





Subject: Weekly report 2022-12-9
Date: Saturday, December 10, 2022 at 8:37:01 PM Mountain Standard Time
From: James MacDonald
To: NLLS Board, NLLS Libraries, Library Board Chairs, Staff-NLLS
Attachments: image001.png, image002.png

Hello Board members, Library staff, and friends of Northern Lights Library System.


BOARD

- We received a response from the minister to the joint letter sent by the seven systems. You can  [read the response here](#). No grand announcements... yet.
-  [The Chair's Challenge](#) to get your whole council their library card has been issued. A separate email is forthcoming but here is the overview. Do you have what it takes?
-  [The Board and Executive Meeting Highlights](#) may come in handy when reporting to your councils.
- Dates and times of our next Executive and Board meetings, and draft minutes are now [on the website](#).
- The PLSB's series of board training webinars has concluded. You may be interested in the slides from their  [system board training](#).

NEXT WEEK

- Monday will see Vicky and I meet with the systems' advocacy committee
- We'll be in Pelican Narrows on Monday as well.
- Tuesday we'll report to the town of Bonnyville
- Wednesday morning has us reporting to the town of Gibbons
- Thursday we'll be out to Myrnam for a meeting with their council

OPERATIONS

- The  [2022/23 Service Catalogue](#) is now available electronically.
- Our part-time Operations Specialist position comes to an end on December 16th. Many of you have met Tara Campbell as she has been out on occasion to deliver your books. We've loved Tara's happy demeanor and appreciate her service over the past couple years as she has backfilled several positions.

LIBRARIES

- We have codified our procedures for answering our main phone line. We are striving to provide the best possible customer service we can. Have a look at [the procedure](#). You should expect this

kind of thorough attention to your queries when you call. If you have questions or feedback, I am happy to receive it. IN fact, this procedure was inspired by your feedback in our annual survey. The survey has closed and a report on the findings will be available early in 2023, along with the draw winner.

- Speaking of getting to your queries, did you see [the email from Tim](#) about our ticket software? How deeply frustrating. I understand the missing tickets are rare. Still, TSI is working diligently with the company to get to 100% reliability. Calling is a great option to ensure we get to you as quickly as possible. That procedure above requires we log a ticket for each call (even if we immediately close it).

EXECUTIVE COMMITTEE MEMBERS

NAME	ZONE	EMAIL	PHONE NUMBER
Vicky Lefebvre	Zone 2 - Chair	gillesvicky74@gmail.com	780-573-1926
Curtis Schoepp (ML)	Zone 1	curtisschoepp@gmail.com	780-220-4897
Larry Tiedemann	Zone 1	casperti@telus.net	780-975-0508
Barb Smith (ML)	Zone 1	bsmith@boylealberta.com	780-213-0099
Maxine Fodness	Zone 2	mfodness@county.stpaul.ab.ca	780-645-4778
Matthew McLennan	Zone 3	mmclennan@sturgeoncounty.ca	780-974-4713
Dwayne Spicer	Zone 3	dspicer@redwater.ca	780-942-3519
Jennifer Anheliger (ML)	Zone 3	jennifer.aneliger@morinville.ca	780-340-7296
Leslie Cusack	Zone 4	div7@county24.com	780-787-0600
Josh Crick (ML)	Zone 2	jcrick@md.bonnyville.ab.ca	780-545-5961

Representatives By Zone

Zone 1	Zone 2	Zone 3	Zone 4
Athabasca County	City of Cold Lake	Beaver County	County of Minburn
S.V. of Bondiss	County of St. Paul	Lamont County	County of Vermilion River
S.V. of Sunset Beach	County of Two Hills	Sturgeon County	M.D. of Wainwright
S.V. of Island Lake	Fishing Lake	Town of Bon Accord	Town of Vegreville
S.V. of Island Lake South	Frog Lake	Town of Bruderheim	Town of Vermilion
S.V. of Mewatha Beach	Lac La Biche County	Town of Gibbons	Town of Wainwright
S.V. of West Baptiste	M.D. of Bonnyville	Town of Lamont	Village of Chauvin
S.V. of Whispering Hills	S.V. of Pelican Narrows	Town of Morinville	Village of Edgerton
Smoky Lake County	Town of Bonnyville	Town of Mundare	Village of Innisfree
Thorhild County	Town of Elk Point	Town of Redwater	Village of Irma
Town of Athabasca	Town of St. Paul	Town of Tofield	Village of Kitscoty
Town of Smoky Lake	Town of Two Hills	Town of Viking	Village of Mannville
Village of Boyle	Village of Myrnam	Village of Andrew	Village of Marwayne
Village of Vilna		Village of Holden	Village of Paradise Valley
Village of Waskatenau		Village of Ryley	

If you have questions, concerns, compliments please direct them to the Executive Board representative for your zone.

James MacDonald MLIS, DAS

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Our workplace is situated on Treaty 6 territory, traditional lands of First Nations and Métis peoples.