89	25	14	17	15	8	762			
PresedReader - Connecting People Through News	5	0	5	6	17	0	6	0	4	1	16	44	25	1	24	28	42	17	21	12	2	2	16	6	5	1	16	10	19	351			
Pronunciator - Language Learning Online	9	0	1	0	3	0	0	0	3	3	1	24	99	25	18	26	48	28	37	22	5	1	37	21	12	3	13	6	4	449			
Small Engine Repair Reference Center	2	0	0	0	0	0	0	1	1	1	0	1	0	4	0	0	5	1	1	3	4	4	6	3	0	5	3	1	1	47			
RDigital - Magazines, and More	30	12	5	17	4	12	19	6	16	3	17	23	1	11	32	8	31	34	34	0	41	15	26	77	12	6	7	8	5	512			
TumbleBook Library - Picture Books and Kids Videos	3	18	9	11	6	16	2	3	6	11	11	6	3	26	0	28	42	28	8	5	7	21	91	73	21	9	16	8	3	491			
Twig Education	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	24	4	0	3	34		
Research Essentials - Authoring Research Questions	0	0	0	0	0	0	0	0	0	0	0	2	0	0	2	1	1	1	0	0	1	2	0	10	2	0	5	2	0	29			
Research Essentials - Better Search Techniques	0	0	0	0	0	0	0	0	0	0	12	0	14	2	12	2	29	6	1	1	1	0	0	0	3	0	2	0	0	85			
Research Essentials - Finding the Right Sources	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	2	0	2	6		
Free Citation Generators - Cite MLA, APA, and More in a few Clicks	0	0	0	0	0	0	0	0	0	0	1	0	4	4	1	3	19	134	391	193	110	159	227	172	52	10	38	73	30	1621			
Research Essentials - In-Text Citations	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	3	0	1	0	2	0	7	
Research Essentials - Paraphrasing and Summarizing	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	1	1	2	6	2	6	1	1	0	1	1	1	25		
ME Libraries	0	0	0	0	0	0	0	0	0	0	0	0	5	3	15	15	12	17	14	1	10	3	16	15	14	22	2	43	15	6	228		
Microsoft Office - Word	0	0	0	0	0	0	0	0	71	2	3	0	0	9	0	0	0	0	1	0	2	6	6	5	1	48	2	6	8	18	188		
Tech Talks: Microsoft Word Tips & Tricks	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	1	0	3		
Computer Basics	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	1	4	1	1	5	0	3	1	0	0	5	32		
Microsoft Office - Publisher	0	0	0	0	0	0	0	3	4	2	1	7	0	0	0	0	0	0	0	0	18	0	5	14	3	1	1	0	1	60			
Tech Talks: Microsoft Excel 2016 Tips & Tricks	0	0	0	0	0	0	0	0	31	8	0	2	0	0	0	1	3	1	0	0	1	9	7	2	15	2	0	16	100				
Windows Basics	0	0	0	0	0	0	0	0	1	0	3	0	0	0	0	0	0	1	1	0	3	0	6	0	1	0	0	0	1	17			
Internet Basics	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	1	0	0	0	1	0	2	0	0	1	0	0	9			
Internet Safety	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	26	0	0	1	5	14	0	2	0	59	0	0	107			
Microsoft Office - PowerPoint	0	0	0	0	0	0	0	0	1	2	0	1	0	0	0	0	0	0	0	0	1	5	0	0	0	0	18	0	1	0	29		
Facebook - From Signing Up To Setup	6	2	0	2	1	4	2	5	5	2	1	7	0	0	0	1	1	0	0	1	0	1	0	1	18	0	0	0	0	0	60		
Twitter - For People Who've Never Tweeted	0	2	1	2	0	0	0	0	2	0	0	1	0	0	0	0	0	0	4	3	3	0	1	0	0	2	0	0	0				

Public Services Staffing

Greg has moved over to the Marketing department. We have a job posting out for a new library consultant. Vicky and Anna have been re-assigned as the main contacts for the libraries that Greg was working with.

Relais (Interlibrary Loan System)

Relais is up and running. Training documents are being developed as items come in. Currently, academic borrowing is available, but is subject to the University or College's library being open. If you have an interlibrary loan item on your request manager, please place it in transit, but do not check it out.

When processing your own borrowing, there is no need to authorize or push the request through. It will automatically be approved once the request is submitted.

Block Collections:

Blocks are available to be borrowed. 6 Disney blocks have been added to the collection. Please request via helpdesk. If you have suggestions for blocks, please submit helpdesk ticket to let Public Services staff know.

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.

Makerspace Kits:

We have added a digital storytelling kit to the collection. It also comes with a book about how to record histories.

A go-pro kit has also been added. This will be available for the public as well as libraries. Due to the need for quarantine, our kits once returned will be checked out for a quarantine period, so there may be a delay in sending them out.

Indigenous Popup Libraries:

The pop-up library has started up again at the Fishing Lake Metis Settlement. Mary has been trained on how to run a pop up and has picked up books. She is quite excited to be starting this service up again.



Talks continue with Frog Lake First Nation about their library.

### 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.

### Temporary Cards

Some libraries have asked about the temporary cards. We are only issuing them to the libraries that are still completely closed. If your library has re-opened, we are directing requests for cards, as well as requests for card renewal back to your library. Please submit a helpdesk ticket if you need memberships merged.

### E-Resources

RB Digital has merged into Overdrive. Currently, the audiobooks have been added to the collection. This was supposed to happen on October 7, but it happened on September 17. Magazines and comics can still be accessed via the RB Digital app and page. They will be moving over as well, but I do not have a date yet. As soon as I know, I will update the group.

### 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.



# Northern Lights Library System

Income Statement 01/01/2020 to 09/21/2020

## REVENUE

Levies - Municipalities	1,226,701.73
Levies - Library Boards	585,451.43
Prov. Operating Grant	818,016.50
Prov. Rural Services Grant	338,506.00
Indigenous Grant	80,032.00
Deferred Allotment	-179,155.10
Wage Subsidies	14,428.40
Non Resident Fees	450.00
Sales - Misc.	1,866.02
Sales Office Supplies-Resale	65,346.09
Other Revenue General	2,965.44
Sales-WRP/SRP	-160.74
Annual Conference	0.00
Interest earned	22,241.54
Myrnam Revenue	8,304.04
Amort. of Deferred Contribution	0.00
<b>TOTAL REVENUE</b>	<b>2,984,993.35</b>

## EXPENSE

### Staff Expenses

Staff Salaries	1,022,130.31
EI Expense	15,535.00
C.P.P. Expense	42,050.41
Group Life	0.00
Extended Health Expense	22,691.94
Dental Expense	11,223.93
W.C.B. Expense	2,943.64
Expenses Sub Total	94,444.92
<b>TOTAL - GENERAL PAYROLL EXPENSES</b>	<b>1,116,575.23</b>

### Other Staff Costs

NLLS PD Training (Shared)	8,669.69
Conference Fees (Shared)	367.63
Hotel and Accommodations (Shared)	3,421.93
Meals when Travelling (Shared)	1,819.08
Travel Costs (Shared)	2,960.42
Site Visits (Shared)	0.00
Staff Recruitment	239.99
DNU	0.00
Human Resource Tools	0.00
Charge for Reimbursement Costs	0.00
Other Staff Costs	17,478.74
<b>Total Other Staff Costs</b>	<b>17,478.74</b>



**Book Allotment**

Coll. Dev. Cold Lake	27,292.16
Coll. Dev. Mundare	1,806.06
Coll. Dev. Gibbons	4,122.18
Coll. Dev. Chauvin	512.78
Coll. Dev. Bonnyville	28,779.14
Coll. Dev. Kitscoty	1,007.53
Coll. Dev. Bruderheim	4,790.67
Coll. Dev. Floating Romance	786.86
Coll. Dev. Morinville	20,506.61
Coll. Dev. Innisfree	799.29
Coll. Dev. Bon Accord	7,300.09
Coll. Dev. Lamont	792.16
Coll. Dev. Plamondon	1,177.45
Coll. Dev. Andrew	1,192.97
Coll. Dev. Radway	1,946.03
Coll. Dev. Edgerton	1,644.23
Coll. Dev. Elk Point	1,887.47
Coll. Dev. Holden	2,113.08
Coll. Dev. Edmonton Garrison	1,640.30
Coll. Dev. Mannville	2,166.02
Coll. Dev. Myrnam	1,360.71
Coll. Dev. Marwayne	3,008.49
Coll. Dev. Paradis Valley	2,563.12
Coll. Dev. Smoky Lake	2,677.84
Coll. Dev. St. Paul	8,626.67
Coll. Dev. Two Hills	5,215.94
Coll. Dev. Tofield	10,918.69
Coll. Dev. Ryley	2,877.85
Coll. Dev. Vermilion	8,831.95
Coll. Dev. Viking	3,543.88
Coll. Dev. Vilna	386.06
Coll. Dev. Waskatenau	698.52
Coll. Dev. Wainwright	13,950.98
Coll. Dev. Thorhild	1,579.48
Coll. Dev. Newbrook	2,458.08
Coll. Dev. Vegreville	10,279.10
Coll. Dev. Athabasca	10,507.05
Coll. Dev. Wandering River	475.64
Coll. Dev. Grassland	1,095.13
Coll. Dev. Irma	1,289.98
Coll. Dev. Lac La Biche	12,714.08
Coll. Dev. Mallaig	4,107.33
Coll. Dev. Boyle	2,784.89
Coll. Dev. Rochester	1,293.30
Coll. Dev. Ashmont	4,887.45
Coll. Dev. Redwater	8,788.63

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Coll. Development	239,183.92
<b>Total Collection Development</b>	<b>239,183.92</b>

#### **Library Services**

System Collections	14,547.97
Indigenous Expenses	36,192.49
ILL Service Supplies	10,016.77
Bibs Service Supplies	1,807.58
Shipping & Freight	2,199.11
Catalog Process Forms Suppl	3,012.16
Assistive Technologies IT	588.37
Fortigate - Libraries IT	57,050.81
Computer Replacement Program IT	11,216.94
Web Hosting IT	32,973.00
Library Assistance Software IT	2,779.92
Server Software IT	2,859.47
Computer Software IT	720.00
Emerging Technology IT	0.00
Network Hardware Warranty	4,257.99
ACSI Managed Services	33,000.00
TRAC	109,941.00
Internet Service Fees IT	4,165.00
e Resources Books on Line	14,250.26
NLLS Annual Conference/Workshops PS	1,454.64
Library Managers Council PS	3,597.02
Library Programming PS	5,231.75
Postage/Courier	1,219.40
Coll. Dev. Shipping/ILL BS	435.43
Vehicle Expense BS	5,189.01
Vehicle Fuel BS	10,074.74
Online Databases PS	60,709.81
Board of Record Payments	333,076.78
Myrnam-Operating expenses	7,256.71
Board Travel	5,711.36
Board Food and Beverages	1,652.55
Board Conference/Education	0.00
Special Events (Board)	515.47
Board Committee Meetings	5,160.18
Special Events (Admin)	145.53
NLLS Hosting	306.12
Office Equipment/Software Admin	2,501.70
Photocopier (Admin)	6,257.46
Brokerage Fees	0.00
Professional & Legal Fees	8,566.20
Marketing	2,615.18
Audit Costs	14,779.69
Bad Debts - Late Fees	11.51
Bank Charges	728.41

TAL-The Alberta Library Membership	8,877.56
Insurance	11,102.38
Subscriptions (Admin)	2,342.26
NLLS Memberships (Shared)	880.72
Resale Supplies & General Rebills	57,319.61
Office Supplies (Admin)	7,655.48
Telecommunications (Shared)	9,677.48
General Maintenance/Contracts	8,350.00
Building Maintenance	16,714.21
Janitorial/Caretaking/Landscaping	20,744.38
Health & Safety	4,285.32
Utilities	18,031.60
Vehicle Reserve Expense	33,245.25
Furniture & Equip Reserve Expense	0.00
Building Reserve Fund	16,369.00
Computer Reserve Expense	0.00
Server Reserve Expense	0.00
Network Hardware Reserve Expense	0.00
Fortigate Reserve Expense	0.00
Contingent Liability Reserve Exp.	0.00
Operation Restricted Reserve Exp	0.00
<b>Total Expenses</b>	<u>1,034,370.74</u>
 <b>TOTAL EXPENSE</b>	 <u>2,407,658.50</u>
 <b>NET INCOME</b>	 <u><u>577,334.85</u></u>

Generated On: 09/21/2020

all munis paid  
approx 1/2 paid to date

still waiting on 2nd portion of funding

manulife and 10% wage subsidy here

approx 7000.00 Brd payroll

16500 budget  
13700 budget  
23000 budget  
7450 budget  
10000 budget



over budget by approx 9000

6000 budget  
7000 budget  
10000 budget  
20000 budget

3000 budget

16000 budget

3000 budget