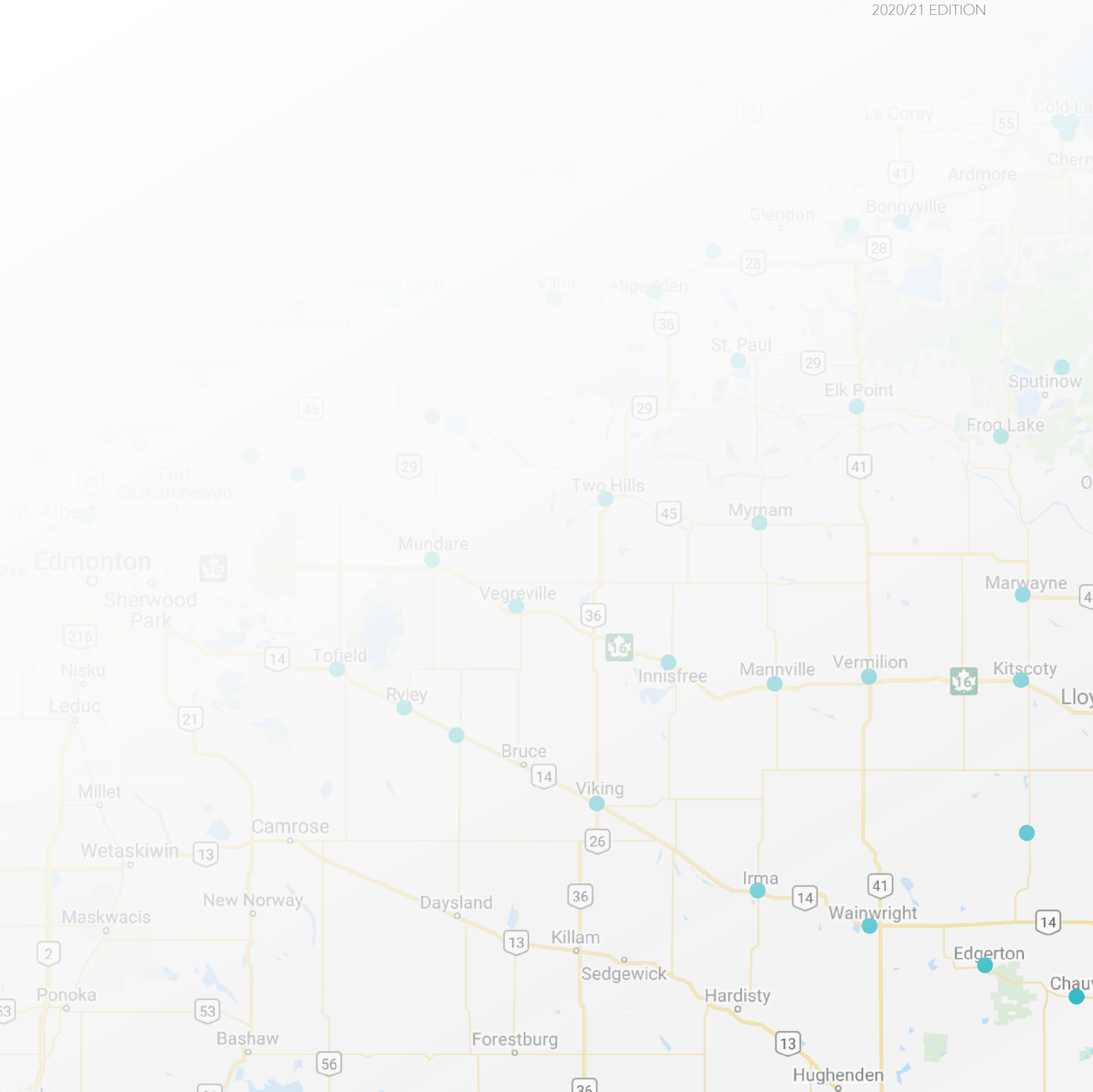


N O R T H E R N L I G H T S L I B R A R Y S Y S T E M

SERVICE CATALOGUE

2020/21 EDITION





VICKI LEFEBVRE
CHAIR



JAMES MACDONALD
EXECUTIVE DIRECTOR

HOW WE ARE FUNDED

$$\begin{array}{r} \text{LIBRARY BOARD LEVY} \\ \$5.23 \\ \text{PER CITIZEN} \\ + \\ \text{MUNICIPAL LEVY} \\ \$5.23 \\ \text{PER CITIZEN} \\ + \\ \text{PROVINCIAL GRANTS} \\ \$4.70 \\ \text{PER CITIZEN} \\ \hline = \\ \$15.16 \\ \text{PER CITIZEN} \\ - \\ \$2.15 \\ \text{LOCAL LIBRARY} \\ \text{BOOK ALLOTMENT} \\ (\$374,143.90) \end{array}$$

OPERATING BUDGET
\$2,271,018.38



CURRENTLY
APPROVED
BUDGET

On behalf of the Northern Lights Library System, our Executive, and the Board, I am honored to bring greetings. We believe libraries are the essence of any community and that they are fundamental to society.

NLLS is the resource, training, and service hub for public libraries in Northeast Alberta. The system provides libraries with the essential tools they need to give learning and joy to all the people in their communities. Belonging to the system allows our members to take advantage of the professional skill sets and robust toolkit of professional library services at a fraction of the cost of doing it alone.

In a continuous effort to be a leading system, our staff and the Board investigate cutting-edge technology and service options for libraries to be community builders. The system is very cognizant of the financial investment of municipalities and government, so we work to supply you with the most valuable products and services at the lowest cost. Working

together with other groups, like The Alberta Library, The Regional Automation Consortium (TRAC), software and library materials vendors, and many others, you receive the best.

The NLLS service area has 54 municipalities, seven First Nations, four Métis Settlements, and 49 libraries for a total population of 174,483. Each member municipality has a representative on the system's board of directors and can vote on the strategic direction of our services. As the elected chair of the board, I am pleased to represent Northern Lights Library System to each of our member municipalities and libraries.

Libraries open the doors to the world, and NLLS assists our libraries with providing the same level of service to their communities found in urban Alberta. Our member libraries range from small schoolhouse libraries to large community libraries. Large or small, we work to meet your needs. Your success is our success.

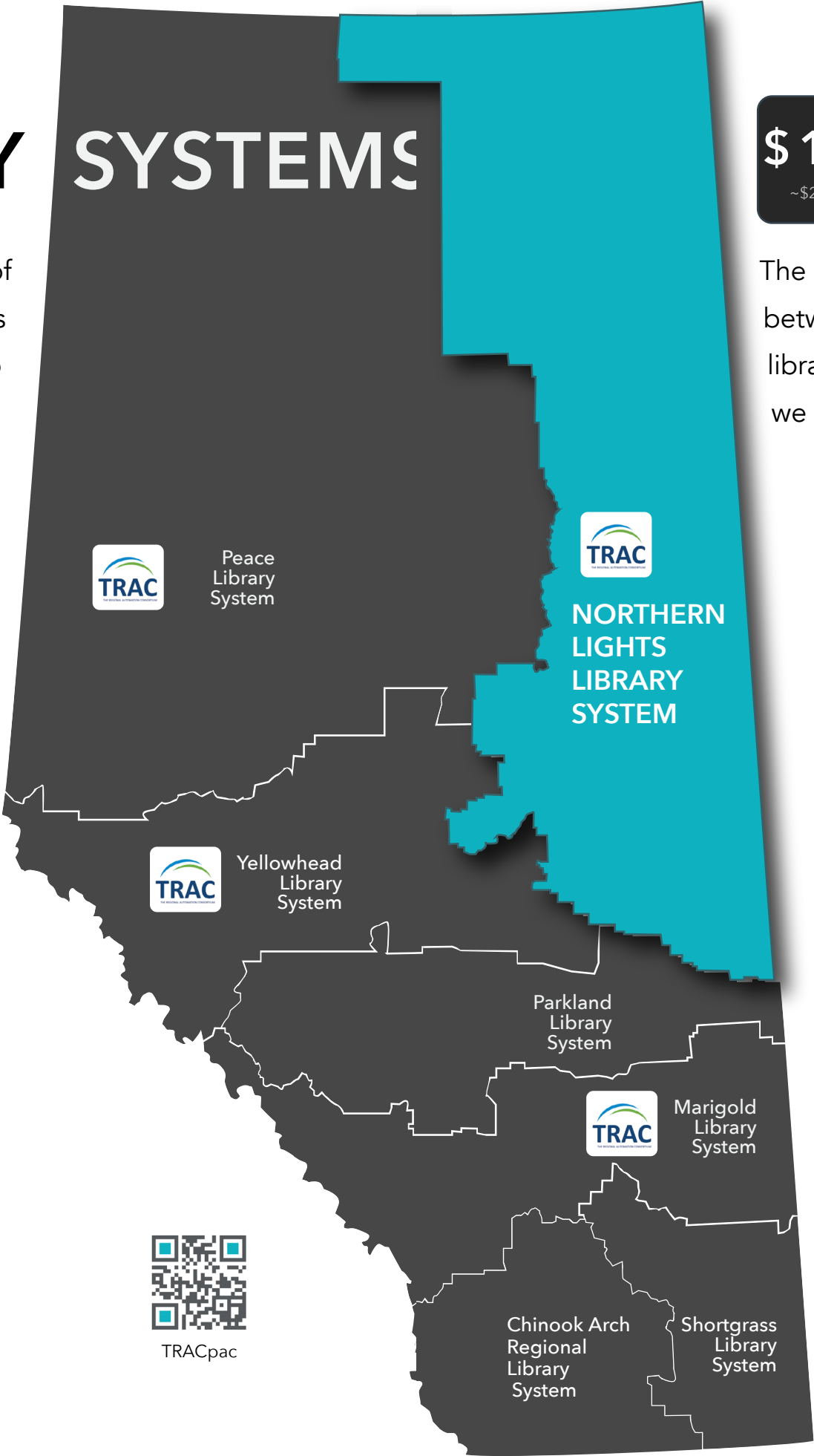
I joined Northern Lights Library System in February 2021; however, this is not my first encounter with the system. I was here as a consultant from 2007 through 2009. Since then, my career has taken me to academic libraries in British Columbia and the United Arab Emirates, and to private archives and libraries in the United States. I chose to return here because the work we do is much the same, varied and meaningful. Northern Light's libraries enhance each community they serve. Our work is crucial to the health of our libraries and their communities. As you review the services we offer, I think you'll agree.

ALBERTA LIBRARY SYSTEMS

The Northern Lights Library System (NLLS) is one of seven regional library systems across Alberta. Systems deliver comprehensive, efficient library services to all Albertans. **Working together**, NLLS libraries in Northeast Alberta can accomplish more than any single library could alone. Our member libraries make their own decisions with professional consultation from NLLS.

Together, we offer:

- Access to a combined inventory of materials and services for all patrons to enjoy
- A gateway to global information services
- A strong and united voice in provincial library initiatives
- System-wide back-end services so member libraries can concentrate on local customer service
- The pooling of resources to maximize value and minimize costs
- Professional development opportunities for member libraries to remain current in our ever-changing world



\$109,941 /2020 NLLS TRAC MEMBERSHIP
~\$2,300 a year per library covered by NLLS budget - A fraction of the cost of an independent system.

The Regional Automation Consortium (TRAC) is a partnership between Northern Lights, Marigold, Peace, and Yellowhead library systems, sharing a single library catalogue. Together, we provide access to more than 3.5 million library items.

TRACpac Online

- Online access to our shared collections
- Items available from all four TRAC library systems
- Library patrons can check their library account, search for items, renew items, and place requests
- Easy to use and available 24 hours a day

TRACpac Mobile App

- The library is available anytime from anywhere
- Available for download on Android and iOS
- Quickly discover the nearest library
- Check library account, search for materials, and place holds

Powered by Polaris Software

- Industry leading software
- Manages our complete inventory, and circulation needs
- Keeps track of staff permissions, tracks purchases, and maintains our catalogue (TRACpac) and user information
- Maintains the security and privacy of library patron information

CONNECT

toll-free at 1-800-561-0387
ask@nlls.ab.ca

ADMINISTRATION

James MacDonald, Executive Director, 780-545-5072
Tracy Paradis, Administrative Assistant
Heather Elliott, Marketing Specialist

MEMBER LIBRARY SERVICES

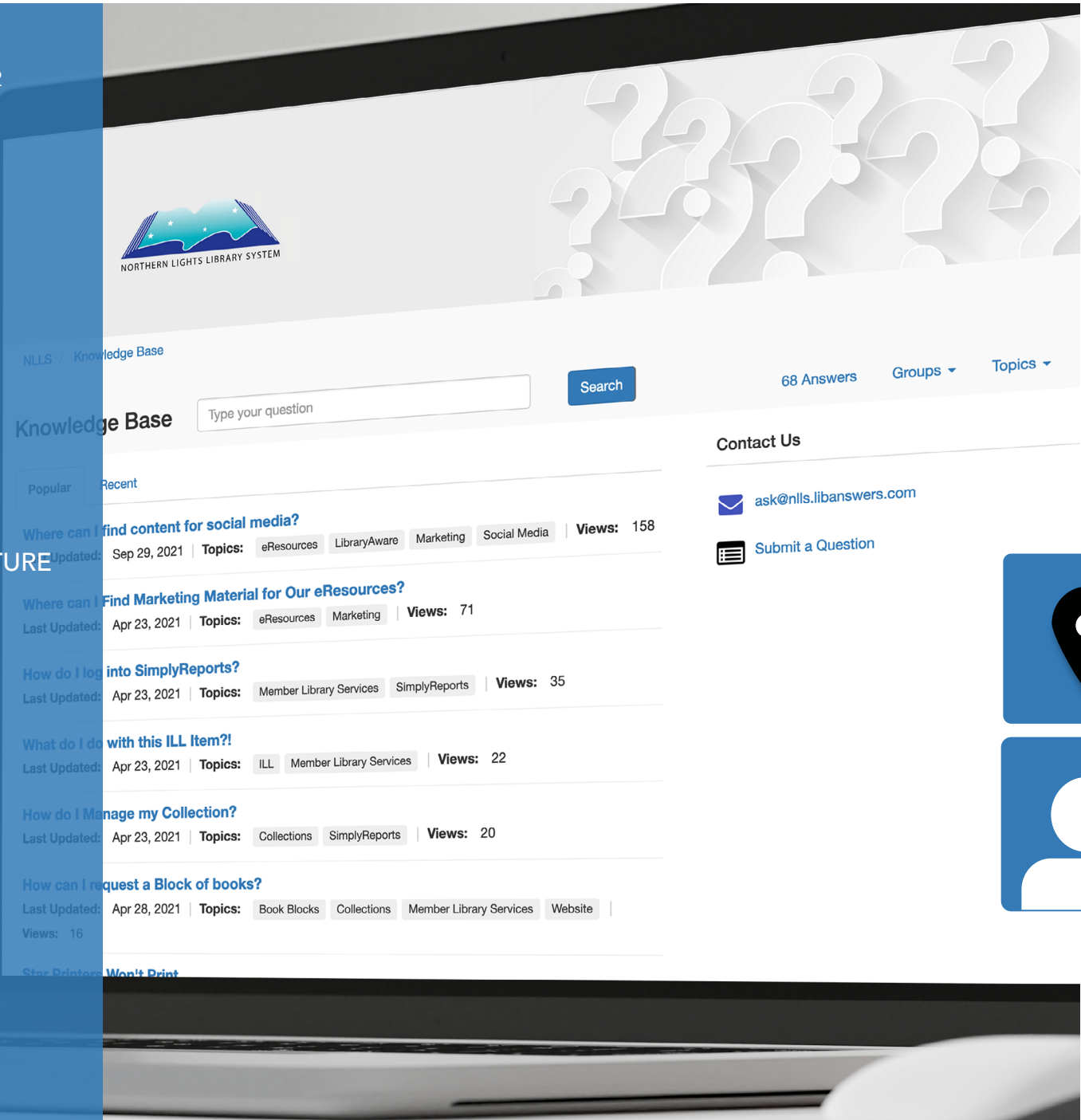
Jessie Morris, Manager, 780-614-5342
Diane Babcock, Acquisitions
Ashley Weisbeck, Cataloguer
Darby MacKay, Cataloguer
Rhonda Cusack, Clerk
Joanne Knysh, Consultant
Kayla Reddecliff, Consultant
Michelle Terriss, Consultant
Mary Dustow, Indigenous Relations Advisor,
Cari Graus, Jr. Consultant

TECHNOLOGY SERVICES AND INFRASTRUCTURE

Tim Kuelker, Manager, 780-547-6170
Brandon Ziomek, Desktop Support Technician
Kelly McGrath, Microsoft Systems Administrator
Hardik Ponda, Web Development Specialist

OPERATIONS AND FINANCE SERVICES

Terri Hampson, Manager, 780-545-4169
Joanne McBroom, Driver
Susan Frisby, Driver
Travis Hymanyk, Driver
Crystal Boorse, Library Operations Specialist
Dolores Zacharuk, Library Operations Specialist
Paul Kosa, Library Operations Specialist
Tara Campbell, Library Operations Specialist



ONLINE HELPDESK

- NLLS members have access to troubleshooting and other problem-solving support via Helpdesk
- Members can submit help tickets by email (ask@nlls.ab.ca)
- Peruse a new and growing collection of FAQs in our ever-evolving knowledge-base. Available 24/hr a day 7-days/week
- Monitored Monday to Friday
- We strive to address all requests within 48 hours—but usually far more quickly!
- For more urgent requests call us toll-free at 1-800-561-0387

CUSTOMER SERVICE

- Realtime communication
- Real people with in-depth knowledge of libraries and library services
- Bulk Purchasing: ordering office and library supplies; saves members time in researching pricing, maximizes the value of their dollar, and offers an effective method of delivering items directly to their library via van run
- online payments accepted

\$77,799.23
value of items purchased
by NLLS in 2020



Website: www.nlls.ab.ca
Helpdesk: ask@nlls.ab.ca
5615 48 Street, Elk Point AB T0A 1A0
Office: 780-724-2596



Staff members
Available
Monday to Friday
8:30am to 4:30pm



TRACY PARADIS
ADMINISTRATIVE
ASSISTANT



KNOWLEDGE
BASE

The Knowledge-base is a virtual space connected to our Helpdesk where library staff can browse our collections of FAQs or submit their own questions.

Each member library is assigned a consultant from our team of professional librarians. Our consultants have a wide range of skills and backgrounds and are experts in problem solving and teamwork! Our mission is to provide our members with the kind of access to tools and resources that you would expect from the largest libraries while allowing members to enjoy the close-knit small community library and lifestyle.



Jessie Morris
BA, B Ed, MLIS
Member Library
Services Manager

I began my library career in 2014 at Edmonton Public Library, where I was a Summer Programmer, Library Assistant, and eventually a Community Librarian. In 2016, I returned to Saskatchewan to become the Moose Jaw Public Library Assistant Head Librarian. In 2018 I joined Regina Public Library as Manager of Central Library... and that catches us up to today.

I am an avid reader, lover of nature, pet person. I am creative and fun-loving, and I am very excited to be part of the Northern Lights Library System.

MEMBER LIBRARY SERVICES



Joanne Knysh
BA, MLIS

I am the granddaughter of Ukrainian settlers who built a farm and a store near Andrew. Although I was born and raised in Edmonton, some of my most favourite memories are from coming out to “the farm” (meaning: anywhere my rural family was) to see my family. A little over a decade ago

I worked at the St. Paul Municipal Library. After that my husband and I moved back to Edmonton, where I worked as a Library Assistant at the EPL. I’ve always been passionate about public libraries and what they do to enrich their communities, and I’m excited to support NLLS members in their great work. I love to go for walks and hikes, but more so when it’s warmer outside – I’ve never been much of a winter person. I also like all of the standard library employee things: reading, cooking, and knitting.

Alice Melnyk Public Library
Andrew Municipal Library
Chauvin Municipal Library
Edgerton Public Library
Elk Point Municipal Library
Innisfree Public Library
Kitscoty Hilltop Public Library
Mannville Centennial Public Library
Marwayne Public Library
Mundare Municipal Public Library
Myrnam Community Library
St. Paul Municipal Library
Three Cities Public Library
Vegreville Centennial Library
Vermilion Public Library
Wainwright Public Library



Alliah Krahn
BA, MLIS

I always like to say I became a librarian because I didn’t want to have to choose, and I wasn’t wrong – working in libraries has let me spend my days doing a little bit of everything! Having spent the last 3 years as the Public Services Librarian in Morinville, I am excited to be joining the NLLS

community in a whole new way and plan to have a lot of fun doing it. I am currently undertaking the Dinosaur Tour of Alberta one museum at a time and building up my Ms. Frizzle dress collection. Two truths and a lie: I’ve been to the Gopher Hole Museum in Torrington, AB, I can’t stand raw tomatoes, and I’m an Edmonton native who’s never attended K-Days.

Alice B. Donahue Library & Archives
Bon Accord Public Library
Boyle Public Library
Edmonton Garrison Community Library,
Grassland Public Library
Lamont Public Library
McPherson Municipal Library
Morinville Public Library
Newbrook Public Library
Plamondon Municipal Library
Rochester Municipal Library
Stuart MacPherson Public Library
Thorhild Municipal Library
Tofield Municipal Library
Wandering River Public Library



Kayla Reddecliff
BA Hon., MA, MLIS

I like long walks in the book stacks, the smell of old paper, that gentle blue cast of a computer screen, and I am on an eternal quest to hunt down all of the answers (or at least some relevant information). I am a go-getter, your conference planner extraordinaire, member library services

consultant, and general helper on as many projects as I can get my hands on. I’m new to the public library world, having worked in an academic library and as a research assistant during my library degree/graduate work, but I’m a quick and motivated learner. Originally from the Bonnyville area, I currently live in Edmonton, having bounced around a few cities, countries, and continents for graduate school and travel. In my wanderings, however, Hwy 28 and the Lakeland have been my constant.

Anne Chorney Public Library
Ashmont Public Library
Bonnyville Municipal Library
Cold Lake Public Library
Gibbons Municipal Library
Holden Municipal Library
Mallaig Public Library
Metro Kalyn Community Library
Phyllis Craig Legacy Library
Radway Public Library
Redwater Public Library
Smoky Lake Municipal Library
Viking Municipal Library
Vilna Municipal Library



FOR LATEST
ASSIGNMENTS

PROFESSIONAL EXPERTISE AND CONSULTING

\$365,748
VALUE OF SERVICE

2020/2021

4,014
HelpDesk
Tickets in 2020

64
Number of Site Visits
2021

Regular Site Visits
In Person & Online Training
Program Development
Reading Programs

CONSULTING
SERVICES

SOLUTIONS KNOWLEDGE LIBRARY SKILLS TROUBLESHOOTING



Policy Development

Policies are created for organizations to establish expectations and provide guidance on how to handle situations consistently. Organizational policies help maintain order, ensure fair and equal treatment of employees, provide direction, and allow the employee to understand expectations.

- NLLS can assist with identifying the need for a policy, assist with determining policy content, and guide stakeholders on how to communicate a new policy properly.



POLICIES



Professional Development

We offer a variety of professional development and training opportunities to our member libraries. These opportunities include:

- Manager orientation and technology training
- Annual NLLS Conference
- Niche Academy video training
- Group rates for external training (FOIP, First Aid, Mental Health First Aid, OH&S, and others)
- Facilitate training from our partners like the Public Library Services Branch
- One-on-one training on a variety of topics



Program Support

NLLS offers member libraries support for their weekly, monthly, and annual programs, including:

- Centralized implementation of Winter and Summer Reading programs, sponsorship support and funding for prizes and program materials.
- Members have the option to participate on a system-wide programming team that develops and shares program ideas and resources for the entire system. This team reduces the individual workload of programmers across the system and helps to spread great ideas.

CONFERENCE

NETWORK ENLIGHTEN TRANSFORM COLLABORATE ENGAGE



CONFERENCE

NLLS offers an annual conference that provides social and educational benefits for its members. The annual conference is an occasion to network, visit vendors, and meet with like-minded people and industry peers to help member libraries provide greater levels of service than they could alone.

FROM OUR 2021 ONLINE CONFERENCE



Michelle Cederberg



Angela Hursh



Margaret Law



Ian McCormack



Richard Van Camp

NLLS's 2021 Spark Ideas and Ignite Passion virtual conference was the culmination of hundreds of hours of planning. We were inspired to organize our conference around storytelling, conversations, and learning, as these elements are at the heart of



libraries and what they do for their communities. The conference offered librarians and anyone working in a library setting the opportunity to share ideas, lessons, or challenges that they have developed, learned, or faced during the unique pandemic year that was 2020.

345

ATTENDEES
from around the world

35

SPEAKERS
from Canada
and the US

20

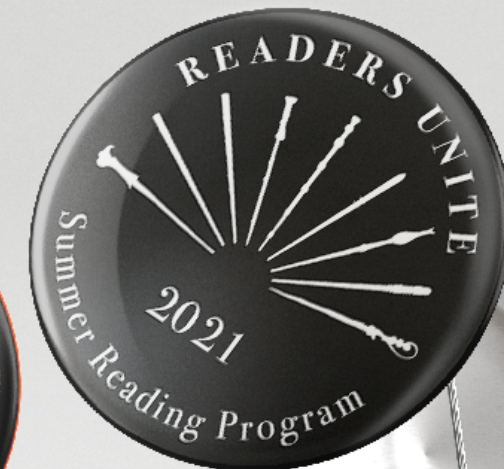
SESSIONS
three streams

2

FULL DAYS

MARKETING SERVICES

CREATE DESIGN CONNECT INSPIRE



HEATHER ELLIOTT
MARKETING SPECIALIST

828

HelpDesk

Tickets in 2020



LIBRARYAWARE

LibraryAware, provided by NLLS, is an online design program specifically for libraries. Libraries can create eye catching designs with either as-is or a customized template to promote the library's collection, resources and programs.



FACEBOOK

The marketing department assists our members through the creation and maintenance of a graphics asset library and templates that may be easily adopted for local use.

We use Facebook as our main social media platform for communication with our member libraries, municipalities, and library boards.

We use LinkedIn as our main social media platform to connect with the library profession and workforce generally.



SOCIAL MEDIA
CONTENT



LINKEDIN

INDIGENOUS RELATIONS

WELCOME INVITE MAKE SPACE CREATE ACCESS



Mary Dustow,
Indigenous
Relations Advisor

I started in the library world very recently, but I am proud to be a member of the MLS team at Northern Lights as the Indigenous Relations Advisor. I live in Fishing Lake Métis Settlement, where I grew up, and am proud to call it my home. Growing up here I was lucky to learn from my family and community about my Cree and Métis heritage, local history, and traditional practices. I do not claim to be an expert, as that takes a lifetime of learning, but I hope to share what I do know with my colleagues and the system at large to ensure that we are doing our part to further access to library service for Indigenous people. In doing so, I mean to do my part in making meaningful change and furthering the calls to action brought forward by the Truth and Reconciliation Commission.

\$160K/yr
PROVINCIAL GRANT
On Reserve
On Settlement

WELCOME
Frog Lake and Fishing Lake
Opening Fall of 2021

NLLS would like to take a moment to acknowledge and thank the Alberta Government for the yearly On Reserve On Settlement Grant. The grant provides library service to our local Indigenous communities.

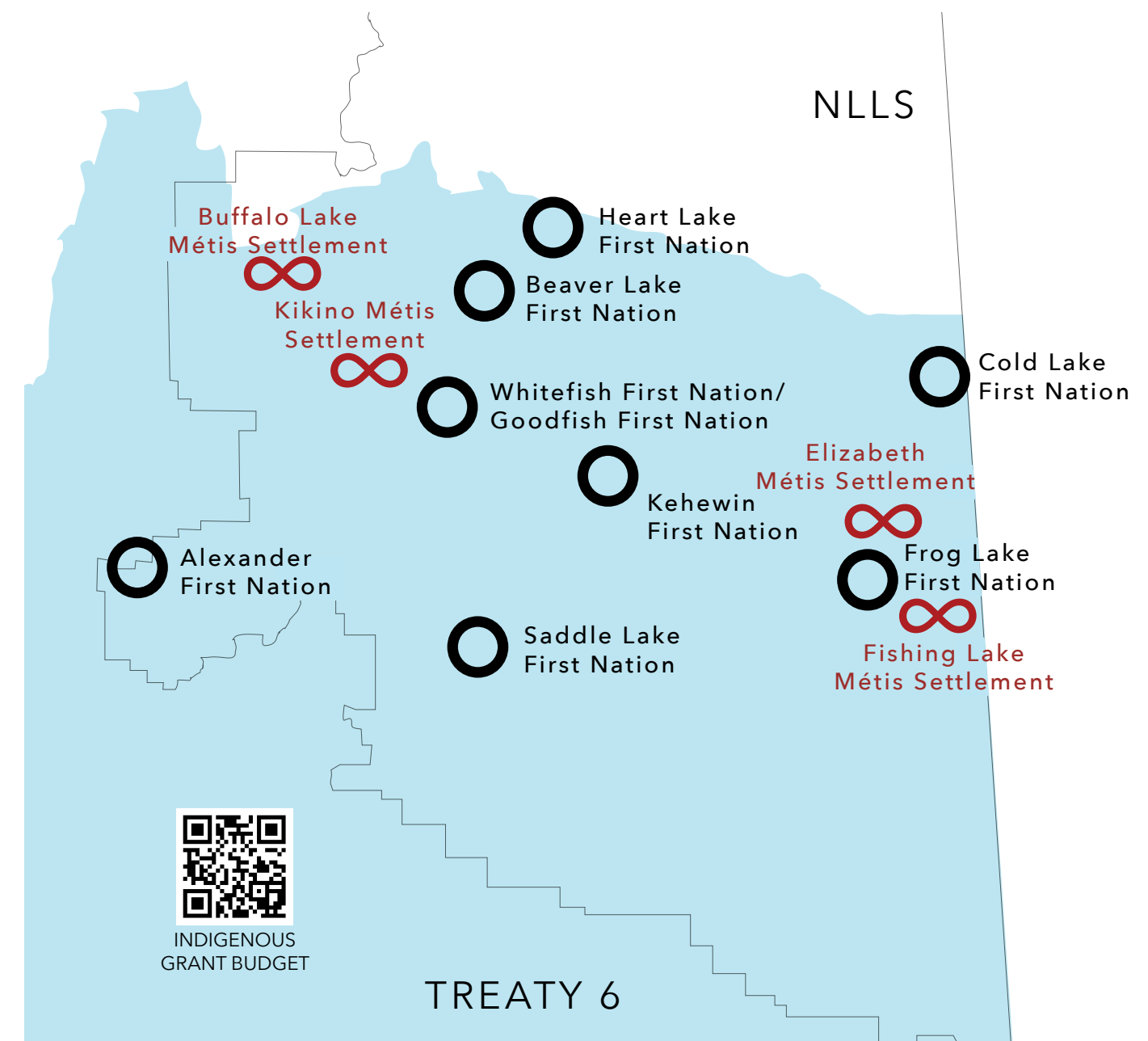


Fishing Lake signing by Karen Telford, Fishing Lake Métis Settlement Council Chairperson (left) and Vicky Lefebvre, Northern Lights Library System Board Chair.



First row (left to right): James MacDonald (NLLS Executive Director), Glenda Bristow (Frog Lake Board Chair), Chantel Desjarlais (Frog Lake Library Manager), Mary Jane Quinney (Superintendent of Frog Lake School). Back Row (left to right): Vicky Lefebvre (NLLS board chair), Jessie Morris (NLLS Manager, Member Library Services), Mary Dustow (NLLS Indigenous Relations Advisor), Joanne Knysh (NLLS Consultant), Colette Poiras (Manager, Indigenous Public Library Outreach, Alberta Municipal Affairs).

We are assisting our Métis and First Nations communities as they amplify Indigenous voices, build library collections, and create services that meet their needs.



730,000

ITEMS BORROWED

Physical and Digital

TRACpac is the search engine that allows library users to find items in our combined collections.

2020 STATISTICS

3.6

MILLION

items available in TRAC

38,000

DIGITAL

eBooks and eAudiobooks available

147,000

LOANED

outside TRAC

234,000

BORROWED

via Interlibrary Loans



COLLECTION SERVICES

DEVELOPMENT MANAGEMENT DE-SELECTION

DIGITAL RESOURCE MANAGEMENT

Through NLLS, member libraries have access to a wide range of digital resources for reading, watching, listening, and learning.

We support our members' use of these resources:

- training on use and access
- marketing and promotions
- troubleshooting
- reporting on usage statistics

PARTNERSHIPS

The Alberta Library

NLLS works with The Alberta Library to obtain the best pricing on these resources:

Ancestry Library Edition: Uncover your family's history with free access on site at your public library.

Consumer Reports: Trusted information to help you make smart purchasing choices.

Solaro: An online student study help and exam preparation tool for Alberta curriculum grades 3-12.

Tumblebooks: a database of animated, talking picture e-books for children.



THE ALBERTA
LIBRARY (TAL)

Public Library Services Branch

Public Library Services Branch supports these electronic resources for library services:

Cantook Station: A cloud based e-lending service.

Press Reader: Enjoy unlimited newspapers and magazines with full issues just as they appear in print.

Pronunciator: A fun and free way to learn any of 80 languages.



PUBLIC LIBRARY
SERVICES
BRANCH (PLSB)

DIGITAL COLLECTIONS

\$ 4 , 3 8 2 , 0 8 4

VALUE OF CIRCULATION IN 2020

Ebook (\$35) and e-audiobook (\$42) statistics presented here reflect only a portion of our electronic resources (Overdrive, Cloud Library, and Hoopla)



ERESOURCES

Read

Listen

Watch

Learn

| eBooks & eAudioBooks

OverDrive: Offers you two mobile apps to enjoy your digital material - OverDrive and Libby.

Cloud Library: Read and listen at home or on the go.

Hoopla: A digital media streaming service for library users to access audiobooks, movies, ebooks, television shows, music albums, and comics.

Read Alberta eBooks: Alberta-based publishers and Indigenous collections.

Tumblebooks: A collection of animated, talking, picture books with included supportive educational videos, puzzles, games, and more to engage and educate your child.

| Reader's Advisory

Novelist || Plus || K-8: Reader's Advisory Tool: Reading recommendations by age, genre, mood, etc.

| Accessibility

Accessibility Options: CELA and NNELS for all public libraries in Canada to provide reading materials in accessible formats to patrons with print disabilities.

| Newspaper & Magazines

OverDrive: Popular magazines available through a TRAC partnership.

Canadian Newsstream: Current Canadian news content with archives as back as the 1970s, from over 360 news sources. Includes Alberta dailies and weeklies.

Calgary Herald Archives: The entire archive of the Calgary Herald, the largest and oldest daily newspaper in Alberta, from 1883-2010 is available.

PressReader: Over 2000 newspapers and magazines available online the moment they hit the newsstand.

| How-To

Auto Repair Source: Accurate, authoritative, and up-to-date service and repair information for thousands of vehicles.

Cypress Resume: Online resume builder; create a new resume in a few simple steps.

Hobbies & Crafts: Content for popular hobbies, crafts, and recreation activities. Choose from magazines, books, how-to, and videos.

2020 CIRCULATION STATISTICS

108,289
OVERDRIVE



OverDrive: Content includes ebooks, audiobooks, and magazines that can be downloaded to your phone, tablet or home computer.

9,429
HOOPLA



Hoopla is a digital media streaming service with access to ebooks, audiobooks, movies, television shows, music, and comics. No holds or waiting periods.

4,340
CLOUD
LIBRARY



CloudLibrary makes it easy to discover the material you want to read; browse the digital shelves, look at the featured selections, and filter by genres that are of interest to you.

Home Improvement: DIY guides for maintenance, remodeling, electrical work, plumbing, wood projects, outdoor improvements, decorating home and garden, and more.

LinkedIn Learning: Previously known as Lynda.com, this learning platform provides access to courses on business, software, technology, and creative skills.

Niche Academy Tutorials: An online learning platform for library eResources, online programs, social media, and computer skills.

Small Engine Repair: Repair guides for ATVs, commercial mowers, farm tractors, generators, motorcycles, boats, snowblowers, and other small engines.

| Learn & Research

Ancestry Library Edition: Uncover your family's history with free access at the library.

AtoZ World Food: Thousands of global recipes, hundreds of fascinating culture and ingredient articles, and essential culinary resources.

AtoZ World Travel: Comprehensive travel resource containing Travel Guides.

Consumer Reports: Trusted information to help you make smart purchasing choices.

EBSCOhost: An online research platform with quality, and peer-reviewed research. Find the needed information fast.

Gale Primary Sources: A wide range of quality and peer-reviewed research.

| Students & Teachers

Explora: Research help on a variety of subjects for K-12 students.

Explora Educator's Edition: Highlights content relevant to teachers. Includes lesson plans and other development resources.

Solaro: An online student study help and exam preparation tool for Alberta curriculum grades 3-12.

| Language Learning

Pronunciator: A fun and free way to learn any of 80 languages.

Literacy is more than reading; it is using and finding information, and learning new technology. NLLS provides innovative emerging technology for our member libraries, and the libraries offer active learning to their patrons.

\$593,757
VALUE
HQ COLLECTION

19,343
ITEMS
available in
HQ collection

12
STEAM KITS
available to borrow

We have established a lending collection intended to provide members with access to supplementary materials and resources. This collection is designed to cover topics and formats which are not normally acquired by individual libraries due to costs, and/or limited needs. This collection includes: Large Print, esoteric non-fiction, award winning fiction, audiobooks, DVDs, DAISY readers, Indigenous titles, and graphic novels. NLLS also circulates mobile computer labs to member libraries, provides access to 3D printers, continues to investigate innovative technologies and cutting edge services for communities to access that may otherwise be out of reach.

HQ COLLECTION

How does NLLS meet the needs of its member libraries? By sharing resources otherwise too expensive for individual members to purchase or maintain on their own.



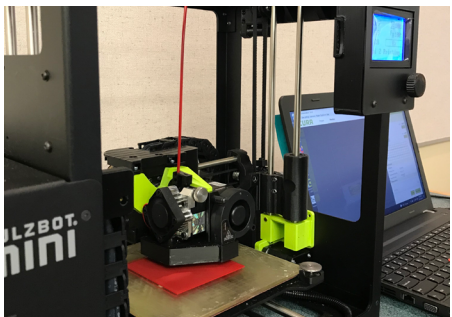
"A-la-carte" method for block lending has for half and full blocks for books, DVDs, audiobooks, and Daisy readers



"Build your own" Storytime Kit resources, which include hundreds of books, puppets, toys, and games to help our members plan great programs



Early literacy resources are available for library programs



We offer 3D printing services to our member communities. Managers can request that the 3D printer be loaned to their library



"Try it before you buy it" makerspace kits for all ages! - Code-a-Pillar



"Try it before you buy it" makerspace kits for all ages! - Ozobots

3D Printing

NLLS has a limited number of 3D Printers available for member libraries and patrons to use. Consultants are available to teach managers and programmers how to operate the printer. Creators can also submit their designs for printing on demand, and print jobs are distributed through the van run to participating libraries. Currently this service is restricted to library managers, who do not need to pay for prints. When it is opened to patrons, the patron will pay a cost recovery amount for use of filament (about 10 cents/gram).



RHONDA CUSACK
CLERK



CARI GRAUS
JUNIOR CONSULTANT

Collection Development

\$ 94,924.48
DISCOUNT SAVING

for libraries in 2020

Of the \$10.46 membership levy, \$2.15 is set aside as a book allotment for the purchase of shareable library materials.

In 2020, our members spent \$357,307.52 for 18,843 books. The average retail price for a book is \$24.00, but thanks to NLLS's bulk purchasing power we saved libraries \$94,924.48. Member libraries are encouraged to purchase through NLLS, to take advantage of our deep discounts and expert staff.

The Cataloguing and Acquisitions Team is here to make collection purchasing easier. We can select on behalf of our member libraries, purchase their selections, or any combination of both.

Member libraries receive training on purchasing options, as well as how to obtain items through our purchasing software. All items purchased on behalf of member libraries by NLLS will be received and processed at headquarters, then shipped via the van run. Items that libraries purchase independently can be claimed against their book allotment and can be sent to headquarters for cataloguing and technical processing, using industry standards.

2020

25,278
CATALOGUED
items

18,843
ACQUISITIONS
purchased items

26,903
PROCESSED
items

6,435
RECORDS CREATED



DIANE BABCOCK
ACQUISITIONS

NOT PICTURED:

DARBY MACKAY
CATALOGUER

ASHLEY WEISBECK
CATALOGUER

OPERATIONS & FINANCE SERVICES

FUND ORDER PROCESS DELIVER

The Operations staff ensure our members receive their library materials at the highest standard, and consistently improve processes to meet changing needs. Our services ensure that all materials meet agreed upon standards. Our work prolongs the lifespan of library materials, through preservation services, including mac-tacking and lamination.



TRAC
OPERATIONAL
GUIDELINES

All interlibrary hold items pass through the NLLS Headquarters for sorting and are transported to their next destination by van runs. Likewise, items being sent out for loan at other libraries and library systems are transported to HQ for sorting and transportation to the requesting location, either by van, government courier or by mail.

Interlibrary Loans

The Library Operations Specialist team facilitates the movement of materials from one library to another via the van run, Canada Post, and government courier. Member libraries are provided with bins; all materials are to be packed in accordance with TRAC Operational Guidelines for Materials. Each library is assigned a pick-up/drop-off day on the van run schedule.

- Holds can be placed on items outside of our member libraries through the TRACpac
- Member libraries can request items from non-TRAC Alberta libraries through a provincial portal called RELAIS
- For materials outside of Alberta libraries, NLLS can facilitate requests

847,450
ITEMS

pass through HQ

All intra/interlibrary hold items pass through the NLLS Headquarters

287,400
ITEMS/YR

government courier

Collection Access to ALL libraries in TRAC - over 200 libraries

4,700
ITEMS/YR

via mail

Items from non-TRAC libraries via RELAIS

555,350
FLEET DELIVERY

items/yr

Collection Access to ALL libraries in the system

250,650
FLEET DELIVERY

km/yr

5,013 km/week

2,664
FLEET DELIVERY

stops/yr

222 stops/month

Van 1 M: Lac La Biche, Cold Lake, Bonnyville | Tu: Athabasca, Boyle, Waskatenau, Smoky Lake, Vilna | W: Radway, Redwater, Bon Accord, Gibbons, Bruderheim, Andrew | Th: Thorhild, Newbrook, Rochester, Athabasca, Grassland, Lac La Biche | F: Edmonton Garrison, Morinville, Bon Accord, Gibbons, Redwater

Van 2 M: Wandering River - the last Monday of the month | Tu: Edgerton, Wainwright, Irma, Viking, Holden, Ryley | W: Marwayne, Kitscoty, Paradise Valley, Chauvin, Mannville, Innisfree | Th: Ashmont, Mallaig, Cold Lake, Bonnyville | F: St Paul, Two Hills, Vermilion

Van 3 Tu: St Paul, Two Hills, Vegreville, Vermilion | W: Morinville, Lamont, Myrnam, Elk Point | Th: Vegreville, Mundare, Tofield, Wainwright



TERRI HAMPSON
OPERATIONS AND
FINANCE MANAGER



CRYSTAL BOORSE
LIBRARY OPERATIONS
SPECIALIST



DOLORES ZACHARUK
LIBRARY OPERATIONS
SPECIALIST



PAUL KOSA
LIBRARY OPERATIONS
SPECIALIST



TARA CAMPBELL
LIBRARY OPERATIONS
SPECIALIST



SUSAN FRISBY
DRIVER



TRAVIS HYMANYK
DRIVER



JOANNE MCBROOM
DRIVER

PROFESSIONAL EXPERTISE AND CONSULTING

\$298,164
VALUE OF SERVICE

2020/2021

1,024
Number of Tickets

Tickets in 2020

984
Online Consultations
via Go-to-Assist

Sessions in 2020

65
Number of Site Visits

2021

49
Websites

TECHNOLOGY
SERVICES

SECURE MAINTAIN CONNECT INSPIRE IMPROVE

How We Help



Technology Services and Infrastructure (TSI)

Manages the network of computers, devices, and systems that connect our libraries to the world.

TSI follows industry standards and best practices in administering and maintaining the NLLS network. Member libraries can rely on our team to offer technical support, monitor bandwidth, implement firewall protocols, troubleshoot connection issues, and perform software updates all to minimize downtime.



ONLINE CONSULTATIONS

Providing online options for meetings when in-person options are unavailable.

We strive to provide the tools and training necessary to reach our geographically dispersed members. The use of tools like Teams, Zoom, GoToAssist, and more allow us to consult with our members and resolve issues in a timely manner. Online consultations reduce barriers to our support and increase member engagement.



SITE VISITS

On-site support offered at our member libraries.

Our friendly staff visit member libraries to offer in-person technical support, assist with installations, and provide routine computer maintenance.



TIM KUELKER
TSI MANAGER



KELLY MCGRATH
MICROSOFT SYSTEMS
ADMINISTRATOR



HARDIK PONDA
WEB DEVELOPMENT
SPECIALIST



BRANDON ZIOMEK
DESKTOP SUPPORT
TECHNICIAN

TECHNOLOGY LIFECYCLE

We help our members manage the complete lifecycle of their computer equipment. We ensure members have the latest software, all of which runs on a robust fibre-optic network delivered by our talented Technology Services and Infrastructure Team. All of that runs on a robust fiber optic network and all is delivered by our talented Technology Services and Infrastructure Team.

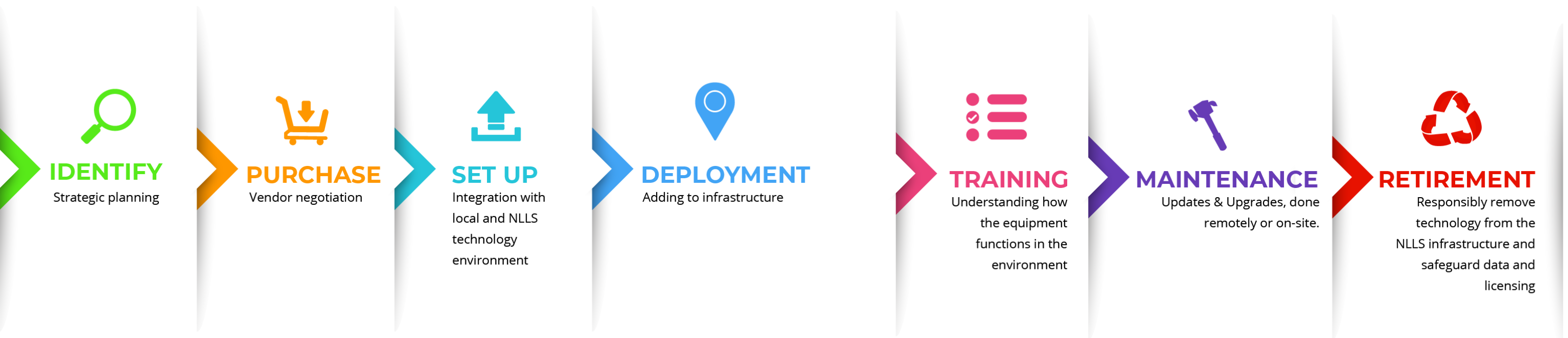
The TSI team keeps the tech running at peak performance and optimizes the NLLS network. Everything has a lifespan, and when a piece of technology becomes obsolete, slow, or frustrating to work with, it can cause more problems than it solves.

It is essential to know when it is time for technology replacement, and the member

libraries can rely on the expertise of the TSI team to assist with technology from purchasing to decommissioning. With proper technology management, our members save money and increase productivity by avoiding slow start-ups, software glitches, and technical support needs.

Reliable and upgraded technology, routine maintenance

and care, and system upgrades often increase technology's lifespan. TSI maintains, updates, and disposes of hardware. Our staff assist members in creating and maintaining technology plans that account for the entire lifecycle of equipment. Lifecycle planning saves our members time, money, and ensures their community is getting the best services available.



49
NETWORKS

50
FIREWALLS

219
PUBLIC
COMPUTERS

238
STAFF COMPUTERS

1,418
PERIPHERALS
printers, tablets, etc 1,027
monitors, scanner, etc 391

45
NEW COMPUTERS
purchased in 2020

CONNECTIVITY & THE SUPERNET

Membership with NLLS covers the costs associated with wireless internet, website administration, and our fibre-optic network on Alberta’s supernet.

Supernet:

- Internet Costs
- Equipment Costs
- Setup
- Maintenance
- Network analysis
- Contracts with specialized technical service providers

Other Services

- Administer and maintain member libraries’ staff computers connected to Polaris
- Assist in all computer, printer, and software needs and problem
- Assist with library moves and upgrades
- NLLS pays for, maintains, and administers: Office 365, anti-virus and security software, and internet services
- NLLS purchases and maintains firewalls and warrantees

Libraries are increasingly technical spaces, and to meet that need we provide the right equipment, the right software, the right network, and the expertise to put it all together.

SUPERNET

The Supernet provides high-speed internet access with a stronger signal, greater reliability, and improved security. NLLS administers the Supernet on behalf of our members. We ensure our member library’s connection to our shared catalogue and ILS (Polaris) is done on our secure network, protecting their patrons’ data.

SECURITY

TSI invests in antivirus software, and follows security protocols to protect our libraries from threats on the internet and malicious actors.

WEBSITE

NLLS provides member libraries with their own dedicated digital space. The TSI team secures reliable website hosting services and library domain names so that our libraries can view your library online. The service includes setup, training, website templates, and dedicated staff for customer support.

BULK PURCHASE

In consultation with our library managers, the TSI Team seeks the best pricing for computers, printers, and equipment through bulk purchasing. In conjunction with other departments at HQ we work to manage the procurement of equipment saving our members both time and money.

WIRELESS
ACCESS POINTS
NLLS PAYS FOR AND INSTALLS
FOR EACH MEMBER LIBRARY

SUPERNET
UPGRADES
MANAGED BY NLLS STAFF

212,772
WEBSITE VISITS
SYSTEM WIDE IN 2020

Governance

2021 MEETING SCHEDULE

Executive meet second Friday of every month.

Board schedule:

February 26, May 29 (AGM), August 27 and November 27 (Financials)

EXECUTIVE COMMITTEE

CHAIR

Vicky Lefebvre

ZONE 1

Larry Tiedemann

ZONE 2

Maxine Fodness

ZONE 3

Matthew McLennan | Dwayne Spicer

ZONE 4

Leslie Cusack

MEMBER AT LARGE

Jennifer Anheliger

Barbara Smith

Curtis Schoepp

Josh Crick

ZONE 1

Kelly Chamzuk
Athabasca County

Linda Fenerty
Smoky Lake County

Janine Paly
Thorhild County

Edith Yuill
Town of Athabasca

Amy Cherniwchan
Town of Smoky Lake

Barbara Smith
Village of Boyle

Leroy Kunyk
Village of Vilna

Tyson Berlinguette
Village of Waskatenau

Edwin Tomaszuk
Summer Village of Bondiss

Curtis Schoepp
Summer Village of: Island Lake,
Island Lake South, Sunset Beach,
Whispering Hills

Larry Tiedemann
Summer Village of Mewatha Beach

Amelia Hursin
Summer Village of West Baptiste

ZONE 2

Vicky Lefebvre
City of Cold Lake

Josh Crick
M.D. of Bonnyville

Darlene Beniuk
Lac La Biche County

Maxine Fodness
County of St. Paul

Dianne Saskiw
County of Two Hills

Karen Telford
Fishing Lake

Glenda Bristow
Frog Lake

David Sharun
Town of Bonnyville

Wanda Cochrane
Town of Elk Point

Norm Noel
Town of St. Paul

Keegan Thompson
Town of Two Hills

Donna Rudolf
Village of Myrnam

Summer Village of Pelican Narrows

ZONE 3

Barry Bruce
Beaver County

Daniel Warawa
Lamont County

Matthew McLennan
Sturgeon County

Tanya May
Town of Bon Accord

Len Falardeau
Town of Bruderheim

Loraine Berry
Town of Gibbons

Colleen Holowaychuk
Town of Lamont

Jennifer Anheliger
Town of Morinville

Eddie Sheppell
Town of Mundare

Dwayne Spicer
Town of Redwater

Harold Conquest
Town of Tofield

Gary Hafso
Town of Viking

Barry Goertz
Village of Andrew

Travis Schiewe
Village of Holden

Annette Short
Village of Ryley

ZONE 4

Joey Nafziger
County of Minburn

Leslie Cusack
County of Vermilion River

Robin Leighton
M.D. of Wainwright

Taneen Rudyk
Town of Vegreville

Kirby Whitlock
Town of Vermilion

Rick Fountain
Town of Wainwright

Sheila Donally
Village of Chauvin

Jennifer Beattie
Village of Edgerton

Jennifer Johnson
Village of Innisfree

Brandon Parsons
Village of Irma

Daryl Frank
Village of Kitscoty

Shantell Bieleesch
Village of Mannville

Chris Neureuter
Village of Marwayne

Mary Arnold
Village of Paradise Valley

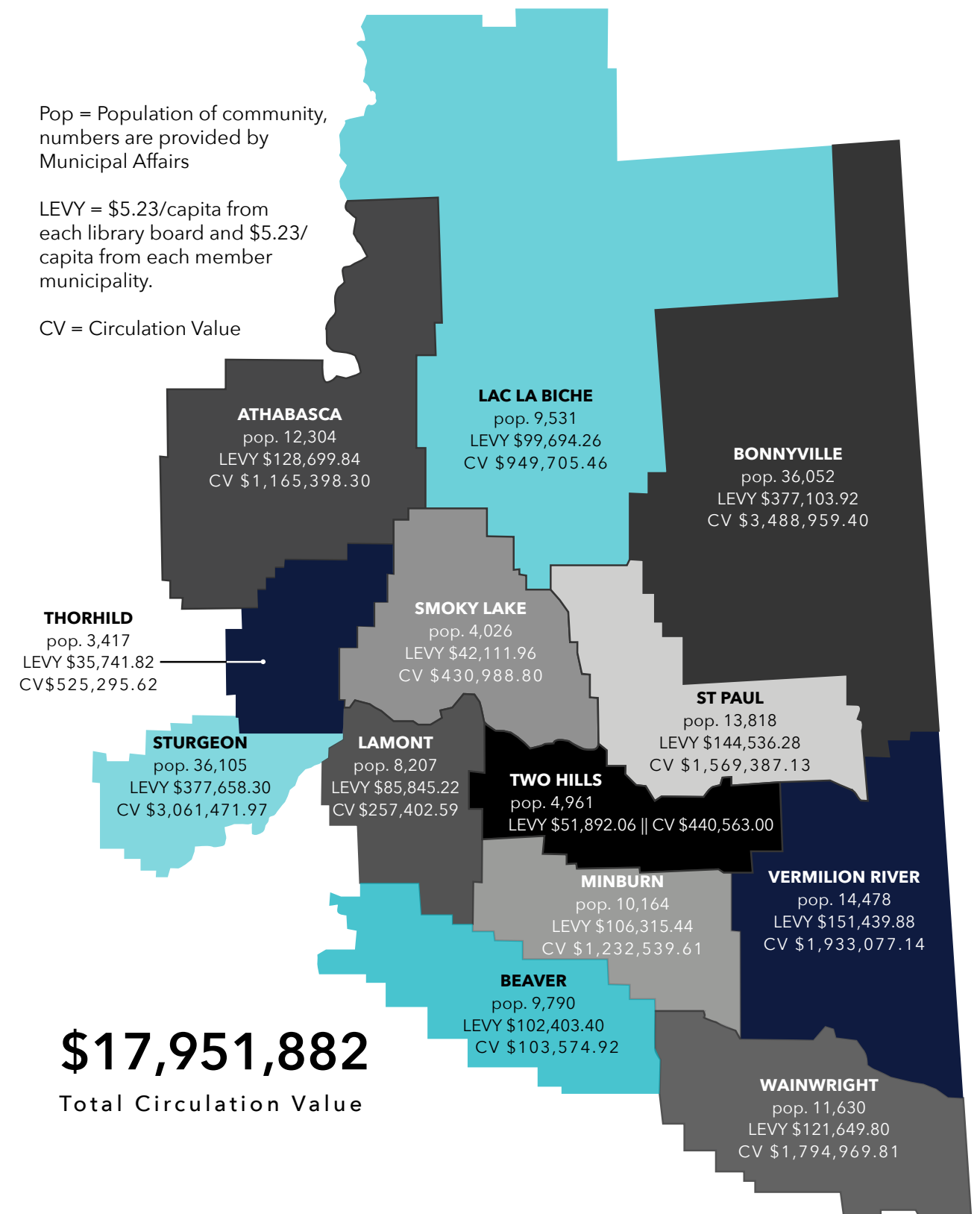
WORKING TOGETHER

Library Boards, municipalities, and the province working together to fund the library

Pop = Population of community,
numbers are provided by
Municipal Affairs

LEVY = \$5.23/capita from
each library board and \$5.23/
capita from each member
municipality.

CV = Circulation Value



\$17,951,882

Total Circulation Value

PLAN OF SERVICE

Bringing the world to our communities by collaboratively providing efficient, effective and exceptional library service



Professional Development

TRAINING for libraries for trustees for NLLS staff

- update system related training
- provide training opportunities to libraries and board members
- provide cost savings when offering professional development
- ensure timely communication to all partners of applicable rollouts and updates
- provide affordable technology for online professional development as required
- communication before system implementation

Stakeholder Relations

COMMUNICATION transparency strengthen relations

- advocate and communicate the value of libraries
- provide yearly reports to municipal and library boards
- update and rollout Master Agreement
- update Service Package for each NLLS department
- provide marketing tools through a variety of streams
- strengthen NLLS core services in assisting and referring library needs and requests
- investigate and share various grant writing and fundraising opportunities to library boards

System Best Practices

FOLLOW UP available resources pilot projects roll-outs

- providing transparency of sharable information within our system
- confirm and reinforce guidelines and expectation between all stakeholders
- match mentors for new librarians and new trustees within the NLLS system
- open the global door and share new and emerging concepts for all stakeholders
- uphold a NLLS culture to share in a respectful, inclusive and diverse environment

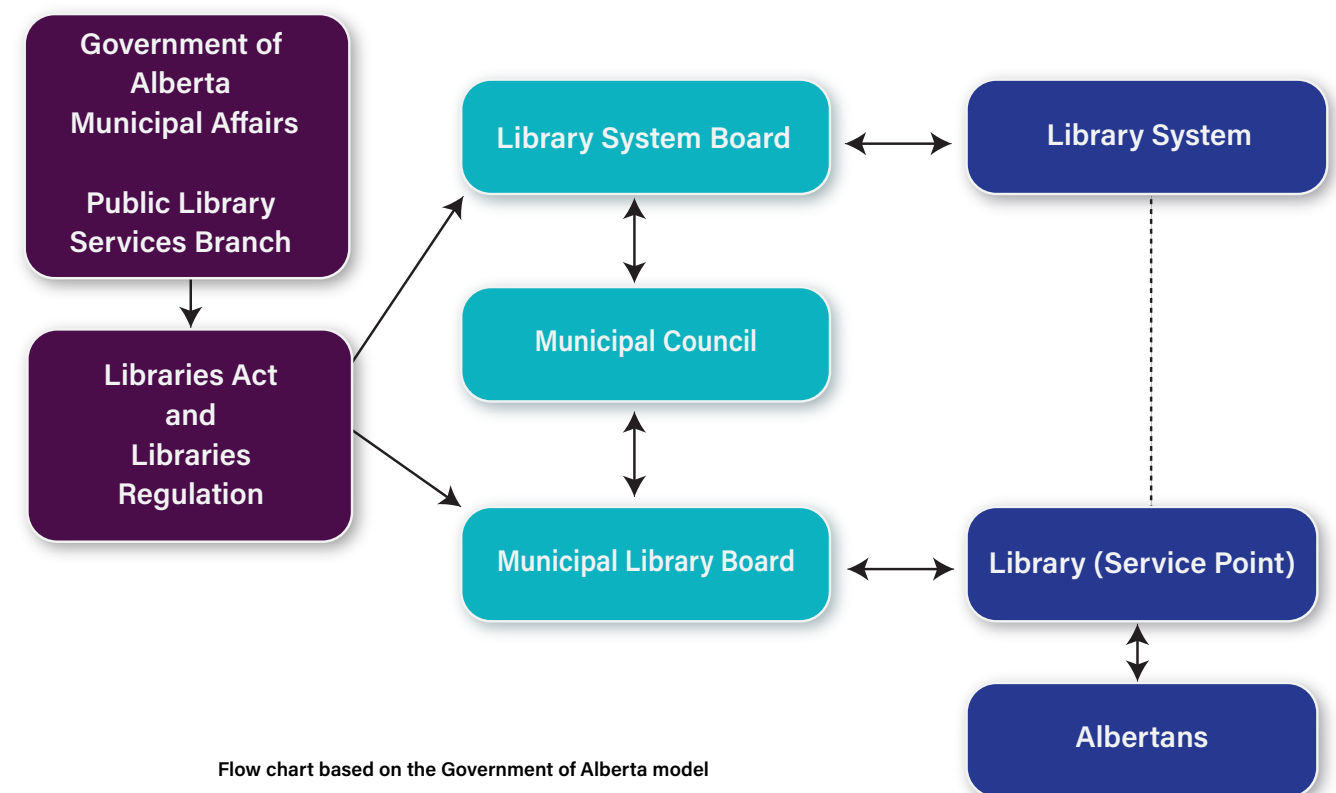
Plan of Service Chair Message - Vicky Lefebvre



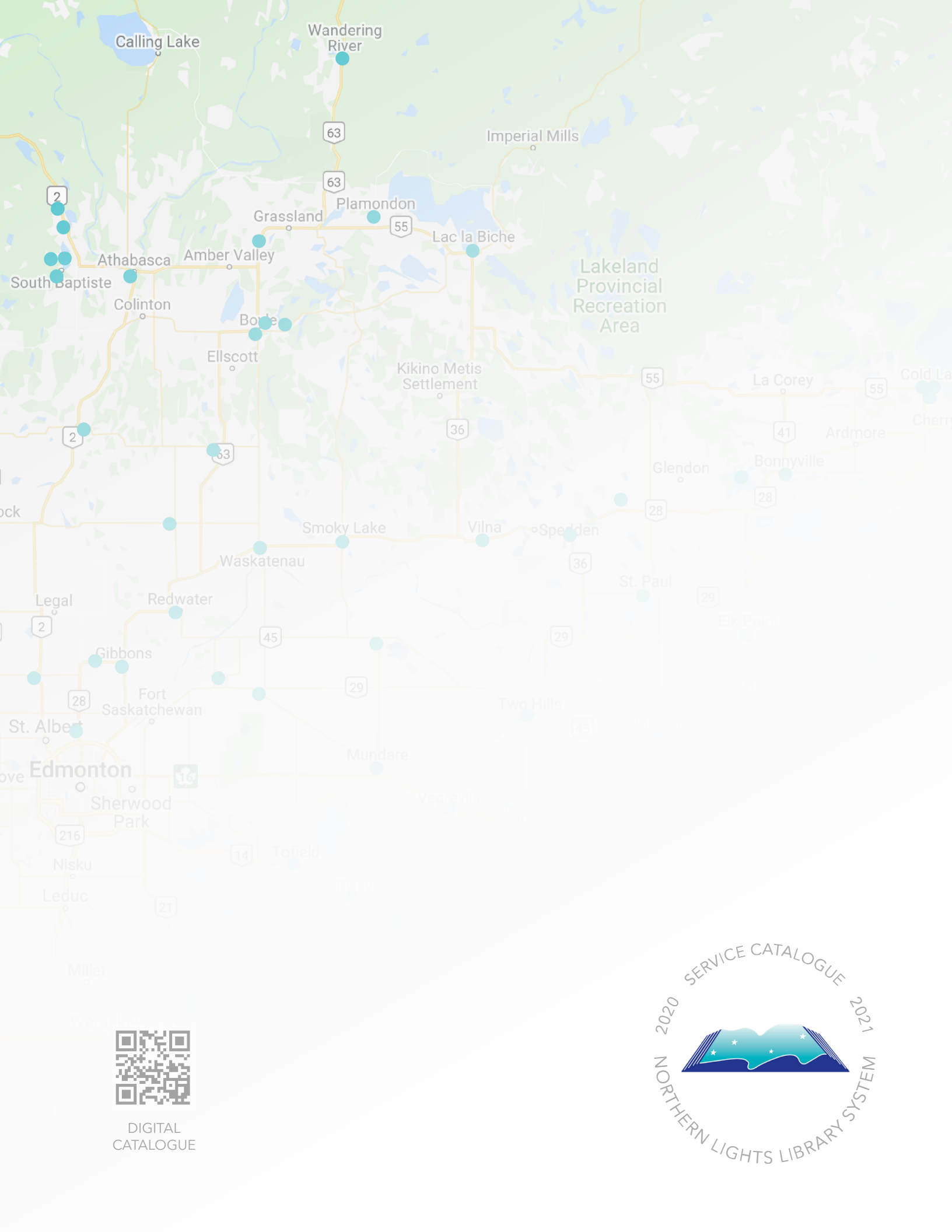
On behalf of our executive, I would like to thank the Plan of Service Committee who had to work virtually on developing this plan. We would also like to thank the trustees and librarians who participated in our surveys, advising us what they wanted maintained and what they would like to see done and or changed over the next three years. Our surveys revealed a need for education in the understanding of our roles and responsibilities throughout the system. You will see an increased focus on professional development for our trustees, staff and librarians as well as clearly defined service agreements.

We have scheduled an organizational review which should be completed early in 2021. This will guide us in providing the most cost-efficient, effective services while meeting the needs of all our libraries during this time of fiscal uncertainty. We will look at all operations within our system and implement the recommended changes throughout the next few years. We will be doing this with a new management team.

We are excited about what our future holds. It may look different due to Covid. We are committed to ensuring our staff will be there to assist the libraries by having the resources and tools they need to bring the world to their communities.



Flow chart based on the Government of Alberta model



DIGITAL
CATALOGUE

