2024-02-23 General Board Meeting Agenda

February 14 2024

2024-02-23 Board Meeting Agenda

Annual General Meeting of the Board

Northern Lights Library System Board

Regular Meeting

Northern Lights Library System

On-Line

Join Zoom Meeting
https://us02web.zoom.us/j/9128782619?pwd=T1I5RVIwdmpHL3pvb1lDdTJudUtGUT09

Meeting ID: 912 878 2619
Passcode: Executive

10:00 AM Friday, February 23, 2024

General Board Mtg Full Package

AGENDA

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

Advocacy Slogan: Libraries: Value Beyond Words

Chair Contact Information: Jennifer Anheliger | jennifer.anheliger@morinville.ca

1. **Call to order & Quorum**

2. **Acknowledgement of Treaty 6 and Land of the Metis:**

Northern Lights Library System respectfully acknowledges that the land on which we gather is Treaty 6 territory and a traditional meeting ground and home for many Indigenous Peoples, including Cree, Saulteaux, Niitsitapi (Blackfoot), Métis, and Nakota Sioux Peoples.

3. **Approval of the Agenda**

4. **Approval of the minutes of November 24, 2023**

PRESENTATIONS

5. **Audit Report Auditor Report 2023**
   Auditor's Presentation | Draft Financial Statements | Audit Findings Report
   Briefing Note: Metrix Group LLP: "In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the Library System as at December 31, 2023, and the results of its operations and cash flows for the year then ended in accordance with the Canadian public sector accounting standards for government not-for-profit organizations." "In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard."

DECISIONS

6. **Policies**
   Briefing Note: *Given the size of our board and the lengthy process of development and approval, policies are voted upon at the general board meetings as an omnibus motion. Board members may make a motion to remove one or more policies from the omnibus motion for individual vote. Policy changes will not be entertained at the general board meeting. Policies are either accepted or rejected by the general board. Rejected policies are returned to the Policy Committee for further review and work where appropriate.*

NEW POLICIES:

Section 1:1N - **Volunteer Time Off**
Briefing Note: In response to a discussion of the Executive Committee in December this policy was developed to allow staff greater community service in NLLS member municipalities. The policy proposes 7 hours of annual paid time off for volunteer service. VTO policies are increasingly popular with industry and non-profit organizations. They lead to increases in staff morale and develop a culture of service.

Section 3:1O - **Sale of Capital Items**
Briefing Note: Establishes the authority for the sale of capital items and outlines a procedure. This policy was being followed but never formally adopted - it is taken from the Marigold Library System.

POLICIES FOR REVISION:

Section TOR - **Executive Director Evaluation Committee**
Briefing Note: Major changes proposed to these. Potential to combine this TOR and Policy. The intent is to free the committee to use evaluation methods most appropriate for the time while still formalizing the process.

Section 1:1V - **Police Information Check**
Briefing Note: This policy came up in the regular course of review. Grammar and other slight changes were made for clarity.

Section 1:2F - **Pets in the Workplace**
Briefing Note: This policy came up in the regular course of review. Grammar and other slight changes were made for clarity.

Section - 1 3:F - **Library Property**
Briefing Note: This policy came up in the regular course of review. Requires employees to properly sign out library property before using it.

Section - 1:3L - **Social Media Internal**
Briefing Note: This policy incorporates the service point (external) policy and slight changes for clarity have been made.

Section 1:3S - **Workplace Violence and Harassment**
Briefing Note: This policy came up in the regular course of review. Very slight modifications for clarity.

Section 1:4A - **Participation in Occupational Health & Safety**

Briefing Note: I proposed a name change for clarity. It strikes the need for a Health and Safety Committee as we need more employees to make this a requirement but opens us to creating a committee in the future if employees numbers warrant. Other minor grammatical changes.

Section TOR - **Building Committee**
Briefing Note: Minor changes made for clarity.

Section 3:1F - **Corporate Credit Cards**

Briefing Note: We've added a section to the policy clarifying the use of loyalty and credit card points. We've also changed the policy from strictly using loyalty points for the NLLS conference to general revenue.

POLICIES TO DELETE

Section 4:1D - **Social Media External**
Briefing Note: This policy was incorporated into the Social Media Internal policy and renamed the Social Media Policy.

Section 1:1X - **ED Evaluation**
Briefing Note: The Executive Director Evaluation Committee policy makes this policy redundant.

7. **Annual Provincial Reports**
   Briefing Note: We are required to submit annual reports for the system and any service points operated by the system to the provincial government. These reports must be approved by the Board.
   1. **System Report**
   2. **Myrnam Library Report**- This will be our last report for this service point with the hand-off to the local library board commencing in January 2024.
   3. **Fishing Lake Library Report**- The Fishing Lake Library remains a work in progress. We've been unsuccessful in securing a location. We meet with the settlement council in February.
   4. **Edmonton Garrison** - We are still working on this report. We hope to have it complete before the meeting on the 9th.

DISCUSSION

8. **OROS Website demonstration**
   Briefing Note: The OROS website is nearing completion. Peace Library System has been shown the site and shows a keen interest in partnering with us on the project. They've offered to potentially pay for some further feature development. We will demonstrate the site in this meeting.

REPORTS

9. **Chair's Report** - Jennifer Anheliger

10. Alberta Library Trustee's Association - **ALTA Report** - Jennifer Anheliger

11. Library Manager's Council Report: This report will be sent to the board by email sometime after the LMC meeting on February 28th.

12. Executive Director's Report

13. **Financial Report - Budget Vs. Actuals**
    Briefing Note: 44 municipalities have paid their levies. 14 municipalities have not yet paid. 3 Indigenous communities will have their levies paid from the OROS reserve fund. The annual audit process is underway. We will likely need an online Executive meeting before our Board meeting to discuss the audit findings with the auditor, as per our usual practice.

14. **Next Meetings**

- **General Board**
  - May 24th (AGM Friday) 10 am (In person with online option)
  - August 23rd (Friday) 10 am (In person with online option)
  - November 29th (Friday) 10 am (online)

  Executive Committee

  - April 12th (Friday) 10 am - Bonnyville
  - June 14th (Friday) 10 am - Newbrook

- August 9th (Friday) 10 am - Gibbons
- October 11th (Friday) 10 am - Wainwright
- December 13th (Friday) 9 am - Elk Point, Headquarters

Policy Committee

- April 5th (Friday) 8 am
- May 31st (Friday) 8 am
- October 4th (Friday) 8 am

Library Managers Council

- February 28th (Wednesday) 10 am - Online
- May 22nd (Wednesday) 10 am - In Person
- September 25th (Wednesday) 10 am - In Person

12. **Adjournment.**

2023-11-24 Board Meeting Minutes-Draft

2023-11-24 Annual General Meeting of the Board

Northern Lights Library System Board

Regular Meeting

Northern Lights Library System

On-Line

Join Zoom Meeting
https://us02web.zoom.us/j/9128782619?pwd=T1I5RVlwdmpHL3pvb1lDdTJudUtGUT09

Meeting ID: 912 878 2619
Passcode: Executive

10:00 AM Friday, November 24, 2023

General Board Mtg Full Package

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

Advocacy Slogan: Libraries: Value Beyond Words

Chair Contact Information: Jennifer Anheliger | jennifer.anheliger@morinville.ca

1. **Call to order & Quorum (31) 10:01am called to order by Dwayne Spicer.**
   Board Attendance

2. Acknowledgement of Treaty 6 and Land of the Metis:
Northern Lights Library System respectfully acknowledges that the land on which we gather is Treaty 6 territory and a traditional meeting ground and home for many Indigenous Peoples, including Cree, Saulteaux, Niitsitapi (Blackfoot), Métis, and Nakota Sioux Peoples.

3. Approval of the Agenda
M1. Barbara Smith motions to approve the agenda as amended, all in favor, motion carried.

4. Approval of the minutes of August 25, 2023
M2. Karl Hauch motions to approve the Minutes of August 25, 2023 as amended/presented, all in favor, motion carried.

5. Policies
Briefing Note: *Given the size of our board and the lengthy process of development and approval, policies are voted upon at the general board meetings as an omnibus motion. Board members may make a motion to remove 1 or more policies from the omnibus motion for individual vote. Policy changes will not be entertained at the general board meeting. Policies are either accepted or rejected by the general board. Rejected policies are returned to the Policy Committee for further review and work where appropriate.*

NEW POLICIES:
Section 3:1Q - **Electronic Fund Transfers**
Briefing Note: This policy establishes EFT as the preferred payment method of NLLS. It requires a second staff member to verify changes in EFT information. This change is to prevent instances of fraud. Discussion was had on the privacy implications of the policy and the procedural elements. Changes made to require that written and verbal confirmation be obtained.

POLICIES FOR REVISION:
Section 1:1U - **Equal Opportunity Employer**
Briefing Note: This policy came up in the regular course of review. Language added that aligns with the Canadian Human Rights Act. Clarifies that the system discriminates solely on the basis of merit.

Section TOR - **Plan of Service Committee**
Briefing Note: Grammatical corrections and simplified language. Change to the Chair and vice-chair being defacto members of the committee.

Section 4:1C - **Confidentiality of User Records**
Briefing Note: mostly grammar and simplification of text. We've added wording allowing the use of digital forms of consent – not just written consent

Section 1:1B - **Compensation**
Briefing Note: Mostly grammar and formatting for consistency and clarity.

Some slight changes: move from an annual grid review to every three years. Tied the step increase to the fiscal year after the first year of employment, clarified the need for change in job classification to move levels.

Section 1:3A - **Code of Ethics** (future employee outside of work)
Briefing Note: Removed the section on Pandemic Illnesses otherwise, grammar and language simplification.

Section 2:1B - **Governance and Policy Development**
Briefing Note: Amalgamated the "Policy Statements" policy into this policy.

Section 3:1I - **Request for Purchase**
Briefing Note: Changes to simplify language and improve grammar. Change to establish that price is not the controlling factor in the purchase of library materials (vendors, quality, processes, etc., matter).

Section TOR - **Advocacy Committee**
Briefing Note: Simplified the language and improved grammar.

M3.Jennifer Johnson motions to accept the new and updated policies as presented, all in favor, motion carried.

POLICIES TO DELETE
Section 2:1A - **Policy Statements**

Briefing Note: Combined with the Governance and Policy Development policy – redundant

M4. Vicky Lefebvre motions to delete the policy statement 2.1A as presented as redundant, all in favor, motion carried.

Board Development Moment
For Decision

6. 2024 Budget
Briefing Note: At our August meeting, we passed the 2024 budget in principle. This is our sober second look. 16 municipalities have sent formal approvals of our proposed 1.5% increase in advance of today's vote. We've had no objections. We pass the budget annually in November. **Link to presentation** | **Link to draft budget**

M5. Larry Tiedeman motions to approve the budget as presented, Kelly Chamzuk seconds, all in favor, motion carried.

7. Plan of Service / Implementation Plan

Briefing Note: The **Plan of Service for 2023-26** was developed through significant consultation with all stakeholders. A system-wide survey was conducted at the end of 2022, and a communications audit was conducted in early 2023. The plan of service committee met in July for a multi-day discussion. That committee included library manager representatives from various-sized communities. The plan was presented to the Library Managers Council for feedback, and the Executive Committee reviewed it in October. The Executive Committee recommends the adoption of this plan.

M6 Loraine Berry motions to accept the NLLS Plan of Service 2024-2026 as presented, all in favor, motion carried.

The **2024 Implementation Plan** is now available in conjunction with the Plan of Service. A webinar was held with library managers that outlined the plan. That webinar was recorded and sent to the board through our weekly reports. You can **view the webinar here.**

M7. Lyndie Knockleby motions to accept the 2024 NLLS Implementation Plan, all in favor, motion carried.

8. Alberta Library Trustee Association (ALTA) report –Jennifer Anheliger

M8. Norm Noel motions to approve the ALTA report as information, all in favor, motion carried.

9. Library Managers Council report - Jodi Dahlgren

M9. Karl Hauch motions to approve the ALTA report as information, all in favor, motion carried.

10. Budget Vs. Actuals & Financial Management Report - James MacDonald

Briefing note: We are very close to budget. A few budget lines are overspent and identified in the Budget Vs. Actuals file.

6083 OROS Exp offsets 5.60	This is a planned overage and is drawing on the OROS reserve that was built up during the pandemic.
6114 Computer Software (TSI)	At the end of 2022 (after budgets were set), the Board chose to implement Deepfreeze

6121 Network Security (TSI)	This overage reflects the Office 2021 emergent issue - licenses were purchased for all libraries.
6502 Committee Meetings	The Plan of Service Committee is reflected here - the overage is covered by savings in other governance lines
6702 Building Maintenance	There were a number of unplanned/unforeseen building maintenance needs this year (i.e. security alarm replacement).

M10. Larry Tiedemann motions to approve the financial report as presented, all in favor, motion carried.

Insurance comparison between AB Munis and RMA to be looked at.

11. Next Meetings

Briefing note: we'd like to set the 2024 meeting schedule. There have been several requests from board members to move the meetings to Saturdays. Historically, the meetings have been held the last weekend in February, May, August, and November.

2024 BOARD Meeting Schedule

- February 23th (Friday) 10 am (online)
- May 24th (AGM Friday) 10 am (In person with online option)
- August 23rd (Friday) 10 am (In person with online option)
- November 29th (Friday) 10 am (online)

Next Executive Committee Meeting
Friday, December 8, 2023, at 9:00 am - in Elk Point (online option available)

12. **Adjournment.**
M11. Jennifer Johnstone motions to adjourn at 11:24am.

NORTHERN LIGHTS LIBRARY SYSTEM

2023 PRESENTATION TO THE BOARD

METRIX GROUP LLP

CHARTERED PROFESSIONAL ACCOUNTANTS

Craig Poeter, CPA
Senior Manager

AUDIT OVERVIEW

- ENHANCE DEGREE OF CONFIDENCE OF INTENDED USERS
- ACHIEVED BY AUDITOR EXPRESSING OPINION
- WHETHER FS PRESENT FAIRLY, IN ALL MATERIAL RESPECTS
  - WHETHER DUE TO FRAUD OR ERROR
- AUDITOR SEEKING REASONABLE ASSURANCE
  - HIGH LEVEL OF ASSURANCE
  - NOT ABSOLUTE ASSURANCE
  - MOST EVIDENCE PERSUASIVE NOT CONCLUSIVE
- AUDITOR EXERCISES PROFESSIONAL JUDGEMENT
- AUDITOR MAINTAINS PROFESSIONAL SKEPTICISM
  - QUESTIONING MIND
  - ALERT TO CONDITIONS WHICH MAY INDICATE POSSSIBLE MISSTATEMENT
  - CRITICAL ASSESSMENT OF AUDIT EVIDENCE

INDEPENDENT AUDITORS' REPORT

- **OUR OPINION**
  - PRESENT FAIRLY IN ALL MATERIAL RESPECTS
- **BASIS FOR OPINION**
  - IN ACCORDANCE WITH CANADIAN GAAS
- **RESPONSIBILITIES OF MANAGEMENT AND THOSE CHARGED WITH GOVERNANCE**
  - PREPARATION AND FAIR PRESENTATION
  - IN ACCORDANCE WITH CANADIAN PSAS FOR GNFPO
  - RESPONSIBLE FOR ASSESSING ABILITY TO CONTINUE AS A GOING CONCERN
- **AUDITORS' RESPONSIBILITIES FOR THE AUDIT**
  - OBTAIN REASONABLE ASSURANCE
  - ARE FREE FROM MATERIAL MISSTATEMENT
  - PROCEDURES DEPEND ON AUDITORS' JUDGEMENT
  - CONSIDER RELEVANT INTERNAL CONTROLS
  - EVALUATE ACCOUNTING POLICIES / ESTIMATES

STATEMENT OF FINANCIAL POSITION

	2023	2022
ASSETS		
Cash and cash equivalents	**$ 2,174,729**	$ 2,225,408
Accounts receivable	**31,703**	22,329
Goods and Service Tax recoverable	**30,910**	37,560
Prepaid expenses	**298,435**	149,269
	2,535,777	2,434,566
Tangible capital assets	**1,936,263**	2,031,644
	4,472,040	4,466,210
LIABILITIES		
Accounts payable and accrued liabilities	**171,257**	108,587
Vacation payable	**32,508**	26,541
Source deductions payable	**22,917**	-
Deferred contributions - allocation	**74,629**	93,150
Deferred contributions - other	**352,425**	307,426
	653,736	535,704
Deferred contributions - tangible capital assets	**1,015,663**	1,058,348
	1,669,399	1,594,052
NET ASSETS		
Invested in tangible capital assets - Internally restricted	**920,600**	973,296
Unrestricted	**1,882,041**	1,898,862
	2,802,641	2,872,158
	$ 4,472,040	$ 4,466,210

METRIX GROUP LLP
CHARTERED PROFESSIONAL ACCOUNTANTS

TANGIBLE CAPITAL ASSETS

	2022 Balance	Additions	Disposals	2023 Balance
COST:				
Land	$ 50,000	$ -	$ -	**$ 50,000**
Building	2,894,641	-	-	**2,894,641**
Parking lot	81,000	-	-	**81,000**
Furniture & equipment	83,109	-	-	**83,109**
Computer equipment	374,710	-	-	**374,710**
Vehicles	206,900	61,176	33,245	**234,831**
	$ 3,690,360	$ 61,176	$ 33,245	**$ 3,718,291**

	2022 Balance	Amortization	Accumulated Amortization on Disposals	2023 Balance
ACCUMULATED AMORTIZATION:				
Building	$ 1,020,966	$ 72,366	$ -	**$ 1,093,332**
Parking lot	43,200	5,400	-	**48,600**
Furniture & equipment	83,109	-	-	**83,109**
Computer equipment	325,962	47,174	-	**373,136**
Vehicles	185,479	20,535	22,163	**183,851**
	$ 1,658,716	$ 145,475	$ 22,163	**$ 1,782,028**
NET BOOK VALUE OF TANGIBLE CAPITAL ASSETS	$ 2,031,644	$ (84,299)	$ 11,082	**$ 1,936,263**

Net Book Value	**2023**	2022
Land	**$ 50,000**	$ 50,000
Building	**1,801,309**	1,873,675
Parking lot	**32,400**	37,800
Computer equipment	**1,574**	48,748
Vehicles	**50,980**	21,421
	$ 1,936,263	$ 2,031,644

METRIX GROUP LLP
CHARTERED PROFESSIONAL ACCOUNTANTS

STATEMENT OF FINANCIAL POSITION

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LIABILITIES		
Accounts payable and accrued liabilities	**171,257**	108,587
Vacation payable	**32,508**	26,541
Source deductions payable	**22,917**	-
Deferred contributions - allocation	**74,629**	93,150
Deferred contributions - other	**352,425**	307,426
	653,736	535,704
Deferred contributions - tangible capital assets	**1,015,663**	1,058,348
	1,669,399	1,594,052
NET ASSETS		
Invested in tangible capital assets - Internally restricted	**920,600**	973,296
Unrestricted	**1,882,041**	1,898,862
	2,802,641	2,872,158
	$ 4,472,040	$ 4,466,210

METRIX GROUP LLP
CHARTERED PROFESSIONAL ACCOUNTANTS

DEFERRED CONTRIBUTIONS - ALLOCATION

	Balance, Beginning of Year	Book purchase allocation	Books purchased	**Balance, End of Year**
Purchase allotment	$ 93,150	$ 382,719	$ (401,240)	**$ 74,629**

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CHARTERED PROFESSIONAL ACCOUNTANTS

DEFERRED CONTRIBUTIONS - OTHER

	Balance, Beginning of Year	Contributions received	Revenue recognized	**Balance, End of Year**
Indigenous project grant	$ 285,900	$ 133,161	$ (90,635)	**$ 328,426**
Member library restricted funds	16,092	13,108	(11,735)	**17,465**
Myrnam - funds	5,434	9,278	(8,178)	**6,534**
	$ 307,426	$ 155,547	$ (110,548)	**$ 352,425**

METRIX GROUP LLP
CHARTERED PROFESSIONAL ACCOUNTANTS

STATEMENT OF FINANCIAL POSITION

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METRIX GROUP LLP
CHARTERED PROFESSIONAL ACCOUNTANTS

NET ASSETS

	Unrestricted	Invested in tangible capital assets - Internally restricted	2023	2022
NET ASSETS - BEGINNING OF YEAR	$ 1,898,862	$ 973,296	**$ 2,872,158**	$ 3,218,786
Deficiency of revenue over expenses	(69,517)	-	**(69,517)**	(346,628)
Amortization of tangible capital assets	145,475	(145,475)	**-**	-
Amortization of deferred contributions - tangible capital assets	(42,685)	42,685	**-**	-
Purchase of tangible capital assets	(61,176)	61,176	**-**	-
Disposal of tangible capital assets	11,082	(11,082)	**-**	-
NET ASSETS - END OF YEAR	$ 1,882,041	$ 920,600	**$ 2,802,641**	$ 2,872,158

METRIX GROUP LLP
CHARTERED PROFESSIONAL ACCOUNTANTS

REVENUE

	2023 (Budget)	**2023 (Actual)**	**2022** (Actual)
REVENUE			
Provincial grants	$ 896,797	**$ 1,311,795**	$ 1,293,674
Municipal levies	879,575	**1,307,388**	1,246,047
Library board levies	613,190	**613,368**	604,128
Reimbursements	15,000	**216,257**	149,515
Interest	22,000	**145,375**	64,349
Amortization of deferred contributions - tangible capital assets	-	**42,685**	42,685
Office rental	30,000	**31,960**	10,000
Myrnam revenue	-	**8,178**	15,721
Office sales	2,000	**4,952**	6,875
Annual conference	11,000	**2,550**	16,784
Reading programs	4,000	**897**	1,617
Reserve transfer	234,058	**-**	-
	$ 2,707,620	**$ 3,685,405**	$ 3,451,395

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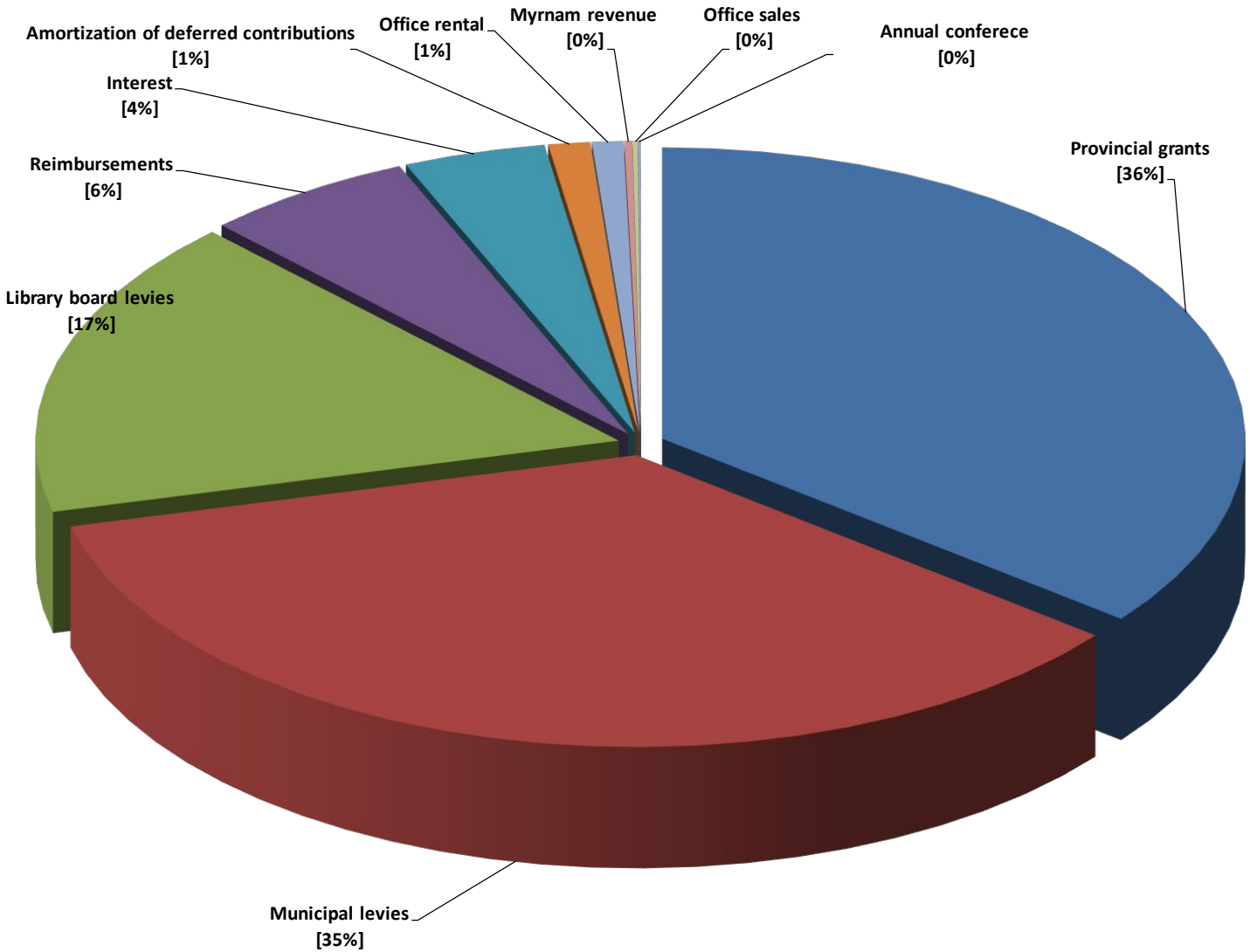
REVENUE



METRIX GROUP LLP
CHARTERED PROFESSIONAL ACCOUNTANTS

EXPENSES BY FUNCTION

	2023 (Budget)	**2023 (Actual)**	2022 (Actual)
EXPENSES			
Salaries, wages and benefits	$ 1,636,050	**$ 1,539,853**	$ 1,815,027
Bibliographic services	110,500	**484,109**	510,551
Transfer payments	-	**358,574**	337,725
Information technology	116,803	**243,094**	171,416
Contracts and vendor services	215,000	**209,001**	171,771
Reimbursement	6,000	**206,086**	100,892
Public services	180,000	**165,016**	177,551
Amortization of tangible capital assets	-	**145,475**	152,730
Administration and finance	148,167	**123,602**	73,149
Indigenous project	30,000	**90,635**	118,521
Repairs and maintenance	54,000	**74,942**	59,731
Delivery, freight and express	112,000	**48,867**	72,428
Board	54,100	**46,187**	42,511
Utilities	32,000	**29,921**	31,582
Insurance	13,000	**13,322**	12,072
Myrnam expenses	-	**8,178**	12,339
	$ 2,707,620	**$ 3,786,862**	$ 3,859,996

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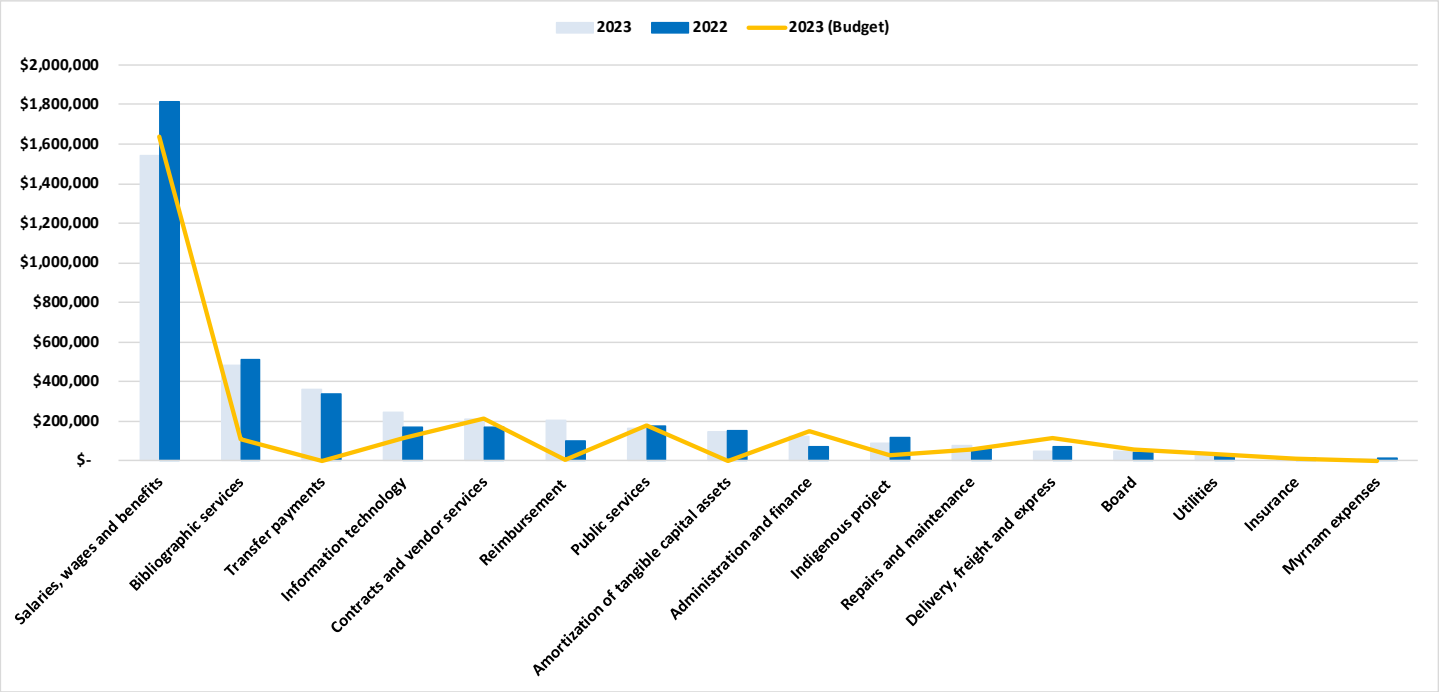
CHARTERED PROFESSIONAL ACCOUNTANTS

EXPENSES BY FUNCTION



METRIX GROUP LLP
CHARTERED PROFESSIONAL ACCOUNTANTS

OTHER INCOME (EXPENSE)

	2023 (Budget)	**2023 (Actual)**	2022 (Actual)
DEFICIENCY OF REVENUE OVER EXPENSES FROM OPERATIONS	$ -	**$ (101,457)**	$ (408,601)
OTHER INCOME			
Deferred allotment	-	**18,521**	36,223
Gain on disposal of tangible capital assets	-	**13,418**	25,750
	-	**31,939**	61,973
DEFICIENCY OF REVENUE OF EXPENSES	$ -	**$ (69,518)**	$ (346,628)

METRIX GROUP LLP
CHARTERED PROFESSIONAL ACCOUNTANTS

RECONCILIATION OF OPERATING RESULTS TO BUDGET

	2023 (Budget)	**2023 (Actual)**	2022 (Actual)
Deficiency of revenues over expenses	$ -	**$ (69,518)**	$ (346,628)
Add:			
Amortization of tangible capital assets	-	**145,475**	152,730
Deduct:			
Purchase of tangible capital assets	-	**(61,176)**	-
assets	-	**(42,685)**	(42,685)
Deferred allotment carryover	-	**(18,521)**	(36,223)
Gain on disposal of tangible capital assets	-	**(13,418)**	(25,750)
	$ -	**$ (59,843)**	$ (298,556)

METRIX GROUP LLP
CHARTERED PROFESSIONAL ACCOUNTANTS

SUMMARY

- **DEFICIENCY OF REVENUE OVER EXPENSES**

  Deficiency of $69,518 (2022 – deficiency of $346,628)

- **AUDIT FINDINGS REPORT TO BOARD (see report)**
  - **NO SIGNIFICANT CONTROL DEFICIENCIES**
  - **NO UNUSUAL ACCOUNTING POLICIES / ESTIMATES**
  - **UNCORRECTED MISSTATEMENTS**
  - **NO SIGNIFICANT DIFFICULTIES**
  - **AUDITOR INDEPENDENCE**

- **THANK YOU TO MANAGEMENT & STAFF**

- **QUESTIONS?**

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NORTHERN LIGHTS LIBRARY SYSTEM

Dear Mayor Hornseth and Council,

The NLLS Board was disappointed to hear of the Summer Village of Pelican Narrows' decision to withdraw from the Northern Lights Library System. We understand municipalities' financial pressures and realize that the financial commitment to NLLS can be large.

I can imagine that this was a difficult decision for Council to make and was not made lightly; however, I would like to reiterate some of the services that your residents will no longer have access to.

- When they visit other libraries near Pelican Arrows – residents may not be entitled to borrow any library materials. Local policies may allow for a "non-resident" card at a fee.
- Residents will only have access to materials available at the library they choose to visit and purchase a membership from. They will no longer have access to materials province-wide through TRAC.
- Residents will no longer have access to any **electronic resources**, including books, audiobooks, newspapers, magazines, movies, and more.

Northern Lights puts member needs at the forefront of its services and continuously strives for excellence in services offered. This includes access to millions of various formats of information, education and leisure materials.

Should your council be willing, it would be a privilege for our Executive Director James MacDonald and myself to present the great benefits that provide an excellent return on investment for our member municipalities, including potential provincial grants for public library service you could be eligible for. We are available to join in person or via Zoom at your convenience. We would appreciate any opportunity to discuss further what Northern Lights offers in both the short and long term.

I wish you and your families a wonderful holiday season and look forward to connecting in the new year.

All the best,

Jenn Anheliger

Chair – Northern Lights Library System

SECTION 1 - 1.

Volunteer Time Off

Purpose: The Northern Lights Library System (NLLS) recognizes the importance of community involvement and encourages employees to contribute their time and skills to charitable organizations and community service projects. The Volunteer Time Off (VTO) policy is designed to support and promote volunteerism among our employees, build a sense of community, and increase the visibility of NLLS in member communities.

Eligibility: All regular full-time employees are eligible for Volunteer Time Off.

Time Allowance: Employees may request up to seven (7) hours of paid time off per calendar year for volunteer activities. The time off can be taken in increments as small as one hour.

Time in Lieu: Employees can bank volunteering hours outside their regular working hours. Banking volunteer time allows employees to accumulate hours for future use as time off. The Overtime policy governs banked or lieu hours.

Approval Process: To request Volunteer Time Off, employees must submit a written request to their supervisor at least five (5) days in advance. The request should include the date, time, and a brief description of the volunteer activity. Supervisors will review requests based on business needs and may approve or deny the request.

Approved Volunteer Activities: Volunteer Time Off may be used for activities that contribute to the well-being of NLLS member municipalities, including but not limited to:

1. Volunteering at registered non-profit organizations.
2. Participating in community service events.
3. Assisting in local schools or educational programs.
4. Involvement in disaster relief efforts.
5. Charitable events.

Excluded Activities: Volunteer Time Off does not cover activities that are primarily for personal gain, political partisan involvement or activities not benefiting NLLS member municipalities.

Recording Volunteer Time: Employees are responsible for accurately recording their Volunteer Time Off hours on their timesheets or designated tracking system. Supervisors may request documentation from the volunteer organization as proof of participation.

Benefits Continuation: During approved Volunteer Time Off, employees will continue to receive their regular pay and benefits. The time off will not affect the accrual of vacation, sick leave, or other benefits.

Non-Retaliation Policy: Employees will not face any negative consequences for requesting or taking Volunteer Time Off in accordance with this policy.

Policy Review: This policy will be reviewed annually and may be revised as necessary.

STATEMENT OF POLICY AND PROCEDURE

Section: Finance | Chapter: General | Page(s): 1
Subject: Sale of Capital Items Sec 3, 1O
Reviewed: New | Revised: New | **Effective: New**

SALE OF CAPITAL ITEMS

1. All capital asset sales are at the discretion of the Executive Director. If/when the Executive Director approves the disposal of an item, the following procedure will be followed:
   a. The Executive Director will place a value on each item after consulting the declaring department and, when necessary, outside experts.
   b. If the Executive Director decides that an item has no value, it will be disposed of in an ecologically safe manner.
   c. If an item is being replaced, a trade-in will be considered when negotiating the replacement price.
   d. Items of a value greater than $1,000 will first be made available to system staff and member libraries by advertisement on system email lists.
   e. All sale invoices, or bills of sale, will indicate that items are sold as is.
   f. Applicable sales taxes will be applied to the sale price whenever necessary.

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NLLS Executive Board Chair

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Date of Approval

EXECUTIVE DIRECTOR EVALUATION COMMITTEE~~, Appendix X~~

Purpose

The Executive Director Evaluation Committee (EDEC) aims to evaluate the Executive Director's (ED) performance. The EDEC works with the ED to identify performance excellence and areas of improvement. The EDEC works with the ED to affect continuous performance growth and excellence. The EDEC provides a verbal and written report to the Executive Committee annually.

Committee Structure

The EDEC is comprised of two standing members and one elected member.

- NLLS Board Chair, who leads the process
- NLLS Board Vice Chair
- Nominee from the Executive (one-year term)

The committee is established in the first quarter of each year, along with the evaluation structure.

Evaluation Methods

The EDEC is authorized and encouraged to evaluate the performance of the ED using any number of reasonable methods. This may include:

- Interviews with the Executive Director
- Interviews or surveys with staff, library managers, and board members

The primary metrics for evaluation of the ED will be found in the annual Implementation Plan, the Plan of Service, and the budget. The EDEC will meet with the ED, in person when possible, at least once during the year. The written performance evaluation report will be shared with the ED before it is provided to the Executive Committee.

Committee Role:

- Ensure goals and objectives of the ED and the organization are aligned with the Plan of Service of NLLS
- Recognize progress and achievements of the ED through informal discussions, mid year check in or performance evaluations (optional)

ED Role

- ED is responsible for performance and development within the context of the organizations business needs. Responsibilities include:
- Set challenging but achievable performance objectives based on the Plan of Service
- Prioritize issues that concern the board in alignment with their strategic documents
- Evaluate and assess their progress and develop strategies to overcome obstacles
- Deliver on their objectives and plan

The Evaluation Report

The written report will describe the evaluation methods and an overall assessment of the ED's performance. It may include professional development goals outside the work plans generally set out in the Implementation Plan. The ED will sign the report acknowledging they have seen it, though they may disagree with its findings. The report will recommend annual salary increases to the Executive Committee. The report will be submitted to the Executive Committee no later than one week before their final scheduled meeting of the year, with completion of the process being reported to the board at the forthcoming regular board meeting.

[Original TOR follows – recommend deleting]

2. The Executive Director's Appraisal Committee reviews the Executive Director's Performance Review form at the Executive Director's Appraisal Committee Meeting in the fall and makes recommendations to the Executive Committee at the August meeting.
3. The Executive Director's Appraisal Committee is formed at the August Executive Committee meeting. Members of this committee will be:
    - NLLS Board Chair, who leads the process
    - NLLS Board Vice Chair
    - Nominee from the Executive (One year term)
4. The Executive Director fills out Section A of the Executive Director Performance Review form and sends this to the Board Chair of the Executive Director's Appraisal Committee before the end of April each year.
5. Staff to submit questions from Section A of the Executive Director Performance Review form where noted and send this to the Board Chair of the Executive Director's Appraisal Committee before the end of April each year
6. The Board Chair emails Section A to the Executive Director's Appraisal Committee members by the end of the first week of May.
7. The Executive Director's Appraisal Committee fills out their responses independently and sends their responses to the Board Chair by the second week in May.
8. The Board Chair compiles the committee member's responses into Section B and organizes a Closed Session meeting with committee members to finalize the committee's responses.
9. The Board Chair contacts the Executive Director to ask for clarification on any points made by the committee in Section B, and makes needed adjustments, which then is emailed to the Committee for feedback.
10. The Board Chair shares Section B of the Executive Director's Performance Review form with the Executive Director. The Executive Director responds to the Executive Director's Performance Review form in writing. The Executive Director will indicate at this time if they wish to revisit the contract to review salary, benefits or working conditions.
11. The Executive Director's Appraisal Committee meets with the Executive Director in advance of the May Executive Meeting to review and adjust the document.
12. The Board Chair completes Section C with the input of the Committee, and shares the entire Executive Director's Performance Review form with the Executive Director.
13. During the May Executive Committee meeting, the Board Chair and the Executive Director each present summaries to the Executive Committee during a closed session meeting. If the Executive Director wishes to revisit the contract, they may state their reasons at this meeting.
14. The Executive Committee leaves closed session and the Executive Committee makes the motion to accept the Performance Review. The Executive Committee may also make a motion to commence contract negotiations with the Executive Director.
15. Based on the Executive Director's wishes to revisit the contract (#11) and the Executive's agreement to revisit the contract, contract negotiation will commence, leading to mutual agreement. The duration of this process will not continue beyond the July Executive meeting except in extraordinary circumstances.
16. Final decision on the contract will be presented to the Executive Committee at the July Executive meeting. A motion will be made to accept the revised contract. Signing of the revised contract will then be completed with signatures from the Northern Lights Library Board Chair (also the Executive Director's Appraisal Committee Chair and the Executive Director).

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NLLS Executive Board Chair

May 29, 2020

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Date of Approval

APPENDIX X – Performance Review & Development Plan

PERFORMANCE REVIEW & DEVELOPMENT PLAN
Section A

Please answer the following questions regarding the Executive Director's (ED) performance:

To be answered by the Executive Committee and Management only:

1. How has the ED added value to the organization during this past review period? Which performance expectations for this period do you feel have been accomplished? Which ones have not been accomplished; what were the reasons why? Briefly describe and indicate any difficulties or barriers that were encountered.

To be answered by the Executive Committee, Management and Staff:

2. What has been the ED performance strengths? What would you like to improve in their performance? What additional competencies do you feel that they should acquire? What behaviors need to be acquired or changed?

To be answered by the Executive Committee, Management and Staff:

3. How well has ED performed as a team member? Have they exhibited good communication, cooperation, consideration, and respect for other staff?

To be answered by the Executive Committee and Management only:

4. What could be changed to assist the ED in their performance? What could you change in your (Executive) or (Management) approach to assist them in their performance?

To be answered by Executive, Management and Staff:

5. What training or staff development do you feel that the ED would benefit from?

To be answered by the Executive only:

6. What do you see as future goals and action plan for the ED?

To be answered by Management and Staff:

7. Year in Review – highlights of the previous year

To be answered by ED only:

8. ED goals for next year

Note: The Executive Director will be asked to answer the same questions. Those that report to the Executive Director and some significant outside contacts may also be asked for similar feedback.

Section B

Section B to be completed by the Executive Director and the Appraisal Committee

1. Comment on the ED responses to the questions in Section A.

2. Comment on the highlights of the ED work in the past year.

3. How can the ED improve?

4. Comment on the ED goals (Section A #6)? Any further suggestions for goals for the ED?

5. How can the Board help the ED with these accomplishments?

6. Added comments?

Section C

Section C – to be completed by the ED Appraisal Committee Chair. This information will be shared with the ED and the Executive Committee

1. Did any further opportunities arise during the review process?

2. What are the goals of the ED in the coming year?

3. What is the overall assessment of the ED's performance in the past year?

4. Recommendation to the Executive Committee with regard to overall performance and compensation for the ED.

Contract negotiations must be completed by

Signatures:

Board Chair Date:

Executive Director Date:

SECTION 1 - 1.V

POLICE INFORMATION CHECK (PIC)

~~Northern Lights Library System (NLLS) recognizes that it has a duty to protect and act in the best interests of the people for whom it serves and to the larger community.~~

~~A Police Information Check (PIC) will seek information regarding outstanding charges, convictions and/or disclosable adverse information under any Federal Statute including the Criminal Code of Canada, the Narcotics Control Act and the Controlled Drugs and Substances Act, for which a record suspension has subsequently been revoked (collectively referred to as a disclosable criminal record").~~

All new and continuing NLLS employees, who are required to do so by legislation, will be asked to complete and submit a Police Information Check (PIC).

1. All Police Information Checks (PIC) PICs will be compliant with Human Rights and Privacy legislation.
2. A person who is offered employment at NLLS may be required to complete and submit a PIC before any offers of employment are finalized. ~~they are employed by NLLS.~~
3. An employee who is offered a different position at NLLS may be required to complete and submit a PIC before the employee starts the new position.
4. All applicants will have the opportunity to review the results of the PIC and will be required to verify the results before any offer of employment may be finalized ~~made~~.
5. A disclosable Criminal Record or adverse information will not necessarily preclude employment or subsequent promotion or result in any action being taken in relation to an employee. In making a determination about the proper response to the existence of disclosable information, the Executive Director will consider the offence history based on the following criteria:
   a) The nature of the offence(s).
   b) The relevance of the offence(s) to the position.
   c) The length of time since the offence(s) took place.
   d) Any mitigating or extenuating circumstances that might be revealed in relation to the offence(s) committed.
   e) Whether there is an extended history of a criminal offence(s) or accumulation of individual minor offences that indicate a persistent pattern of behaviour.
6. Original documents are required for submission to NLLS. Photocopies, faxes, or electronic copies of criminal record checks will not be accepted.

Confidentiality

All information surrounding the Police Information Check, including the results, will be maintained in accordance with the Freedom of Information and Privacy Act. Confidentiality will be maintained for all criminal background check information, including hiring decisions ~~a decision not to hire the applicant~~.

SECTION 1 - 2.F

PETS IN THE WORKPLACE

~~Our~~ pets in the workplace policy outlines ~~our~~ therules for bringing, caring for and supervising pets in the Northern Lights Library System (NLLS) ~~company's~~ offices.

~~Pets can foster a friendlier and happier workplace. They are fun, playful and can have positive influence on our work. We will allow~~ NLLS employees ~~to~~ may have their pets at work on designated days. The Executive Director will determine designated days and may change those days as necessary.

Compliance with this policy is required to avoid disruption to operations or damage to facilities.

~~We want to make sure that animals won't disrupt the operations, damage properties or cause medical issues to other employees. We expect everyone to read and respect this policy.~~

This policy refers to all our employees, visitors, contractors and consultants. It applies to any space NLLS owns where employees perform their job duties.
Employees who own pets can choose to bring them to their workplace on designated days. They ~~should always~~ must consult with their Manager or Executive Director before bringing their pet to work. ~~to:~~ Pets may be permitted in the building if all of the following are true:

1. ~~Inform them that their~~ The pet is adequately trained to be in an office working environment
2. ~~Present current documentation of insurance policy that covers their pets~~
3. ~~Provide proof that their~~ The owner can provide proof their pet~~s~~ ~~are~~ is clean, properly vaccinated, and free of parasites
4. The owner has ensured that their pet does not present a risk of allergy attack or other medical problems for others in the building. ~~Ensure their pet will not cause allergies or other medical problems for their coworkers~~
5. The owner has signed a waiver taking responsibility for any outcomes of having their pet in the office, and they have read and agree to abide by this policy. ~~Sign waivers that state their pet's information and their owner's responsibility towards them~~

All dogs are to be on a leash when outside ~~of~~ the owner's office space, and their movements restricted to their owner's office space. Their owner is responsible for informing others of their dog's presence, preferably with a sign.

What pets are allowed?

Office pets are usually dogs and cats, but any pet that is well-trained and not potentially dangerous or unpleasant is also allowed. Young animals are not allowed until they're adequately trained. Pets like snakes, spiders, and bunnies (which chew up cords) are prohibited in the workplace.

Owner's Responsibilities

Generally, NLLS wants to ensure that ~~our company and~~ employees' and their pets are cared for properly. Pet owners ~~should~~ must clean up after their pets. They are solely responsible for their pet's behaviour and well-being. They should supervise their pets in the workplace ~~or know their location at all times~~ and always know their location.
~~More specifically, they should make sure their animal doesn't:~~ Owners are responsible to ensure their animal does not:

1. Make a mess
2. Fight with other office pets
3. Wander in prohibited places
4. Endanger themselves or others
5. Damage company or employee property
6. Annoy coworkers (e.g. barking constantly, climbing on their desks)

~~If any of these occur, it falls to~~ The Manager or Executive Director~~'s~~ ~~discretion to~~ will determine the seriousness of the pet's actions. As a general rule, if the pet misbehaves three times or becomes overly aggressive, their owner may be prohibited from bringing the pet to the office again. Pet owners ~~They~~ will ~~also~~ be responsible for any expenses ~~and cleaning~~ resulting from their pet's behaviour.

Owners ~~can~~ may leave work to walk their dogs ~~on their lunch breaks~~ during lunch or a designated break. The~~y~~ ~~should~~ ~~avoid using up~~ use of excessive work time to look after ~~their~~ pets is prohibited and will result in the pet no longer being permitted at the workplace. ~~If a pet needs constant care and attention, their owner may be instructed to leave them at home~~. Employees must use good judgement and make other arrangements for their pets when their schedule does not allow them to adequately supervise the animal. ~~Same goes for days that their owner has a busy schedule and is unable to supervise them.~~

Pet owners are advised not to leave pets in their vehicles for long ~~great~~ periods of time. In some jurisdictions, leaving pets in cars confined or unattended in conditions that may endanger them is illegal. Pet owners are obliged to know the law. When employees use company vehicles, we prohibit them from leaving pets inside, unattended and without proper ventilation, food/drink, or in extreme temperatures.

Areas where pets are prohibited

~~There are certain places and times where NLLS prohibits office pets~~ Pets are prohibited from:

1. Offices of employees with allergies
2. Places with sensitive equipment or material
3. The staff room ~~Kitchen or cafeteria~~, or where food is served or exposed
4. Meeting rooms during meetings with clients or external parties

~~In cases when the number of pets in the office becomes excessive, we will have to restrict them. Employees can then bring their pets to work according to a schedule.~~

Complaint Process

We want all employees to feel safe in their workplace. If an employee has concerns or problems resulting from a pet at work, they can follow this process:

1. Talk to the pet's owner in case they can resolve the problem immediately
2. Reach out to their supervisor or manager to explain~~ing~~ the~~ir~~ issue~~s~~
3. ~~Consult the Executive Director, if they don't get a satisfactory response~~
4. ~~File an official complaint~~
5. Follow the grievance process if an issue remains unresolved.

~~If they have a medical or personal issue (e.g. allergy, phobia), they can directly contact their Manager or the Executive Director. Supervisors should take their employees' concerns seriously and investigate as soon as they receive complaints. If they are unable to resolve the problem, they should contact the Executive Director.~~

This policy does not prohibit service animals (animals trained to perform tasks for the benefit of a person with a disability.) Qualified service dog teams must have an Alberta Service Dog Identification Card that ensures access to public places. ~~They are allowed to move freely with their owners~~. If any problem arises because of service animals, we will make appropriate accommodations to resolve it.

~~We also instruct~~ Employees will ~~to~~ not feed or interact with other employees' pets or service animals ~~at work, if not authorized~~ without obtaining explicit permission from the owner.

NLLS Executive Board Chair

February 26, 2021

PETS IN THE WORKPLACE

Our pets in the workplace policy outlines our rules for bringing, caring for and supervising pets in the Northern Lights Library System (NLLS) offices.

NLLS employees may have their pets at work on designated days. The Executive Director will determine designated days and may change those days as necessary.

Compliance with this policy is required to avoid disruption to operations or damage to facilities.

This policy refers to all our employees, visitors, contractors and consultants. It applies to any space NLLS owns where employees perform their job duties.

Employees who own pets can choose to bring them to their workplace on designated days. They must consult with their Manager or the Executive Director before bringing their pet to work. Pets may be permitted in the building if all of the following are true:

6. The pet is adequately trained to be in an office working environment
7. The owner can provide proof their pet is clean, properly vaccinated, and free of parasites
8. The owner has ensured that their pet does not present a risk of allergy attack or other medical problems for others in the building.
9. The owner has signed a waiver taking responsibility for any outcomes of having their pet in the office, and they have read and agree to abide by this policy.

All dogs are to be on a leash when outside the owner's office space, and their movements restricted to their owner's office space. Their owner is responsible for informing others of their dog's presence, preferably with a sign.

What pets are allowed?

Office pets are usually dogs and cats, but any pet that is well-trained and not potentially dangerous or unpleasant is also allowed. Young animals are not allowed until they're adequately trained. Pets like snakes, spiders, and bunnies (which chew up cords) are prohibited in the workplace.

Owner's Responsibilities

Generally, NLLS wants to ensure that our employees' and their pets are cared for properly. Pet owners must clean up after their pets. They are solely responsible for their pet's behaviour and well-being. They should supervise their pets in the workplace and always know their location.

Owners are responsible to ensure their animal does not:

7. Make a mess
8. Fight with other office pets
9. Wander in prohibited places
10. Endanger themselves or others
11. Damage company or employee property
12. Annoy coworkers (e.g. barking constantly, climbing on their desks)

The Manager or Executive Director's will determine the seriousness of the pet's actions. As a general rule, if the pet misbehaves three times or becomes overly aggressive, their owner may be prohibited from bringing the pet to the office again. Pet owners will be responsible for any expenses resulting from their pet's behaviour.

Owners may leave work to walk their dogs during lunch or a designated break. The use of excessive work time to look after pets is prohibited and will result in the pet no longer being permitted at the workplace. Employees must use good judgement and make other arrangements for their pets when their schedule does not allow them to supervise the animal adequately.

Pet owners are advised not to leave pets in their vehicles for long periods of time. In some jurisdictions, leaving pets in cars confined or unattended in conditions that may endanger them is illegal. Pet owners are obliged to know the law. When employees use company vehicles, we prohibit them from leaving pets inside, unattended and without proper ventilation, food/drink, or in extreme temperatures.

Areas where pets are prohibited

Pets are prohibited from:

5. Offices of employees with allergies
6. Places with sensitive equipment or material
7. The staff room, or where food is served or exposed
8. Meeting rooms during meetings with clients or external parties

Complaint Process

We want all employees to feel safe in their workplace. If an employee has concerns or problems resulting from a pet at work, they can follow this process:

6. Talk to the pet's owner in case they can resolve the problem immediately
7. Reach out to their supervisor or manager to explain the issue
8. Follow the grievance process if an issue remains unresolved.

This policy does not prohibit service animals (animals trained to perform tasks for the benefit of a person with a disability.) Qualified service dog teams must have an Alberta Service Dog Identification Card that ensures access to public places. If any problem arises because of service animals, we will make appropriate accommodations to resolve it.

Employees will not feed or interact with other employees' pets or service animals without obtaining explicit permission from the owner.

Date of Approval

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Code of Ethics | Page(s): 1
Subject: **LIBRARY PROPERTY** | Sec 1, 3F
Reviewed 2020/02/21 | Revised: 2020/05/23 | **Effective: 2017/05/13**

SECTION 1 - 3.F

LIBRARY PROPERTY

1. Northern Lights Library System (NLLS) property may be used by employees for purposes not associated with the performance of duties when such property is properly signed out.
2. ~~Employees shall only use the NLLS property if signed out.~~
3. Where a clear sign-out method is unavailable (library catalogue, internal calendar, written forms, etc.), the Executive Director or their designee's approval in writing is required.
4. The Employee is responsible for lost or damaged NLLS items, when signed out.

NLLS Executive Board Chair

May 23, 2020

Date of Approval

[We can combine this policy with our "External" policy. There is no need for both. Delete Sec_4-1D]

SECTION 1 - 3.L

SOCIAL MEDIA ~~- INTERNAL~~

Policy Purpose

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

Policy Statement

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

Definitions

5. An "employee" generally refers to any employee, service point staff member, volunteer, elected official, or board member of NLLS.
6. "Social media" is broadly defined to include websites, social media sites (including but not limited to online communications, blogs, mobile applications, Facebook, Instagram, Snapchat, Twitter, and similar), emails, texts and other information technology. Social media is constantly evolving, and therefore the definition of this term should be interpreted broadly.
7. A "posting" includes any written comment, content, or image, including but not limited to text, photographs, video, clip art, scanned images, documents, and emojis.
8. A posting may be considered "inappropriate" if it:
   a) renders any NLLS employee unable to perform their duties satisfactorily;
   b) leads or may lead to a reasonable refusal, reluctance, or inability of an employee to work or engage with the person responsible for the posting;
   c) discloses information or provides communication that directly or indirectly harms or jeopardizes the reputation of NLLS, or brings the reputation of NLLS into disrepute;
   d) is obscene, unduly critical, abusive, harassing, and/or defamatory;
   e) is in breach of Canada's Criminal Code;
   f) is in breach of the Alberta Human Rights Act, ~~or is otherwise discriminatory~~;
   g) expressly or impliedly discloses information ~~or personal information~~ in contravention of the Freedom of Information and Protection of Privacy Act (FOIP), its regulations thereunder, or any other applicable privacy legislation;
   h) expressly or impliedly discloses confidential information of NLLS or any other person; and
   i) any other circumstances determined to be inappropriate by NLLS.

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

Promotion and Communication

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

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

Network Security ~~and Legal Compliance~~

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

Personal Use of Social Media and Other Information Technologies

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

_____

NLLS Executive Board Chair

May 29, 2021

_____

Date of Approval

SECTION 1 - 3.S

WORKPLACE VIOLENCE and HARASSMENT

Definitions

1. **Violence and harassment** can come from anyone in the workplace and be directed at anyone. It can be subtle or overt. Abuse may be deliberate or unintended. It may be a single event or may involve a continuing series of incidents. Abuse can victimize ~~all people~~, anyone and may be directed by or towards workers, clients and members of the public. Refer to:
   a) Alberta Workplace OHS code - Provincial
   b) Center for Occupational Health and Safety – Federal
2. **Workplace Violence**
   a) any act in which a person is abused, threatened, intimidated or assaulted at work. It includes threatening behaviour, verbal or written threats, verbal abuse, and physical attacks.
3. **Harassment**
   a) any behaviour that demeans, embarrasses, humiliates, annoys, alarms or verbally abuses a person. This includes words, gestures, intimidation, bullying or other inappropriate activities. It may include discriminatory treatment based on an individual's race, ethnicity, age, religion, gender, gender identity, sexual orientation or other legally protected characteristics.
4. **Sexual Harassment**
   a) any unwelcome behaviour that is sexual in nature. This includes unwanted sexual advances, unwanted requests for sexual favours, and other unwanted verbal or physical conduct of a sexual nature.

Policy Statement

5. NLLS shall ensure that employees understand how to recognize workplace violence or harassment and the procedures for responding to, reporting on, and investigating incidents of violence and harassment in the workplace.
6. No action shall be taken against an individual for making a complaint; unless the complaint is made maliciously.
7. Employees are required to be familiar with and follow the procedures for responding to, reporting on, and preventing workplace violence and harassment.
8. Employee(s) faced with an urgent situation involving threatening or violent conduct, where there is a reasonable belief that the safety of persons may be threatened, shall contact the police immediately.
9. For other incidents:
   a) An employee subjected to or having witnessed workplace violence or harassment has the option to:
      i. Approach any department manager,
      ii. Approach the Executive Director,
      iii. Follow the Whistleblower Policy.
   b) Discuss the matter with your Manager; (if the alleged offender is your Manager, discuss the matter with the Executive Director); ~~prior to~~ before filing a formal written report of the incident,. The person subjected to workplace violence or harassment, with the assistance of the Manager or Executive Director, should let their objections to the behaviour be known to the alleged offender;. The Executive Director will document the incident and follow the Grievances process for serious incidents;
   c) ~~If not satisfied at this time, the complainant and/or their Manager will document the incident and notify the Executive Director of the incident;~~

d) If the complainant is not satisfied with the actions taken by the Executive Director, they may follow the Grievances Policy;

e) If the alleged offender is the Executive Director, discuss the matter with your Manager and notify the NLLS Board Chair;. Prior to filing a formal report of the incident, the person subjected to workplace violence or harassment, with the assistance of the NLLS Board Chair (or designate), shall let their objections to the behavior be known to the alleged offender;. The Chair will document the incident and inform the Executive Director and the Grievance committee.

NLLS Executive Board Chair

August 21, 2020

Date of Approval

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Occupational Health and Safety | Page(s): 1
Subject: ~~EMPLOYEE~~ **PARTICIPATION IN OCCUPATIONAL HEALTH AND SAFETY (OHS)** | Sec 1, 4A
Reviewed: 2024-01-04 | Revised: NEW | **Effective: NEW**

SECTION 1 – 4.A

EMPLOYEE PARTICIPATION

Purpose of Policy

To inform the Northern Lights Library System (NLLS) employees about participation expectations in health and safety issues and to ensure that employees are included on the Health and Safety Committee. This policy is consistent with and complies with Alberta OHS regulations.

Policy Statement

1. NLLS will ensure their employees are aware of their rights and duties under Occupational Health and Safety legislation, including the right to participate.
2. NLLS will ensure that all employees are adequately trained in all matters necessary to protect their health and safety.
3. Employees are required to participate in health and safety training.
4. Employees will actively ~~participate in preventing~~ prevent health and safety problems by reporting workplace hazards, unsafe behaviors, faulty equipment or any other health and safety issue that they discover, and will follow NLLS'S incident reporting procedures.
5. NLLS is responsible for resolving work site health and safety issues brought forward by employees, in a timely manner.
6. NLLS involves employees in the hazard assessment process.
7. Employees are required to participate by providing relevant information for hazard identification, assessment and control. Employees will participate in a review of their hazard assessment annually, or if their workspace changes or they begin a different job.
8. NLLS will involve all employees, at all levels, in health and safety discussions at staff meetings, during orientation, at training sessions, incident investigations, at hazard assessment reviews and at library related workshops.
9. NLLS management will designate a Health and Safety Representative/Committee as per Alberta OHS legislation. ~~Management will ensure that employees have an opportunity to participate in the Health and Safety Committee (HSC) know who their Health and Safety Representative is. The HSC will have four members; two from management and two of which will be employees selected by other employees. One of the Co-chairs of the HSC will be an employee. Members of the HSC participate in decisions that affect health and safety at headquarters by following up on incident and injury reports, conducting worksite inspections, recommending preventative measures to control or eliminate hazards, recommending health and safety training and practices, and monitoring the health and safety program.~~
10. Self-employed or contract individuals are required to actively participate in identifying and helping to prevent work site health and safety issues by reporting situations to NLLS.

NLLS Executive Board Chair

May 29, 2020

Date of Approval

STATEMENT OF POLICY AND PROCEDURE

Section: Terms of Reference | Chapter: | Page(s): 1
Subject: **BUILDING COMMITTEE** |
Reviewed: 2021/01/10 | Revised: NEW | **Effective: 2021/02/26**

BUILDING COMMITTEE

Mandate

The purpose of ~~this~~ ~~an~~ the ad-hoc Committee~~, when called upon,~~ is to provide building recommendations to the NLLS Board that fall outside ~~the normal~~ ~~building operating and maintenance budget lines in the~~ of approved budgets.

Responsibilities

To provide recommendations on facility ~~enhancements and/or expansion~~ improvement projects ~~to committee~~ ~~as approved by~~ to the NLLS General Board and to consult with appropriate stakeholders on proposed project plans.
~~for each project.~~

[To consult with appropriate stakeholders on proposed facility improvements and to provide recommendations on projects to the NLLS General Board.]

Membership

- The NLLS Board shall appoint five (5) members to the Building Committee as per policy Sec 2, 1H Committees of the Board.
- The Building Committee shall ~~appoint~~ elect a ~~the~~ Chair from the committee.
- The Executive Director ~~and Administration personnel~~ will serve as support and resource to the committee,
- ~~Minutes they shall take minutes of each meeting.~~

Reporting

Meeting minutes shall be forwarded to the Executive Committee and Board. Recommendations ~~for the building~~ are to be forwarded to the Executive Committee. The Executive Committee will determine which recommendations are forwarded to the General Board for final approval. ~~for approval to submit for final approval by the NLLS Board.~~

NLLS Executive Board Chair

February 26, 2021

Date of Approval

STATEMENT OF POLICY AND PROCEDURE

Section: Finance | Chapter: General | Page(s): 1
Subject: **CORPORATE CREDIT CARDS** | Sec 3, 1F
Reviewed: 2021/03/30 | Revised: 2023/02/03 | **Effective: 2023/02/23**

SECTION 3 – 1.F

CORPORATE CREDIT CARDS

1. Corporate Credit cards may be authorized by the Executive Director, Finance Officer, and Board Chairman for employees who travel regularly or make specific purchases where a credit card is required.
2. Credit cards may be used for budgeted expenses only.
3. The Cumulative Credit Card limit shall not exceed $50,000.
4. Fuel Credit Cards are to be used for NLLS Vehicles only and are not to exceed a $5000 limit.
5. The points accumulated from the credit card reward program(s) will be recorded as revenue in the annual NLLS budget. ~~allocated to the annual NLLS library conference and reflected in the annual budget as income.~~

Credit Card Usage

a) Any employee with an NLLS credit card issued to them must sign Appendix B, Credit Card Policy Acknowledgment form.

b) Use of NLLS credit cards is a privilege that NLLS may withdraw at any time, with or without cause.

c) Upon an employee's termination of employment at NLLS, all cards must be returned to the NLLS Administration department for cancellation and proper disposal.

d) The employee in possession of a NLLS credit card is solely responsible for all purchases on the card and for ensuring that the card is not used by unauthorized personnel.

e) Any credit card NLLS has issued to an employee must be used for business purposes only, and for purposes in conjunction with the employee's job duties. Employees with such credit cards shall not use them for any non-business purposes. Non-business purchases are considered any purchases that are not for the benefit of the NLLS.

f) The employee possessing the credit card is responsible for receiving, printing, and retaining all receipts related to purchases made on the credit card. If a receipt is lost, a written description of the items and the purchase cost must be maintained and submitted in the same manner as a regular receipt.

g) Original paper receipts are the preferred method of documentation.

h) Digital copies of receipts are acceptable.

i) Receipts must be turned in to administration within one (1) week of returning to work.

j) All receipts should be labelled with a description of what the purchase was for to ensure proper accounting of the purchase. Any receipts for meals or entertainment must be attached to a paper that clearly indicates the names of all persons attending the meal or entertainment and the business purpose of such event.

2. Personal charges

a) If any employee uses a NLLS credit card or other funds for a personal purchase in violation of this policy, the cost of such purchase(s) will be considered an advance of future wages payable to that employee and will be deducted in full, from the employee's next paycheck.

b) If any employee uses a NLLS credit card or other funds for a non-personal purchase that is not within the scope of the employee's duties or the employee's authorization to make business-related purchases, the cost of such purchase(s) will be the financial responsibility of that employee unless otherwise expressed in writing by the Executive Director. The employee will be expected to reimburse NLLS via deductions from pay until the unauthorized amount is fully repaid.

c) In addition to financial responsibility and liability for wage deductions, any purchases an employee makes with a company credit card in violation of this policy will result in disciplinary action, up to and possibly including termination of employment.

3. Reimbursement of Employee Personal Funds

a) All approved company transactions paid by employee personal funds will be reimbursed by direct deposit provided the employee submits all receipts and applicable expense forms within six (6) months of incurred expense.

4. Loyalty and Credit Card Points

a) Employees will use their corporate credit card for NLLS purchases whenever practical.

b) Employees who use personal credit cards or loyalty programs (restaurants, hotels, retailers, etc.) when purchasing on NLLS's behalf may use these points at their own discretion.

c) NLLS will not claim rewards, points, or other loyalty incentives incurred by employees when they make transactions on NLLS's behalf unless the employee uses a system credit card.

SECTION 4 – 1.D

SOCIAL MEDIA – EXTERNAL

Policy Purpose and Statement

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

Definitions

1. "Social media" is broadly defined to include websites, social media sites (including but not limited to online communications, blogs, mobile applications, Facebook, Instagram, Snapchat, Twitter, and similar), emails, texts and other information technology. Social media is constantly evolving, and therefore the definition of this term should be interpreted broadly.
2. A "posting" includes any written comment, content or image, including but not limited to text, photographs, video, clip art, scanned images, documents, and emojis.
3. A "user" is a person who uses, and/or engages with, NLLS' social media.
4. A posting may be considered "inappropriate" if it:
    a) renders any NLLS employee unable to perform their duties satisfactorily;
    b) leads or may lead to a reasonable refusal, reluctance, or inability of an employee to work or engage with the person responsible for the posting;
    c) contains information or content that directly or indirectly harms or jeopardizes the reputation of NLLS, or brings the reputation of NLLS into disrepute;
    d) is obscene, unduly critical, disrespectful, abusive, harassing, and/or defamatory;
    e) contains plagiarized content;
    f) is unrelated to NLLS' programs, services, resources, and operations;
    g) includes promotional content (for example, commercial or political) that is unrelated to NLLS, and/or is generally considered spam;
    h) is in breach of Canada's Criminal Code;
    i) is in breach of the Alberta Human Rights Act, or is otherwise discriminatory;
    j) expressly or impliedly discloses information or personal information in contravention of the Freedom of Information and Protection of Privacy Act (FOIP), its regulations thereunder, or any other applicable privacy legislation;
    k) expressly or impliedly discloses confidential information of NLLS or any other person; and
    l) any other circumstances determined to be inappropriate by NLLS.

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

Social Media Use – Terms and Conditions

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

c) NLLS' social media; and

d) Users must strictly comply with this Policy. Use of, and/or engagement with, NLLS' social media is wholly conditional on the user's agreement to comply with this Policy. By using, and/or engaging, with NLLS' social media, that person confirms their agreement to comply with this Policy.

2. NLLS reserves the right to make editorial decisions regarding postings to its social media, including the removal of inappropriate postings.
3. NLLS is not responsible for enforcing any restrictions which a parent or guardian may place on a minor's use of social media.

Promotion and Communication

1. NLLS is committed to:
   a) providing a healthy and respectful learning and work environment, including in respect to its social media;
   b) providing accessible and inclusive services;
   c) responding to questions and concerns within a timely manner;
   d) ensuring the accuracy, objectivity, and impartiality in the information NLLS communicates via social media;
   e) respecting the privacy and anonymity of those with whom NLLS communicates via social media; and
   f) respecting freedom of speech and difference of opinion, while at the same time, protecting NLLS employees, its patrons, and the general public from offensive, abusive, or otherwise inappropriate speech and/or conduct.
2. NLLS uses social media to communicate and share information and content relating to its programs, events, services, resources, and operations, as well as to increase public awareness of and accessibility to the foregoing. NLLS does not use its social media as a traditional public forum for general exchange of ideas and viewpoints – NLLS social media is not intended to be used for general public discourse.

NLLS Executive Board Chair

August 21, 2020

Date of Approval

SECTION 1 - 1.X APPENDIX A

EXECUTIVE DIRECTOR EVALUATION

1. The Executive Director contract is a continuous employment contract.
2. Executive Evaluation Committee shall conduct and complete a full annual review of the Executive Director by October 31. Annually, the executive shall conduct an evaluation of the Executive Director prior to the end of October or two (2) months prior to the Executive Director contract renewal or whichever comes first.
3. This evaluation shall be conducted by a committee of three (3), consisting of Board Chair and two (2) members of the executive.
4. The Executive Evaluation Committee shall meet at a minimum of three (3) times a year. One of these three is the actual evaluation, two are for review and discussion.
5. Appendix A – Executive Director Evaluation Process

NLLS Executive Board Chair

November 23, 2019

Date of Approval

Northern Lights Library System

APPENDIX A – Executive Director Evaluation Process

- Committee will have an initial informal recap discussion with Executive Director.
- Committee shall speak with all department heads and the finance rep. and fill out independent forms as requested to do so.
- Committee may speak with and other system stakeholders who work with Executive Director. (Other System Directors, Gov't Reps, Library Managers etc.)
- Committee will independently fill out NLLS Executive Director Evaluation form.
- Those independent forms will be averaged to create a fourth form.
- Any score 3 or below requires an explanatory comment.
- Any entry left blank gets an automatic score of three.
- Executive Director will be afforded the opportunity to provide commentary on comments on form.
- Evaluation Committee and Executive Director meet to discuss final evaluation and set goals and measurable for forthcoming year.
- These goals will be presented to NLLS Executive for approval at next available meeting or electronic vote.
- These goals will be presented to board and accepted as information.

Library System - Survey

System Board

	Name of System Board	Date Approved by Board
	Northern Lights Library System	

Phone & Address

Phone and address for the library system's headquarters.

	Phone	Street and No.	P.O. Box	City/Town	Province	Postal Code
	780-724-2596	5615-48 St.	Bag 8	Elk Point	Alberta	T0A 1A0

Contact

Name and contact information for the person filling out the Survey and Annual Report on behalf of the library board.

	Name	Phone	Email
Respondent	James MacDonald	780-545-5072	jmacdonald@nlls.ab.ca

Board Members

Please upload a list of current board members (i.e. current board members as of the time of filling in the report). The list must include contact information and board term expiry dates to indicate if they are serving a term of 1, 2 or 3 years. Also, indicate who the current chairperson is.

To upload a document:
Click on **Browse. A window will appear that will allow you to choose the document you wish to upload. Select the document (PDF, Excel or Word) and click Open. The name of the document will appear to right of the Browse button. Click Upload to attach the document to LibPAS. The document should now be listed in the dropdown menu to the left of the Browse button when you click on the dropdown menu.**

To Delete or Download the document, click on the dropdown menu to the left of the Browse button. Select the document and click Delete or Download as necessary.

	Board Members
	Board Members for Annual report 2023.xlsx

Board and Executive Committee Meetings

Please give the dates of board meetings held during the reporting year. Use month/day format, e.g. Jan 31, Mar 16, etc.

Please give the dates of executive committee meetings held during the reporting year. Use month/day format, e.g. Jan 31, Mar 16, etc.

(As per section 33 of the Libraries Act)

	Dates of meetings
Dates of board meetings	Feb 24, 2023 - May 26 2023 - Aug 25 2023 - Nov 24 2023
Dates of executive committee meetings	Feb 10 2023 - Apr 14 2023 - June 9 2023 - Aug 11 2023 - Dec 8 2023

System Membership

Please report on the following for the reporting year (as of December 31).

	Municipalities	Library boards	Service points
Participating	60	40	2

Schools

Please report on the following for the reporting year.

	Member school authorities	School libraries obtaining services as members of the system	School libraries obtaining services under contract
	1	0	0

System Book Deposits

	Book Deposits
	0

Personnel

This is the beginning of the Annual Report.

Paid

Please report all paid staff (including all full-time, part-time, regular, temporary, casual, student and custodial staff), regardless of the source of the salary.
All positions should be expressed in terms of number of staff and total number of hours worked in the reporting year. LibPAS will calculate full-time equivalents (FTE) in terms of a 35 hour work week, which is 1820 hours for the year. For example, one full-time, one part-time, and one temporary employee work a total of 3120 person hours in the year in the category "Library Technician". LibPAS will divide the 3120 hours by 1820, therefore the full-time equivalent for the 3 employees is: 3120 divided by 1820 = 1.7 FTE.

	Number of employees	Total hours (per year)	Total FTE
MLIS or equivalent	6	10,920.00	6.00
Other university degree	0	0.00	0.00
Library technician	2	3,640.00	2.00
Computer/network technician	1	1,820.00	1.00
Other tech/college diploma	2	3,640.00	2.00
Other	10	16,380.00	9.00

Unpaid

Please report all unpaid individuals who did work at the library system for the reporting year (e.g. practicum students, work experience placements and volunteers)

	Total number of individuals	Total hours (per year)
	1	350

Acquisitions and Technical Services

Physical Items

Report the number of physical items for each field below. Include items for school libraries, if applicable (even if they are suppressed in the system's catalogue). Do not include virtual items in this section.

	Items ordered	Items added
	19,354	27,730

Book/Materials Allotment

	Annual per capita allotment	Comments (please provide details about how the allotment is determined and used)
	$2.15	Please see our book allotment policy: https://nlls.libanswers.com/policies/faq/208516

System Collections and Resources

Collections and materials that are housed at, and loaned from, the library system's headquarters.

Print Items

Include all books (in all categories) and periodicals in print format. Include both catalogued and uncatalogued print items.

	Print volumes	Periodicals (number of issues)	Total print
	4,870	0	4,870

Non-Print Items

A non-print item is a physical unit of material distinguished from other single units by a separate binding, encasement or other clear distinction. Provide a count of each physical unit for a non-print item by category.

	Audiobooks	Music	Video	Software	Kits	Objects	Other	Total non-print
	456	6	1,048	3	134	0	0	1,647

Virtual Items

Include holdings available in virtual resources or via services to which your system subscribes. Include resources acquired with funds contributed by member library boards for the purchase of virtual items (e.g. eBooks). Please do not include holdings for PressReader or Read Alberta EBooks Collection in your counts.

	eBooks	Periodicals (number of issues)	Audiobooks	Music	Video	Games	Databases	Other	Total virtual
	80,288	[1]4,987	17,250	[2]442,050	20,649		43		565,267

Totals

	Total physical collection	Total virtual collection	Total collections
	6,517	565,267	571,784

System Circulation

Physical Circulation

Circulation of physical items from the system's collection of blocks and/or kits to libraries for the reporting year. Do not include individual items sent to member libraries for checkout to patrons (those are considered interlibrary loans and recorded in a subsequent section). If any items (books, etc.) from the system's collection are checked out directly to a patron record those circulations in "other".

	Blocks	Kits	Other	Total physical circulation
	20	66	0	86

Virtual Circulation

Please upload a list of all virtual resources licensed by the library system (including those brokered by TAL) and the Public Library Services Branch (Pronunciator, PressReader, OverDrive Audiobooks and Magazines (formerly RBDigital), Read Alberta Ebooks Collection), along with a corresponding metric (e.g. number of circulations, uses or views - as appropriate for the resource).

If member libraries are reporting circulation statistics for any system licensed e-resources, please do not include those circulations. This is to avoid double counting..

To upload a document:
Click on Browse. A window will appear that will allow you to choose the document you wish to upload. Select the document (PDF, Excel or Word) and click Open. The name of the document will appear to right of the Browse button. Click Upload to attach the document to LibPAS. The document should now be listed in the dropdown menu to the left of the Browse button when you click on the dropdown menu.

To Delete or Download the document, click on the dropdown menu to the left of the Browse button. Select the document and click Delete or Download as necessary.

	Virtual Circulation
	Vendor Totals 2023.png

System Cardholders

Report the number of system cardholders as of December 31. This includes both resident and non-resident library cards of all types (including family cards) issued by the library system. If your library system does not issue cards, check "Not Applicable."

Note: If your library system offers family cards and provides only one card/one patron account per family (which is shared among all family members), multiply the number of family cards by 3.1. If all members of a family receive their own card and have their own patron record, do not multiply by 3.1

	Total System Cardholders
	n.a.

ILL Delivery

Please count weekly measures during October or November to ensure consistency across the province. Only include library materials being loaned or returned.

Van Run

	Delivery stops per month	Delivery stops per year	Mileage per week	Mileage per year	Delivery vehicles
	236	2,832	4,655	232,750	2

Van Run - Volume

Number of items moved (sent and received) by system van run. Please count individual items for one week (actual count).

	Items per week	Items per year
	12,026	601,300

Government Courier - Volume

Number of items moved (sent and received) by government courier. Please count individual items for one week (actual count).

	Items per week	Items per year
	5,884	294,200

Mail - Volume

Number of items mailed from system headquarters. Please count individual items for one week (actual count).

	Items per week	Items per year
	9	450

Other Delivery Methods

List other delivery methods paid for by the system, e.g. private courier.

	Other Delivery Methods
	None

Resource Sharing

Interlibrary loan is the loan of a library item or items from the collection at system headquarters to another library, or the supply of a substitute for the requested item, e.g. a photocopy.

	Number of items borrowed	Number of items lent
Within system	11,305	2,849
Within Alberta (but outside of your system)	659	4,489
Outside of Alberta	0	237
Total	11,964	7,575

Continuing Education

Training Events

Member library board and staff training events, including conferences, workshops and other group training, held or coordinated by the library system.

	Total number of training events held	Total combined attendance
	19	770

Municipal Councils

Count the number of presentations made to member and non-member municipal councils.

	Visits to Municipal Councils
	46

Consulting Services and Meetings

Consulting

Consulting services provided by public library consultants. Do not include network/IT consulting visits - they will be recorded in a subsequent section. Please use your discretion to determine what constitutes a consulting session and put the criteria that you used in the notes field.

	Libraries visited	Consulting visits (on-site)	Consulting sessions (remote)	Consulting session count method	Interactions directly with patrons
	47	63	1,068	Actual count	n.a.

Meetings

	Number of library manager meetings
	3

Library Programs

	Programs sponsored in member libraries	Program attendance	Outreach events held or attended
	104	1,263	3

Technology and Network Support

IT and Network Consulting

Please use your discretion to determine what constitutes an IT consulting session and put the criteria that you used in the notes field.

	Libraries visited	IT consulting visits (on-site)	IT consulting sessions (remote)	IT consulting session count method	Helpdesk tickets (resolved)
	48	72	1,250	Estimate (1 week x 50)	1,160

Virtual Visits

	Total visits to system website	Total visits to system catalogue	Total virtual visits
	[3]13,548	[4]	13,548

Comments and Accomplishments

Please summarize the major achievements for your library system during the reporting year, and/or provide additional information about your library system, or any aspect of library service in the province. **You may use either the free text box or upload a file**.

To upload a document:
Click on **Browse. A window will appear that will allow you to choose the document you wish to upload. Select the document (PDF, Excel or Word) and click Open. The name of the document will appear to right of the Browse button. Click Upload to attach the document to LibPAS. The document should now be listed in the dropdown menu to the left of the Browse button when you click on the dropdown menu.**

To Delete or Download the document, click on the dropdown menu to the left of the Browse button. Select the document and click Delete or Download as necessary.

	Free text	File upload
	All of the implementation plan goals of 2023 were completed. The Implementation Plan is attached. A new 3 year Plan of Service was developed and passed by the board. https://www.nlls.ab.ca/public/download/files/239228	**2023 Implementation Plan.pdf**

[1], Previous year erroneously counted Press Reader content.(*0-2024-01-17*)

[2], Previous years did not count Hoopla's content in music.(*0-2024-01-17*)

[3], Last year mistakenly counted visits to all member library websites as well as system website. Corrected for this year.(*0-2024-01-11*)

[4], As catalogue is shared among four library systems we do not have the ability to gather statistics for this field. For this reason it is left blank (left blank for 2022 as well).(*0-2024-01-11*)

AB Library Statistics

Survey Report - This tab contains the Alberta Public Library Survey. It is to be filled in with current information, up to and including the Board Governance - Board Members section. All municipal and intermunicipal library boards are required to complete this report.

Annual Report - This tab contains fields to capture statistical data for the reporting year for each library service point the board operates. If the board does not operate a service point, the Annual Report fields will not be visible. Urban library boards with multiple branches in the same city are excluded from this and can report aggregate data.

Video Resources:

Completing the Public Library Survey and Annual Report using LibPAS

This webinar provides a brief overview of what the Survey and Annual Report is, and why library boards need to do it. The focus of the training is an examination of each field in the report and what the expectations are for reporting. It also demonstrates some tips and tricks on using LibPAS.

How to Access and Run Reports in LibPAS

This webinar is an introduction to using the reporting feature in LibPAS. It shows how to access reports, how to run reports, filter information and how to make use of the provided templates.

Libraries

Please see the **Annual Report tab** to fill in the required statistical information.

Annual Report

This is the Annual Report portion of the report. Please fill in the data for the reporting year (i.e. the previous calendar year) unless otherwise indicated.

Approval

The Survey and Annual Report is filed by the library board pursuant to the Libraries Regulation. By approving, the board accepts the report, certifies its essential accuracy and transmits it to Alberta Municipal Affairs, Public Library Services Branch (PLSB), in accordance with the Libraries Regulation. Personal information contained in the report will not be disclosed except for use by Alberta Municipal Affairs.

The completed Survey and Annual Report must be approved by the library board via resolution *before* it is submitted to PLSB. PLSB reserves the right to request a copy of the meeting minutes to demonstrate board approval.

	Date report approved by library board
	2024-02-09

Directory

This information is used in the Alberta Public Library Directory, which is produced by the Public Library Services Branch and is available at https://www.alberta.ca/alberta-public-library-directory.aspx.

	Name of library
	Myrnam Community Library

Phone, Email, Website

Report the current main phone number for the library, the general email address for reaching library staff and the URL for the library's website.

	Library phone	Library email	Website
	780-366-3801	[1]N/A	https://www.myrnamlibrary.ab.ca/

Address

Report the current address of the library.

	Address of library	P.O. Box	City/Town	Province	Postal Code
	5105 - 50 Street	160	Myrnam	AB	T0B 3K0

Contacts

Library Manager: Provide the name and work email of the person charged with the management of the daily operations of the library.

Respondent: If a person other than the library manager prepares this report, please provide their name and email. The respondent might be a library staff person, a member of the board, or any person charged with filling in the data. This information is not included in the Directory.

	Name	Email
Library Manager	TBD	
Respondent (if different than above)	Charlie Crittenden	ccrittenden@nlls.ab.ca

Library Hours
Report the total number of hours the library was open to the public for the reporting year. If you are reporting for multiple libraries, please provide the total hours for all locations combined.

Do not include administrative days, where there may be staff in the library but no library users.

There are two possible calculations:
1. Actual count of hours open per year.
2. Estimate:
   If the library hours were the same all year: 50 x total hours per week
   If summer hours differed from regular hours: [(50 - # summer weeks) x total regular hours per week] + (# summer weeks x total summer hours per week)

	Total hours open during reporting year
	678

Personnel
Paid and unpaid staff that worked in the library during the reporting year.

Staff
Report total number of employees and the total hours worked in the reporting year (paid leaves such as vacation or sick days can be included). You may need to get this figure from the individual or agency that does your staff payroll.

Include all paid staff (full- and part-time) who were employed by the library board during the reporting year whether they were paid directly by the board or paid through the municipality.

Do not count the number of positions, count the total number of individual persons that worked in the library during the reporting year. Each person should only be counted once. For those that have multiple credentials (i.e. both an MLIS and Library Technician diploma), please count them by the credential required by the position they are in. Do not include individuals who provided service through a contract, such as custodial staff or bookkeeping.

	Total # of employees	Total hours/year
MLIS or equivalent	0	0.00
Library technician	0	0.00
All other credentials (e.g. high school, Library Operations Certificate, diploma, other university degree)	1	678.00
Total	1	678.00

Volunteers

Report the number of volunteers (i.e., those who worked without payment from any agency) that assisted with library activities, and the total number of volunteer hours for the reporting year. If a board member volunteered at the library to provide programming, fundraising, outreach or operations (e.g. shelving books), record those hours here.

Do not include volunteer hours contributed by board members on library business (e.g. board meetings, committee meetings, etc.). Record those hours in *Board Governance > Board volunteer hours*.
Do not include volunteer activities of Friends groups. Friends groups are separate organizations and have their own reporting mechanisms.

	Total # of volunteers	Total volunteer hours contributed
	0	0.00

Collections

Report only items that have been acquired as part of the library collection. Count the total library collection, not just items added during the reporting year.

Collection management

Report the number of print and non-print items acquired and withdrawn during the reporting year. Do not include e-content.

	Items acquired	Items withdrawn
Print items	639	77
Non-print items	2	3
Total	641	80

Print and non-print items

Report the total number of print and non-print items in the library collection. Include both catalogued and uncatalogued items. Do not include electronic equipment for loan or e-content as they are captured in the following sections.

Print items: include physical books and issues of periodicals.
Non-print items: include physical items such as audiobooks (e.g. books on CD), music (e.g. CDs), videos/movies (e.g. DVDs), videogames (e.g. Xbox, PlayStation), kits (e.g. CD/book combinations) and objects (e.g. baking pans, tools, snowshoes).

	Total print items (including issues of periodicals)	Total non-print items	Total print and non-print items
	8,307	380	8,687

Electronic equipment for loan

Report the number of electronic equipment items available for loan by patrons. These are items that are available for use inside or outside of the library. This may need to be a manual count if the items are not held in the ILS (e.g. Polaris/Workflows).

	Wireless hotspots	Mobile devices (e.g. laptops, chromebooks, e-readers, tablets)	Total electronic equipment
	n.a.	n.a.	0

E-content

If your library board licenses any e-content resources such as e-books, e-audiobooks, online magazine subscriptions, movies, games or databases, include the items in this section.

Only count e-content licensed by your library board. Do not count e-content licensed and purchased by a library system (if applicable) or the Public Library Services Branch (PLSB), as those statistics are captured outside of this report. However, for library boards that are a member of a system and have contributed funding towards system level e-content purchasing (e.g. the system has licensed items paid with money contributed by your board), you may count the items purchased with your contributed funds in the reporting year. Please contact your system for this information.

For library boards that are not part of a library system, include any licenses brokered by The Alberta Library (TAL).

	E-books	E-audiobooks	All other e-content combined	Total e-content items
	n.a.	n.a.	n.a.	0

Total collections

Total library collection.

	Total physical collection	Total e-content collection	Total library collection
	8,687	0	8,687

Library board contributions

If your library board contributed money to your library system for licensing e-content (e.g. e-books, e-audiobooks or e-magazines) during the reporting year, please indicate the dollar amount contributed. This is above and beyond any annual allotment funds that may be required by the library system for purchasing.

	Library board contribution
	n.a.

Circulation

This section captures how many items were circulated (physical and virtually) to library users during the reporting year.

Circulation
Report number of circulations during the reporting year. Include all items that were signed out for use and item renewals.

For electronic equipment and/or objects (e.g. mobile devices, snowshoes): Report the number of circulations captured either through the ILS (e.g. Polaris/Workflows) or manually by staff if the items are not in the ILS.
For e-content (e.g. e-books and e-audio and all others): the numbers may only reflect a portion of total circulations, as it depends on how the e-content platform is configured. Please consult with your library system.

Do not include items that were sent to other libraries (those are captured in the *Interlibrary loan* section).

	Total print	Total non-print	Total electronic equipment	E-books	E-audiobooks	All other e-content combined	Total Circulation
	2,193	60	0	0	0	0	2,253

Interlibrary loan
Interlibrary loan (ILL) is the loan of a library item (or items) from the collection of one library to another library in order to fill a request for a patron. This includes items that are sent to other libraries within your library system. Providing a substitute for the requested item (e.g. a photocopy) is also considered to be an interlibrary loan.

	ILL borrowed	ILL lent
Within Alberta (including within your library system)	447	641
Outside of Alberta	0	0
Total	447	641

In library use
Report the number of physical items used within the library during the reporting year, but not circulated.

There are two possible calculations for each:
1. Actual count of items used within the library for an annual total.
2. Typical week estimate: count the number of items used during one week and multiply by 50 to provide an estimated annual total.

A "typical week" is a time that is neither unusually busy nor unusually slow. Avoid holidays, vacation periods, days when unusual events are taking place in the community or in the library. Choose a week in which the library is open regular hours.

	Print and non-print items
	128

Library Access
This section will cover the ways that library users access the library and the range of services available to them.

Cardholders
Report the number of active cardholders during the reporting year.

An active cardholder is a user whose card was used at some point during the reporting year to access physical and/or virtual library resources and services. This includes virtual borrowing activity as well as authentication to access electronic resources. Cardholders can include people who are residents (i.e., people whose municipal taxes directly support the library board operating the library | fund the library) and non-residents. However, do not include ME Libraries users as that data is captured outside of this report.

	Total active cardholders
	163

Visits
Report the number of in-person and virtual visits (i.e. website visits) to the library during the reporting year.

There are two possible calculations for each:
1. Actual count of visits for an annual total.
2. Typical week estimate: count the number of visits and multiply by 50 to provide an estimated annual total.

A "typical week" is a time that is neither unusually busy nor unusually slow. Avoid holidays, vacation periods, days when unusual events are taking place in the community or in the library. Choose a week in which the library is open regular hours.

	In-person visits	Website visits
	213	381

Information Services

Report the number of information technology assistance and reference transactions during the reporting year. Information technology assistance transactions are reported separately from reference transactions.

A reference transaction is an in-person or virtual encounter in which library staff recommend, interpret, evaluate and/or use information resources to help a library user meet particular information needs. It includes readers advisory. It does NOT include directional or administrative questions, such as "Where is the washroom?" or "When does the library close?"

An informal technology assistance transaction is an occasion where library staff help or train a library user on technology in the library. It includes unscheduled individual instruction and assistance in things such as how to use email, demonstrating a URL or how to print a document. Do not include any pre-planned, coordinated events (i.e., library programs) where technology training is delivered. These are captured in Programs > Digital literacy programs.

There are two possible calculations for each:
1. Actual count of transactions for an annual total.
2. Typical week estimate: count the number of transactions during one week and multiply by 50 to provide an estimated annual total.

A "typical week" is a time that is neither unusually busy nor unusually slow. Avoid holidays, vacation periods, days when unusual events are taking place in the community or in the library. Choose a week in which the library is open regular hours.

	Total informal technology assistance transactions	Total reference transactions
	73	87

Examination Services

If examination services were provided at the library (e.g., proctoring/invigilating, or exam administration), please report the number of exams held at the library during the reporting year. If an individual sits for more than one exam at the library, count the number of exams taken, not the individual.

	Total number of exams
	2

Meeting space

Meeting space is defined as any area within the library that may be reserved by an individual or group for a use that is not part of the library's regular programming. The space may or may not be physically isolated (e.g., a separate room with a door); however, during the reserved time, the space is solely for the use of the party who made the reservation. The library may or may not charge a fee for use of the space but some form of reservation in advance (e.g., booking through library staff or software) is required.

Do not include regular walk-in use of library facilities.

	Meeting space bookings
	9

Public Workstations

Public workstations are desktop computers owned by the library board available for public use. This can include computers in computer labs used for public instruction. Generally, public workstations are positioned in a static location in the library. Count public workstations with internet access separately from workstations without internet access. Workstations without internet access include those dedicated to games, word processing, children's literacy, etc.

Do not count laptops or other mobile devices made available for public use inside or outside the library. Instead, count those under *Collections > electronic equipment for loan*.

	Public workstations with internet access	Public workstations without internet access	Total public workstations
	3	n.a.	3

Public workstation and wi-fi sessions

Report the number of sessions conducted by users at any of the available public workstations or on the library's wireless connection, regardless of the length of the session. If a user logs on more than once, count each log-on separately.

Count public workstation sessions and public wi-fi sessions separately.

There are two possible calculations for each:
1. Actual count of sessions for an annual total.
2. Typical week estimate: count the number of sessions during one week and multiply by 50 to provide an estimated annual total.

A "typical week" is a time that is neither unusually busy nor unusually slow. Avoid holidays, vacation periods, days when unusual events are taking place in the community or in the library. Choose a week in which the library is open regular hours.

	Number of public workstation sessions	Number of wi-fi sessions
	133	1,853

Facility

Provide Information on the building the library was housed in during the reporting year.

Facility ownership

Library facilities can be owned by a variety of agents. Most often, a building that houses a public library is owned by one of the following:

- Municipality
- School board (when a library is housed in a school)
- Library board
- Society or other charitable group
- Private business or company
- Private owner (individual)

Report what category the owner of the facility that houses the library falls under. If there was a change in facility owner during the reporting year, please report the current owner and note the change in the appropriate facility status field below.

	Facility ownership
	School board

Facility size

A service point is a physical location where users can directly access library materials and services. This includes mobile libraries (e.g. bookmobiles).

Report the total area in square metres of the library service point(s) being captured in this report for the reporting year. Include all areas used for library purposes, e.g. shelves, workroom, study area, computer labs. Do not include areas used solely for janitorial, custodial, and mechanical storage or service. Do not include auditoria, art gallery space, coffee shops, and commercial space.

In order to convert a measurement of square feet to square metres, multiply square footage by 0.09.

	Library Area (Sq. Meters)
	109.0

Facility status

These fields are to report on the status of the library facility(ies) during the reporting year.

	Yes or no	Please provide a brief explanation (if applicable)
Did the library move locations (temporarily or permanently) during the reporting year?	No	
Did a new service point open or an existing one permanently close during the reporting year?	Yes, closed service point	Myrnam is going through a transition towards forming its own library board and joining NLLS as an autonomous library. It closed down at the end of December as part of the transition.
Did the library close for renovations at any point during the reporting year?	No	

Programs

A library program (in-person or virtual) is a pre-planned, coordinated event that:

• meets a community need;
• is hosted/presented by the public library;
• is set for a designated time and place;
• has a defined purpose;
• has library resources (staff time, money, etc.) dedicated to it - i.e. is budgeted for; and
• may involve a registration process and/or some promotion of the event.

Do not include programs that are delivered by external organizations in the library unless library staff are involved with the planning and development of the program as per above.

For hybrid programs (i.e. participants can choose to attend in-person or virtually) count the program in the category that best reflects how the program was being delivered and report the corresponding total number of participants (whether they attended virtually or in-person). For example, if the program presenter/facilitator delivered the program in-person, count it as an in-person program and include the total number of participants combined, whether they attended in-person or virtually.

In-person programs

Report the total number of in-person program sessions and participants for each age category. Do not include data for digital literacy or outreach programs as they are counted separately in the sections following.

Please note that a session is one instance of a program being offered. A program may consist of multiple sessions offered at different times. If a program consists of multiple sessions, ensure you are counting each session and not just the overall program.

Participants should also be counted on a per session basis. If an individual attends multiple sessions, even in a case where the sessions are connected (e.g. part of a series), they should be counted each time. For example: if a program was offered in 5 sessions, with 20 participants each time, you would count 100 participants.

For public libraries housed in schools, only count class visits if public library staff have planned a program to coincide with the visit.

	Total # of in-person sessions	Total # of participants
Children's	12	122
Young adult	3	24
Adult	0	0
Multigenerational	7	34
Total	22	180

Digital literacy programs

Report the total number of in-person sessions and participants for digital literacy programs (all age categories combined).

A **digital literacy program** is defined as any program where the primary purpose is for participants to build skills related to the use of various forms of technology (e.g. computers, mobile devices), accessing/creating/using information in a digital environment, or communicating via digital means.

Do not count any informal technology assistance or instruction, as this is counted as a type of reference transaction in the Information Services category.

	Total # of digital literacy sessions	Total # of participants
	0	0

Outreach programs

Report the total number of in-person sessions and participants for outreach programs (all age categories combined).

An **outreach program** is a program run by library staff and/or library volunteers that does not take place within the library or on library grounds.

	Total # of outreach sessions	Total # of participants
	0	0

Virtual programs

Report the total number of virtual program sessions and participants (all age categories combined). A virtual program is defined as any program that is delivered remotely using technology (e.g. via telephone, video conferencing software, or other digital platforms). Virtual programs may be delivered in either a synchronous (e.g. delivered live via Zoom) or asynchronous (e.g. video hosted on YouTube) format and are counted together for the purpose of this report. Please see the definitions below to ensure virtual program sessions and participants are reported as accurately as possible.

Synchronous virtual programs

Synchronous virtual programs are those where participants access the program at a specified time and the delivery is controlled by the program presenter/host. Some or all of the content may be pre-recorded but the presenter/host is present at the time of delivery and may interact with participants in some way.
Sessions: Count the total number of synchronous virtual program sessions offered across all platforms.
Participants: For each session, count the highest number of participants at any point during the session (i.e. the peak number of participants).

Asynchronous virtual programs

Asynchronous virtual programs are those where participants access the program at any time without the presence of a program presenter/host. Depending on the platform, there may be some interactive elements but access to the content is controlled entirely by the participant.
Sessions: Count each video/module/program once. Only count videos/modules/programs that were accessible during the reporting year.
Participants: Count the total number of times the program was accessed (regardless of whether or not it was completed or accessed multiple times by the same individual). How access is captured will vary by platform. For example, for videos hosted on YouTube or similar, you should count the total number of views during the reporting period. For any programs that have been available across multiple reporting years (e.g. video available in 2021, 2022, and 2023), you may need to use analytics available in the platform (or do your own calculations) to ensure you only count the number of participants during the current reporting year.

	Total # of virtual sessions	Total # of participants
	0	0

Take-home programs
Report the total number of take-home program sessions and participants (all age categories combined).

A **take-home program** is defined as any program that is planned and designed by library staff but is completed independently by the participant(s) at home or off-site. Take-home programs require the distribution of library-compiled "kits" (name may vary by library, e.g., "take and make") which include, at a minimum, the instructions and materials necessary to complete the program. Other library kits (e.g., book club kits) do not count as take-home programs. Take-home programs should demonstrate all elements of a traditional library program—e.g., planned and designed by library staff, has library prepared materials (instructions, worksheets, resource lists, etc.), has a defined purpose/learning objective, is available for a defined period of time.

Take-home program sessions: count each instance of a take-home program being offered. If the same program is offered multiple times (e.g., once a month), count each instance as a session.
Take-home program participants: count only the number of program kits taken by patrons. Do not count the number of kits created or the number of registrations, if registration was required.

	Total # of take-home sessions	Total # of participants
	0	0

Total programs
Total sessions and participants in the reporting year for in-person, digital literacy, outreach, virtual and take-home programs combined.

	Total number of sessions	Total number of participants
	22	180

Library Trends
Each year this question will change to capture current trends in Alberta's public libraries.

Does your library board have a current technology plan? A technology plan outlines a library board's goals and strategies for utilizing technology to achieve its overall mission, goals, and objectives. It also addresses the current inventory of technology equipment and software utilized in the library, as well as a plan for the future purchase/replacement/maintenance of equipment and software.

Select the answer from the choices below. If you wish to provide additional information please use the notes field.

	Does your library board have a current technology plan?
	We are in the process of creating/updating one

Accomplishments & Comments

Summarize the major achievements of your library board for the reporting year and/or provide any comments your board has about public library service delivery.

Please do not paste in text from a Word document as LibPAS is not compatible with Word formatting.

	Accomplishments & comments
	After many years as a Northern Lights Service Point, Myrnam has taken the initiative to form their own local library board. This took an enormous amount of work by D'Arcy (the previous Library manager) as well as the village council and we are excited to welcome them back into the Northern Lights Library System as an autonomous member library. As a general note about this Annual Report, some data was unavailable due to this time of transition. Concrete data has been pulled from available reports, such as collections, circulation, WiFi sessions, and website visits. Other fields, such as in-person visits and programs, have been adjusted from the 2022 report with my best effort to estimate the correct information for 2023. I used the decrease in active cardholders from 2022 to 2023 (193 to 163) as my guideline for these estimates.

[1], There is not a currently active staff member with an email address that I can provide at the time of completing this report. Inquiries can either be directed to myself (ccrittenden@nlls.ab.ca) or the Member Library Services Manager at NLLS, Jessie Morris (jmorris@nlls.ab.ca)(*0-2024-01-22*)

AB Library Statistics

Survey Report - This tab contains the Alberta Public Library Survey. It is to be filled in with current information, up to and including the Board Governance - Board Members section. All municipal and intermunicipal library boards are required to complete this report.

Annual Report - This tab contains fields to capture statistical data for the reporting year for each library service point the board operates. If the board does not operate a service point, the Annual Report fields will not be visible. Urban library boards with multiple branches in the same city are excluded from this and can report aggregate data.

Video Resources:

Completing the Public Library Survey and Annual Report using LibPAS

This webinar provides a brief overview of what the Survey and Annual Report is, and why library boards need to do it. The focus of the training is an examination of each field in the report and what the expectations are for reporting. It also demonstrates some tips and tricks on using LibPAS.

How to Access and Run Reports in LibPAS

This webinar is an introduction to using the reporting feature in LibPAS. It shows how to access reports, how to run reports, filter information and how to make use of the provided templates.

Libraries

Please see the **Annual Report tab** to fill in the required statistical information.

Annual Report

This is the Annual Report portion of the report. Please fill in the data for the reporting year (i.e. the previous calendar year) unless otherwise indicated.

Approval

The Survey and Annual Report is filed by the library board pursuant to the Libraries Regulation. By approving, the board accepts the report, certifies its essential accuracy and transmits it to Alberta Municipal Affairs, Public Library Services Branch (PLSB), in accordance with the Libraries Regulation. Personal information contained in the report will not be disclosed except for use by Alberta Municipal Affairs.

The completed Survey and Annual Report must be approved by the library board via resolution *before* it is submitted to PLSB. PLSB reserves the right to request a copy of the meeting minutes to demonstrate board approval.

	Date report approved by library board

Directory

This information is used in the Alberta Public Library Directory, which is produced by the Public Library Services Branch and is available at https://www.alberta.ca/alberta-public-library-directory.aspx.

	Name of library
	Fishing Lake Library

Phone, Email, Website

Report the current main phone number for the library, the general email address for reaching library staff and the URL for the library's website.

	Library phone	Library email	Website

Address

Report the current address of the library.

	Address of library	P.O. Box	City/Town	Province	Postal Code

Contacts

Library Manager: Provide the name and work email of the person charged with the management of the daily operations of the library.

Respondent: If a person other than the library manager prepares this report, please provide their name and email. The respondent might be a library staff person, a member of the board, or any person charged with filling in the data. This information is not included in the Directory.

	Name	Email
Library Manager	none	
Respondent (if different than above)	Jessica Morris	jmorris@nlls.ab.ca

Library Hours
Report the total number of hours the library was open to the public for the reporting year. If you are reporting for multiple libraries, please provide the total hours for all locations combined.

Do not include administrative days, where there may be staff in the library but no library users.

There are two possible calculations:
1. Actual count of hours open per year.
2. Estimate:
   If the library hours were the same all year: 50 x total hours per week
   If summer hours differed from regular hours: [(50 - # summer weeks) x total regular hours per week] + (# summer weeks x total summer hours per week)

	Total hours open during reporting year
	0

Personnel
Paid and unpaid staff that worked in the library during the reporting year.

Staff
Report total number of employees and the total hours worked in the reporting year (paid leaves such as vacation or sick days can be included). You may need to get this figure from the individual or agency that does your staff payroll.

Include all paid staff (full- and part-time) who were employed by the library board during the reporting year whether they were paid directly by the board or paid through the municipality.

Do not count the number of positions, count the total number of individual persons that worked in the library during the reporting year. Each person should only be counted once. For those that have multiple credentials (i.e. both an MLIS and Library Technician diploma), please count them by the credential required by the position they are in. Do not include individuals who provided service through a contract, such as custodial staff or bookkeeping.

	Total # of employees	Total hours/year
MLIS or equivalent	0	0.00
Library technician	0	0.00
All other credentials (e.g. high school, Library Operations Certificate, diploma, other university degree)	0	0.00
Total	0	0.00

Volunteers

Report the number of volunteers (i.e., those who worked without payment from any agency) that assisted with library activities, and the total number of volunteer hours for the reporting year. If a board member volunteered at the library to provide programming, fundraising, outreach or operations (e.g. shelving books), record those hours here.

Do not include volunteer hours contributed by board members on library business (e.g. board meetings, committee meetings, etc.). Record those hours in *Board Governance > Board volunteer hours*.
Do not include volunteer activities of Friends groups. Friends groups are separate organizations and have their own reporting mechanisms.

	Total # of volunteers	Total volunteer hours contributed
	0	0.00

Collections

Report only items that have been acquired as part of the library collection. Count the total library collection, not just items added during the reporting year.

Collection management

Report the number of print and non-print items acquired and withdrawn during the reporting year. Do not include e-content.

	Items acquired	Items withdrawn
Print items	0	0
Non-print items	0	0
Total	0	0

Print and non-print items

Report the total number of print and non-print items in the library collection. Include both catalogued and uncatalogued items. Do not include electronic equipment for loan or e-content as they are captured in the following sections.

Print items: include physical books and issues of periodicals.
Non-print items: include physical items such as audiobooks (e.g. books on CD), music (e.g. CDs), videos/movies (e.g. DVDs), videogames (e.g. Xbox, PlayStation), kits (e.g. CD/book combinations) and objects (e.g. baking pans, tools, snowshoes).

	Total print items (including issues of periodicals)	Total non-print items	Total print and non-print items
	0	0	0

Electronic equipment for loan

Report the number of electronic equipment items available for loan by patrons. These are items that are available for use inside or outside of the library. This may need to be a manual count if the items are not held in the ILS (e.g. Polaris/Workflows).

	Wireless hotspots	Mobile devices (e.g. laptops, chromebooks, e-readers, tablets)	Total electronic equipment
			0

E-content

If your library board licenses any e-content resources such as e-books, e-audiobooks, online magazine subscriptions, movies, games or databases, include the items in this section.

Only count e-content licensed by your library board. Do not count e-content licensed and purchased by a library system (if applicable) or the Public Library Services Branch (PLSB), as those statistics are captured outside of this report. However, for library boards that are a member of a system and have contributed funding towards system level e-content purchasing (e.g. the system has licensed items paid with money contributed by your board), you may count the items purchased with your contributed funds in the reporting year. Please contact your system for this information.

For library boards that are not part of a library system, include any licenses brokered by The Alberta Library (TAL).

	E-books	E-audiobooks	All other e-content combined	Total e-content items
				0

Total collections

Total library collection.

	Total physical collection	Total e-content collection	Total library collection
	0	0	0

Library board contributions

If your library board contributed money to your library system for licensing e-content (e.g. e-books, e-audiobooks or e-magazines) during the reporting year, please indicate the dollar amount contributed. This is above and beyond any annual allotment funds that may be required by the library system for purchasing.

	Library board contribution

Circulation

This section captures how many items were circulated (physical and virtually) to library users during the reporting year.

Circulation
Report number of circulations during the reporting year. Include all items that were signed out for use and item renewals.

For electronic equipment and/or objects (e.g. mobile devices, snowshoes): Report the number of circulations captured either through the ILS (e.g. Polaris/Workflows) or manually by staff if the items are not in the ILS.
For e-content (e.g. e-books and e-audio and all others): the numbers may only reflect a portion of total circulations, as it depends on how the e-content platform is configured. Please consult with your library system.

Do not include items that were sent to other libraries (those are captured in the *Interlibrary loan* section).

	Total print	Total non-print	Total electronic equipment	E-books	E-audiobooks	All other e-content combined	Total Circulation
	0	0	0	0	0	0	0

Interlibrary loan
Interlibrary loan (ILL) is the loan of a library item (or items) from the collection of one library to another library in order to fill a request for a patron. This includes items that are sent to other libraries within your library system. Providing a substitute for the requested item (e.g. a photocopy) is also considered to be an interlibrary loan.

	ILL borrowed	ILL lent
Within Alberta (including within your library system)	0	0
Outside of Alberta	0	0
Total	0	0

In library use
Report the number of physical items used within the library during the reporting year, but not circulated.

There are two possible calculations for each:
1. Actual count of items used within the library for an annual total.
2. Typical week estimate: count the number of items used during one week and multiply by 50 to provide an estimated annual total.

A "typical week" is a time that is neither unusually busy nor unusually slow. Avoid holidays, vacation periods, days when unusual events are taking place in the community or in the library. Choose a week in which the library is open regular hours.

	Print and non-print items
	0

Library Access
This section will cover the ways that library users access the library and the range of services available to them.

Cardholders
Report the number of active cardholders during the reporting year.

An active cardholder is a user whose card was used at some point during the reporting year to access physical and/or virtual library resources and services. This includes virtual borrowing activity as well as authentication to access electronic resources. Cardholders can include people who are residents (i.e., people whose municipal taxes directly support the library board operating the library | fund the library) and non-residents. However, do not include ME Libraries users as that data is captured outside of this report.

	Total active cardholders
	0

Visits
Report the number of in-person and virtual visits (i.e. website visits) to the library during the reporting year.

There are two possible calculations for each:
1. Actual count of visits for an annual total.
2. Typical week estimate: count the number of visits and multiply by 50 to provide an estimated annual total.

A "typical week" is a time that is neither unusually busy nor unusually slow. Avoid holidays, vacation periods, days when unusual events are taking place in the community or in the library. Choose a week in which the library is open regular hours.

	In-person visits	Website visits
	0	

Information Services

Report the number of information technology assistance and reference transactions during the reporting year. Information technology assistance transactions are reported separately from reference transactions.

A reference transaction is an in-person or virtual encounter in which library staff recommend, interpret, evaluate and/or use information resources to help a library user meet particular information needs. It includes readers advisory. It does NOT include directional or administrative questions, such as "Where is the washroom?" or "When does the library close?"

An informal technology assistance transaction is an occasion where library staff help or train a library user on technology in the library. It includes unscheduled individual instruction and assistance in things such as how to use email, demonstrating a URL or how to print a document. Do not include any pre-planned, coordinated events (i.e., library programs) where technology training is delivered. These are captured in Programs > Digital literacy programs.

There are two possible calculations for each:
1. Actual count of transactions for an annual total.
2. Typical week estimate: count the number of transactions during one week and multiply by 50 to provide an estimated annual total.

A "typical week" is a time that is neither unusually busy nor unusually slow. Avoid holidays, vacation periods, days when unusual events are taking place in the community or in the library. Choose a week in which the library is open regular hours.

	Total informal technology assistance transactions	Total reference transactions
	0	0

Examination Services

If examination services were provided at the library (e.g., proctoring/invigilating, or exam administration), please report the number of exams held at the library during the reporting year. If an individual sits for more than one exam at the library, count the number of exams taken, not the individual.

	Total number of exams

Meeting space

Meeting space is defined as any area within the library that may be reserved by an individual or group for a use that is not part of the library's regular programming. The space may or may not be physically isolated (e.g., a separate room with a door); however, during the reserved time, the space is solely for the use of the party who made the reservation. The library may or may not charge a fee for use of the space but some form of reservation in advance (e.g., booking through library staff or software) is required.

Do not include regular walk-in use of library facilities.

	Meeting space bookings

Public Workstations

Public workstations are desktop computers owned by the library board available for public use. This can include computers in computer labs used for public instruction. Generally, public workstations are positioned in a static location in the library. Count public workstations with internet access separately from workstations without internet access. Workstations without internet access include those dedicated to games, word processing, children's literacy, etc.

Do not count laptops or other mobile devices made available for public use inside or outside the library. Instead, count those under *Collections > electronic equipment for loan*.

	Public workstations with internet access	Public workstations without internet access	Total public workstations
	0		0

Public workstation and wi-fi sessions

Report the number of sessions conducted by users at any of the available public workstations or on the library's wireless connection, regardless of the length of the session. If a user logs on more than once, count each log-on separately.

Count public workstation sessions and public wi-fi sessions separately.

There are two possible calculations for each:
1. Actual count of sessions for an annual total.
2. Typical week estimate: count the number of sessions during one week and multiply by 50 to provide an estimated annual total.

A "typical week" is a time that is neither unusually busy nor unusually slow. Avoid holidays, vacation periods, days when unusual events are taking place in the community or in the library. Choose a week in which the library is open regular hours.

	Number of public workstation sessions	Number of wi-fi sessions
	0	

Facility

Provide Information on the building the library was housed in during the reporting year.

Facility ownership

Library facilities can be owned by a variety of agents. Most often, a building that houses a public library is owned by one of the following:

- Municipality
- School board (when a library is housed in a school)
- Library board
- Society or other charitable group
- Private business or company
- Private owner (individual)

Report what category the owner of the facility that houses the library falls under. If there was a change in facility owner during the reporting year, please report the current owner and note the change in the appropriate facility status field below.

	Facility ownership

Facility size

A service point is a physical location where users can directly access library materials and services. This includes mobile libraries (e.g. bookmobiles).

Report the total area in square metres of the library service point(s) being captured in this report for the reporting year. Include all areas used for library purposes, e.g. shelves, workroom, study area, computer labs. Do not include areas used solely for janitorial, custodial, and mechanical storage or service. Do not include auditoria, art gallery space, coffee shops, and commercial space.

In order to convert a measurement of square feet to square metres, multiply square footage by 0.09.

	Library Area (Sq. Meters)
	0.0

Facility status

These fields are to report on the status of the library facility(ies) during the reporting year.

	Yes or no	Please provide a brief explanation (if applicable)
Did the library move locations (temporarily or permanently) during the reporting year?		
Did a new service point open or an existing one permanently close during the reporting year?		
Did the library close for renovations at any point during the reporting year?		

Programs

A library program (in-person or virtual) is a pre-planned, coordinated event that:

• meets a community need;
• is hosted/presented by the public library;
• is set for a designated time and place;
• has a defined purpose;
• has library resources (staff time, money, etc.) dedicated to it - i.e. is budgeted for; and
• may involve a registration process and/or some promotion of the event.

Do not include programs that are delivered by external organizations in the library unless library staff are involved with the planning and development of the program as per above.

For hybrid programs (i.e. participants can choose to attend in-person or virtually) count the program in the category that best reflects how the program was being delivered and report the corresponding total number of participants (whether they attended virtually or in-person). For example, if the program presenter/facilitator delivered the program in-person, count it as an in-person program and include the total number of participants combined, whether they attended in-person or virtually.

In-person programs

Report the total number of in-person program sessions and participants for each age category. Do not include data for digital literacy or outreach programs as they are counted separately in the sections following.

Please note that a session is one instance of a program being offered. A program may consist of multiple sessions offered at different times. If a program consists of multiple sessions, ensure you are counting each session and not just the overall program.

Participants should also be counted on a per session basis. If an individual attends multiple sessions, even in a case where the sessions are connected (e.g. part of a series), they should be counted each time. For example: if a program was offered in 5 sessions, with 20 participants each time, you would count 100 participants.

For public libraries housed in schools, only count class visits if public library staff have planned a program to coincide with the visit.

	Total # of in-person sessions	Total # of participants
Children's	0	0
Young adult	0	0
Adult	0	0
Multigenerational	0	0
Total	0	0

Digital literacy programs

Report the total number of in-person sessions and participants for digital literacy programs (all age categories combined).

A **digital literacy program** is defined as any program where the primary purpose is for participants to build skills related to the use of various forms of technology (e.g. computers, mobile devices), accessing/creating/using information in a digital environment, or communicating via digital means.

Do not count any informal technology assistance or instruction, as this is counted as a type of reference transaction in the Information Services category.

	Total # of digital literacy sessions	Total # of participants
		0

Outreach programs

Report the total number of in-person sessions and participants for outreach programs (all age categories combined).

An **outreach program** is a program run by library staff and/or library volunteers that does not take place within the library or on library grounds.

	Total # of outreach sessions	Total # of participants
		0

Virtual programs

Report the total number of virtual program sessions and participants (all age categories combined). A virtual program is defined as any program that is delivered remotely using technology (e.g. via telephone, video conferencing software, or other digital platforms). Virtual programs may be delivered in either a synchronous (e.g. delivered live via Zoom) or asynchronous (e.g. video hosted on YouTube) format and are counted together for the purpose of this report. Please see the definitions below to ensure virtual program sessions and participants are reported as accurately as possible.

Synchronous virtual programs

Synchronous virtual programs are those where participants access the program at a specified time and the delivery is controlled by the program presenter/host. Some or all of the content may be pre-recorded but the presenter/host is present at the time of delivery and may interact with participants in some way.
Sessions: Count the total number of synchronous virtual program sessions offered across all platforms.
Participants: For each session, count the highest number of participants at any point during the session (i.e. the peak number of participants).

Asynchronous virtual programs

Asynchronous virtual programs are those where participants access the program at any time without the presence of a program presenter/host. Depending on the platform, there may be some interactive elements but access to the content is controlled entirely by the participant.
Sessions: Count each video/module/program once. Only count videos/modules/programs that were accessible during the reporting year.
Participants: Count the total number of times the program was accessed (regardless of whether or not it was completed or accessed multiple times by the same individual). How access is captured will vary by platform. For example, for videos hosted on YouTube or similar, you should count the total number of views during the reporting period. For any programs that have been available across multiple reporting years (e.g. video available in 2021, 2022, and 2023), you may need to use analytics available in the platform (or do your own calculations) to ensure you only count the number of participants during the current reporting year.

	Total # of virtual sessions	Total # of participants
		0

Take-home programs
Report the total number of take-home program sessions and participants (all age categories combined).

A **take-home program** is defined as any program that is planned and designed by library staff but is completed independently by the participant(s) at home or off-site. Take-home programs require the distribution of library-compiled "kits" (name may vary by library, e.g., "take and make") which include, at a minimum, the instructions and materials necessary to complete the program. Other library kits (e.g., book club kits) do not count as take-home programs. Take-home programs should demonstrate all elements of a traditional library program—e.g., planned and designed by library staff, has library prepared materials (instructions, worksheets, resource lists, etc.), has a defined purpose/learning objective, is available for a defined period of time.

Take-home program sessions: count each instance of a take-home program being offered. If the same program is offered multiple times (e.g., once a month), count each instance as a session.
Take-home program participants: count only the number of program kits taken by patrons. Do not count the number of kits created or the number of registrations, if registration was required.

	Total # of take-home sessions	Total # of participants
		0

Total programs
Total sessions and participants in the reporting year for in-person, digital literacy, outreach, virtual and take-home programs combined.

	Total number of sessions	Total number of participants
	0	0

Library Trends
Each year this question will change to capture current trends in Alberta's public libraries.

Does your library board have a current technology plan? A technology plan outlines a library board's goals and strategies for utilizing technology to achieve its overall mission, goals, and objectives. It also addresses the current inventory of technology equipment and software utilized in the library, as well as a plan for the future purchase/replacement/maintenance of equipment and software.

Select the answer from the choices below. If you wish to provide additional information please use the notes field.

	Does your library board have a current technology plan?

Accomplishments & Comments

Summarize the major achievements of your library board for the reporting year and/or provide any comments your board has about public library service delivery.

Please do not paste in text from a Word document as LibPAS is not compatible with Word formatting.

	Accomplishments & comments
	There has been no Fishing Lake service point for the past 3 years. We are actively working with the community to establish service.

2022 Public Library Survey and 2021 Annual Report

Approval

The public library survey and annual report must be approved by the library board before it is submitted to Alberta Municipal Affairs. This is a required field.

	Date approved by library board

2022 Alberta Public Library Survey

For the Alberta Public Library Survey section (up to but not including the "Library Board - Governance section"), please report CURRENT YEAR (2022) information.

General

Directory

This information is used in the Alberta Public Library Directory, which is produced by the Public Library Services Branch and is available at https://www.alberta.ca/alberta-public-library-directory.aspx.

	Name of library board	Name of library (or libraries)
	Northern Lights Library Board	Edmonton Garrison Community Library

Phone, Fax, Email, Website

	Library phone	Library fax	Library email	Library website
	780-973-4011 x6345	(780) 973-1598	librarian@garrisonlibrary.ab.ca	www.garrisonlibrary.ab.ca

Address

	Address - Street and No.	P.O. Box	City/town, etc.	Province	Postal code
			Lancaster Park	Alberta	T0A 2H0

Contacts

	Name	Email	Phone	Alternate phone
Library Manager	Melanie Pole	librarian@garrisonlibrary.ab.ca	780-973-4011 x6345	
Respondent (if different than above)	Kayla Reddecliff	kreddecliff@nlls.ab.ca	780-545-4168	

Library Management - Board Members

Please provide full names, addresses, phone numbers and email addresses for **CURRENT** board members (i.e. members at the time of filling in this report). Indicate the chairperson (it is not necessary to provide positions for other than chairperson). As well, indicate any board member who is also on the local municipal council. Give the term expiry date (year/month/day) for each board member. **Library board term expiry dates (year/month/day) MUST be provided for ALL board members, including those board members who are also councillors.** Note: While names of board members are public information, addresses, phone numbers and email addresses are for the use of the Public Library Services Branch only and are not made available to the public.

Library Board Term - this is the length of time an individual has been appointed by municipal council to sit on the library board (up to three years). This does not refer to an individual's length of time in a position on the board, e.g. chair, secretary.

The Libraries Act requires ALL library board members to be APPOINTED BY MUNICIPAL COUNCIL (Part 1, Section 4). When the municipal council appoints members to the library board there should be written documentation regarding the term of appointment. If there is uncertainty about board member term expiration dates, contact the municipal administrator. If there is no record of library board appointments, please contact Public Library Services Branch.

	Name	Address	Phone	Email	Library board term expiry (year/month/day)	Councillor
Chairperson						
Board Member 1						
Board Member 2						
Board Member 3						
Board Member 4						
Board Member 5						
Board Member 6						
Board Member 7						
Board Member 8						
Board Member 9						

2021 Annual Report

The following sections make up the annual report portion of the form. Please fill in the data for the reporting year (2021).

Library Management - Governance

	Library board email (e.g. libraryboard@abclibrary.ca)	Board meetings held (e.g. Jan 28, Feb 13)	Board volunteer hours	Building ownership
	n.a.		0	Library Board

Library Hours

Hours Open Per Year

Report the total number of hours the library was open for the reporting year. Include hours during the pandemic closure periods (January 1 to March 1 and April 7 to June 10) when services such as curbside pickup or remote reference was still available to library users.

	Total Number of Library Hours Open per Year
	624 Hours

Summary of Pandemic Impact

Provide a summary of how the COVID-19 pandemic affected the library's hours of opening for the reporting year. For example, elaborate on how long was the library closed for, if hours were reduced when you reopened, if you have not reopened, etc. To report on other ways the pandemic affected public library service delivery, please use the comments field at the end of the annual report.

	Summary of impact of pandemic on hours
	January until June 9th the library was technically closed but open for Curb-side appointment, so these hours are not reflect as open hours for the year. Reference statistics related to phone calls for COVID services are also not calculated in the report. Programming numbers reported are lower this year due to COVID spacing requirements.

Personnel

Paid and unpaid staff that worked in the library during the reporting period.

Staff

Report qualifications and the number of all paid staff (full and part time) who worked at the library whether they were paid directly by the board or paid through the municipality. Report total number of employees (i.e., "live bodies") and the total hours worked in the reporting year (paid leaves as per a collective agreement can be included). You may need to get this figure from the individual or agency that does your staff payroll.

NOTE: If staff were laid off and re-hired, they are counted as two separate "bodies," therefore they should be counted twice. This will mean that the number of employees will likely increase from last year, while the total hours per year will decrease.

Do not include individuals who provided service through a contract, such as custodial staff or bookkeeping.

	# Employees	Total Hours/Yr
MLIS or equivalent	0	0.00
Other university degree	1	684.00
Library technician	1	684.00
Library operations certificate	0	0.00
Other tech/college diploma	0	0.00
Other	1	1,410.00
Total staff	3	0.00

Volunteers

Report the number of volunteers that assisted with library activities, and the total number of volunteer hours for the reporting year.

If a board member volunteered at the library to provide programming, fundraising, outreach or operations (e.g. shelving books), record those hours here. Do not include volunteer hours contributed by board members on library business (e.g. board meetings, committee meetings, etc.). Record those hours in the Alberta Public Library Survey section: Library Management - General > Board volunteer hours.

Friends of the Library groups are separate fundraising societies and are therefore counted separately from volunteers.

	# Volunteers	Volunteer Hours/Yr
Library Operations	1	270.00
Library Programming	0	0.00
Fundraising (aside from a Friends group)	0	0.00
Outreach	0	0.00
Total Volunteers	0	0.00
Friends of the Library	0	0.00

Collections/Resources

Collection Management

	Acquired	Withdrawn
Print items	650	1,083
Non-print items	52	267
Total	702	1,350

Print Items

In this section, include all materials/books (in all categories) in print format. Include both catalogued and uncatalogued print materials/books. Do not include audiobooks, Ebooks or MP3 books. They will be recorded in subsequent categories.

	Print Volumes	Periodicals (number of issues)	Total Print
	10,136	381	10,517

Non-Print Items

Provide a count of each physical unit for a non-print item by category. DEFINITION: A physical unit of library material distinguished from other single units by a separate binding, encasement or other clear distinction.

	Audiobooks	Music	Video	Software/videogames	Kits	Objects	Other	Total non-print
	25	36	1,571	191	83	0	5	1,911

Virtual Items (Licensed by the board)

If the library board licenses any virtual resources such as eBooks, MP3 audiobooks, online magazine subscriptions, movies or games, include those items in this section. Count only items licensed by your board. If you are a node library, include licenses brokered by The Alberta Library (TAL).

Do **not** count databases licensed by your library system or the Public Library Services Branch (PLSB) in this section.

	eBooks	Periodicals	Audiobooks	Music	Video	Games	Databases	Other	Total licensed virtual items
	0	0	0	0	0	0	0	0	0

Library Board Contributions

If the library board contributed money to your library system for licensing virtual materials (e.g. eBooks, virtual magazine subscriptions, etc.), during the reporting year, please indicate the dollar amount contributed. The items that have been licensed on behalf of your board will be counted in the annual report completed by your library system.

	Contribution
	$0.00

Totals

	Total physical collection	Total licensed virtual collection	Total collections
	0	0	0

Circulation

Direct Circulations

Report number of items circulated directly to library users during the reporting year. Include all items that were signed out for use, whether the use was inside or outside the library. Do not include interlibrary loans loaned to other libraries.

	Adult print	Young adult print	Juvenile print	Adult non-print	Young adult non-print	Juvenile non-print
	1,522	142	1,923	792	0	36

Direct Circulations, continued...

	Non-catalogued	Periodicals	Virtual	Total direct circulation	Bulk loans (not reported above)	Total circulation
	0	31	0	4800	0	0

Interlibrary Loan

Interlibrary loan is the loan of a library item (or items) from the collection of one library to another library in order to fill a request for a patron. Providing a substitute for the requested item (e.g. a photocopy) is also considered to be an interlibrary loan.

	ILL borrowed within Alberta	ILL lent within Alberta
Within Alberta (including within library system)	2138	3241
Outside of Alberta, but within Canada	0	0
Outside of Canada	0	0
Total	0	0

Information Services & Use

Reference transactions, examination services, library visits (in person and virtual) and in-house use of materials.

Reference Transactions

Using either an estimate or an actual count, report the number of reference transactions during the reporting year.

A reference transaction is an encounter between a library user and a member of the library staff which involves an attempt to supply factual or bibliographic information requiring knowledge, use, recommendation or interpretation of an information source or bibliographic tool. It includes informal technology training sessions, such as how to use email, demonstrating a URL or how to print a document. It does NOT include directional or administrative questions, such as "Where is the washroom?" or "When does the library close?"

Estimate

If reference transactions were counted for a one week period to provide an estimate for the reporting year, please report:
1. The number of transactions recorded for the count week
2. The total number of weeks that reference service was available to library users during the reporting year, up to a maximum of 50 weeks

If the physical library was closed due to the pandemic but reference services were still available to library users, please include those weeks in the count (in addition to the weeks that the physical library was open to the public).

	# of reference transactions during count week	# of weeks reference service was available	Estimate of reference transactions
	39	28	1,092

Actual Count

Only complete this field if reference transactions were recorded as an actual count throughout the reporting year.

	Total reference transactions (actual count)

Examination Services

If examination services were provided at the library (e.g., proctoring/invigilating, or exam administration), please report the number of exams held at the library during the reporting year. If examination services are not provided at the library, please select "Not applicable".

	Total number of exams
	5

In Person Visits

Using either an estimate or an actual count, report the number of visits to the library, including each time an individual re-entered the library. If applicable, also include visits to smartlockers and visits for curbside/hold pick ups.

Estimate

If in person visits were counted for a one week period to provide an estimate for the reporting year, please report:
1. The number of in person visits recorded for the count week
2. The total number of weeks that library users were able to visit the library and receive service, up to a maximum of 50 weeks

If the physical library was closed due to the pandemic but library users could access curbside/hold pick up, please include those weeks in the count (in addition to the weeks that the physical library was open to the public).

	# of library visits during count week	# of weeks the library provided in person service	Estimate of in person visits
	Summer = 152 Fall = 67	Summer =12 Fall = 16	Summer = 1,824 Fall = 1,072

Actual Count

Only complete this field if in person visits to the library were recorded as an actual count throughout the year.

	Total in person visits (actual count)

Virtual Visits

Report the number visits to the library's website. If you do not have a library website or an online catalogue, select "Not applicable".

	Visits to library website
	2,702

In Library Material Use

Using either an estimate or an actual count, report the number of physical materials used in the library but not circulated during the reporting year.

Estimate

If in library material use was counted for a one week period to provide an estimate for the reporting year, please report:
1. The number of materials used (but not circulated) for the count week
2. The total number of weeks that library users were able to visit the library and access the physical library collection, up to a maximum of 50 weeks

If the library has not reopened with access to the physical library collection due to the pandemic and a count week was not completed prior to the closure, please select "Data not available."

	# of materials used during count week	# of weeks in house use was available	Estimate of in library material use

Actual Count

Only complete this field if in library material use was recorded as an actual count throughout the reporting year.

	Total in library material use (actual count)
	307

Programs

A library program is a pre-planned, coordinated event that: meets a service response as indicated in the board's Plan of Service; is hosted/presented by the public library; is set for a designated time and place; has a defined purpose; has library resources (staff time, money, etc.) dedicated to it - i.e. is budgeted for; and may involve a registration process and/or some promotion of the event.

Please report the total number of program participants and sessions per age category, combining in person, pre-recorded and live virtual programs.
NOTE: If you are able to break down your attendance by the different types of program delivery (Live, pre-recorded, in person, etc.) you can provide the data in the note field.

How to count for the different types of program delivery:

In person programs:

Total number of in person sessions: count each program that was offered.
Total number of participants: count each individual that attended. If your program is a registered program, for example 6 sessions with 21 people registered to attend, it would be counted as 6 x 21 for a total of 126 participants. Public libraries housed in schools - **DO NOT** count weekly class visits to the library, unless each class would have come to the public library every week even if it was housed in another building elsewhere in town. Weekly class visits are a program of the school.

Live virtual programs:

Total number of live virtual sessions: count the number of live programs offered across all the various platforms you used to deliver them.
Total number of live virtual viewers: use the peak number of viewers, if possible. This one is admittedly tricky as there may be differences in stats recording across different platforms, and in some instances the data may be gone and not recoverable. Provide the most accurate information you have, and use the notes field in the LibPAS to provide any comments you have about the data.

Pre-record virtual programs:

Total number of pre-recorded virtual sessions: count each video/program once.
Total number of pre-recorded virtual viewers: use total number of views for the duration the pre-recorded program was available (if it is no longer online), or as of December 31, 2021 if it is still available. Note that you may need to keep track of this number if the video will be available in 2022 for reporting on additional views in 2022 (e.g. to calculate views after Dec 31, 2021).

Other types of non-traditional programs, e.g. phone programs:

We are aware that some libraries were doing one on one or phone type programs. Those you would track as you would an in person session, by counting the number of times it took place and how many participants were involved.

	Total # of programs offered (in person, virtually, etc.)	Total # of participants (in person, virtually, etc.)
Children's	54	290
Young adult	1	12
Adult	22	50
Family/multigenerational	51	520
Other	0	0

Total	128	872

Outreach

Report the total number of outreach programs (all age categories combined). An outreach program is a program run by library staff and/or library volunteers that does not take place within the library or on library grounds. Outreach programs should not also be counted in the totals above for regular programs (to avoid double counting).

	Total # of outreach programs offered	Total # of outreach program participants
	0	0

Library Awareness

Count of activities that the library participated in which promoted awareness of the library. These activities are not considered programs as they do not meet a service response (i.e. an identified need from the community). Examples include trade shows, an open house, participation in community nights, etc.

	Total # of library awareness sessions	Total # of library awareness participants
	5	480

Social Media

Please provide the names of the social media platforms used to promote the library, the URL or username for the account, etc., and any relevant metrics. If more than 5 different social media platforms are used, please use the "Add Notes" feature to record the additional data.

	Name of Platform	Username/URL	Metrics
	Facebook,	Edmonton Garrison Community Library	429 Likes, 467 Followers
	Instagram	@garrisonlibrary	273 followers, 80 posts

Cardholders, Fees, Facilities

Total cardholders

Report the number of active cardholders as of December 31 in the reporting year (active cardholders are those whose cards have not expired). This includes both resident and non-resident library cards of all types (including family cards) issued by the library.

Note: If the library offers family cards and provides only one card/one patron account per family (which is shared among all family members), multiply the number of family cards by 3.1. If all members of a family receive their own card and have their own patron record, do not multiply by 3.1.

	Total Cardholders (resident and non-resident)
	217

Card fees

Indicate **YES** or **NO** if card fees were charged for the following specific patron types: adult, juvenile, senior and family, during the reporting year. If card fees were charged for a patron type that is not listed, indicate so in "Other".

Please use the "Add Note" feature if an explanation is necessary. **DO NOT leave these fields blank** - answer either YES or NO for each.

If you indicated YES for any of the listed patron types, please report the annual card fee charged as set out in the library board's bylaw. If no card fees are charged please leave the amount(s) as $0.00.

	Did you charge card fees?	If yes, how much?
Adult		$0.00
Juvenile		$0.00
Senior		$0.00
Family		$0.00
Other		$0.00

Facility size

A service point is a location where users can directly access library service. This includes mobile libraries (e.g. bookmobiles). Report the area in square metres of all library service points operated by the library board during the reporting year. Include all areas used for library purposes, e.g. shelves, workroom, study area, computer labs. Do not include areas used solely for janitorial, custodial, and mechanical storage or service. Do not include auditoria, art gallery space, coffee shops, and commercial space. In order to convert a measurement of square feet to one of square metres, multiply square footage by 0.09.

	Library area (Sq. metres)	Library area (Sq. feet)
	264.0	2,841.7

Facility status

These fields are to report on the status of library facilities during the reporting year, separate from the impact of the pandemic. If you wish to report on how the pandemic affected library hours and service availability, please do so in "Library Hours - Summary of Pandemic Impact". If you have other comments about the impact of the pandemic on library service delivery, please use the "Comments" box at the end of the annual report.

	Yes or No	Please provide a brief explanation (if applicable)
Did the library move locations (temporarily or permanently) during the reporting year?	No	
Did a new service point open or an existing one permanently close during the reporting year?	No	
Did the library close for renovations at any point during the reporting year?	No	

Electronic Performance Measures

Workstations

	Workstations with internet access	Workstations without internet access	Mobile workstations	Total workstations
	4	0	0	4

Workstation sessions

Estimate

If workstation sessions were counted for a one week period to provide an estimate for the reporting year, please report:
1. The number of workstation sessions for the count week
2. The total number of weeks that public computer access was available library users during the reporting year, up to a maximum of 50 weeks

If the library has not reopened with access to public computers since the pandemic closures and a count week was not completed prior to the closure, please select "Data not available."

	Total workstation sessions during count week	# of weeks public computer access was available	Estimate of workstation sessions
	19	28	532

Actual Count

Only complete this field if workstation sessions were recorded as an actual count throughout the reporting year.

	Total workstation sessions (actual count)

Workstation hours

Report the total hours that public workstations were used during the count week. For example, if workstation sessions are 1 hour in length, then track the total number of sessions during the count week (estimate) or the entire year (actual count) and report the number of hours. If workstation session times vary, there will have to be some kind of method employed to determine the hours that the workstations were in use.

Estimate

If workstation hours were counted for a one week period to provide an estimate for the reporting year, please report:
1. The number of workstation hours recorded for the count week
2. The total number of weeks that computer access was available to library users during the reporting year, up to a maximum of 50 weeks

If the library has not reopened with access to public computers since the pandemic closures and a count week was not completed prior to the closure, please select "Data not available."

	Total workstation hours during count week	# of weeks public computer access was available	Estimate of workstation hours
	19	28	532

Actual Count

Only complete this field if workstation hours were recorded as an actual count throughout the reporting year.

	Total workstation hours (actual count)

Workstation use

Indicate the length of time (in minutes) that constitutes a workstation session in your library. Report the number of minutes only (e.g. 60 minutes to indicate 1 hour).
If the length of workstation session varies, please provide an average for the session length.
If the length of a workstation session is fixed, please provide the fixed length.

	Length of workstation sessions (in minutes)	Percentage of time workstations in use
	60	82%

Public Wi-Fi sessions

Estimate

If Wi-Fi sessions were counted for a one week period to provide an estimate for the reporting year, please report:
1. The number of Wi-Fi sessions for the count week
2. The total number of weeks that Wi-Fi was available to library users during the reporting year, up to a maximum of 50 weeks

If the physical library was closed due to the pandemic but Wi-Fi was still available to library users (e.g. in the parking lot), please include those weeks in the count.

	Total Wi-Fi sessions during count week	# of weeks Wi-Fi was available	Estimate of Wi-Fi sessions

Actual Count

Only complete this field if Wi-Fi sessions were recorded as an actual count throughout the reporting year.

	Total Wi-Fi sessions (actual count)
	1,607

Accomplishments & Comments

Provide your comments and accomplishments below. **Please do not paste in text from a Word document as LibPAS is not compatible with Word formatting.**

	Accomplishments	Comments
	Got through an inventory and a good weed.	

NLLS Chair Report

NLLS Board

Feb 23, 2024

December

The executive hosted its meeting at NLLS headquarters and was privileged to spend part of the afternoon with all staff to celebrate the holiday season and recognize a year of exemplary service from all NLLS Staff. Thank you to all the staff who put the time and effort into organizing the event, creating opportunities for the board and staff to socialize is greatly appreciated and a valuable opportunity for the board to better get to know the individuals behind all the magic!

MLA Meetings

- James and I met with Cold Lake MLA rep Scott Cyr as a follow up of our letter requesting follow up from red tape reduction advocacy efforts in 2019 and 2021.
- He encouraged libraries within NLLS meet with their individual representatives.
- He encourages in person meetings over letters.
- NLLS has access to advocacy materials that are available for boards to use as support when talking to elected officials over library matters.

System Advocacy

- All regional systems met in January to discuss 2024 advocacy efforts.
- Province wide advocacy does not need to be updated as talking points remain relevant.
    - Libraries Deliver Value Beyond Words.
    - Libraries are the heart of rural Alberta.
    - Libraries support Economic Development, health, education, credible information, environment.
- A subcommittee was formed to create support information for library boards on how to better advocate to their municipal stakeholders.
- Discussion points around reserves. – including policy examples that highlight the importance of reserves to the overall financial stewardship of the library board.
- Relationship management.

ALTA Report

Jenn Anheliger – Area 8 Director

ALTA Membership Fees

As of November 1st, ALTA membership fees are due. Payment can be made directly through the ALTA website and logging in or through cheque. There are no changes to membership fees for the 2024 year.

ALTA Webinar Series

All webinars are complete and available for viewing as either personal PD or to do as a board.

Coffee Chats

Monthly coffee chats continue and are hosted by trustees across the province on various topics. This is a casual environment that allows trustees to network and discuss important library matters.

ALTA Symposium

The Alta symposium took place on November 9th, 2023, at the River Cree Resort and Casino. This is the first in person event ALTA has hosted since ALC in 2019. The event was done in partnership with YRL, NLLS, Peace Library System and Parkland Library System. The gracious support of the system partners allowed this symposium to move forward and was a great success.

The event hosted 105 trustees across the province. With a full governance training session hosted by Ian McCormack in the morning (which is available to view in on our trustee toolkit), trustees had the opportunity to network and learn alongside their colleagues. Pending survey feedback, ALTA may seek to offer a second symposium in the new year in southern Alberta.

2024 Projects

Alta has heard loud and clear of the demand from our trustees to facilitate and offer in person networking opportunities along with Professional Development. It is our hope to continue to partner with Stronger together to provide in person PD, as well as Marigold Library System Conference. Keep an eye out on these two conferences for sessions related to trusteeship.

Please continue to contact me with any questions or concerns you may have

Jenn Anheliger

president@librarytrustees.ab.ca

Northern Lights Library System

Budget vs. Actuals: NLLS Budget 2024 - FY24 P&L

January - December 2024

	TOTAL			
	ACTUAL	BUDGET	OVER BUDGET	% OF BUDGET
Income				
4010 Levies - Municipalities	900,532.59	892,768.00	7,764.59	100.87 %
4040 Levies - Library Boards		622,388.00	-622,388.00	
4041 Prov. Operating Grant		878,532.00	-878,532.00	
4042 Prov. Rural Sevices Grant		3,578.00	-3,578.00	
4043 Indigenous OROS Grant (4.75)		64,458.00	-64,458.00	
4047 Indigenous OROS Grant (5.60)		75,992.00	-75,992.00	
4050 Deferred Allotment	386,847.35	386,847.35	0.00	100.00 %
4510 Sales - Misc.	106.80	5,000.00	-4,893.20	2.14 %
4520 Sales Office Supplies-Resale	8,362.07	5,000.00	3,362.07	167.24 %
4530 Other Revenue General		5,000.00	-5,000.00	
4550 Grants and Sponsorship		4,000.00	-4,000.00	
4552 Office Rental	220.00	30,000.00	-29,780.00	0.73 %
4560 Annual Conference		0.00	0.00	
4610 Interest earned		60,000.00	-60,000.00	
4613 Myrnam Revenue		0.00	0.00	
Total Income	**$1,296,068.81**	**$3,033,563.35**	**$ -1,737,494.54**	**42.72 %**
Cost of Goods Sold				
5987 Staff Recruitment/HR Tools/Hosting	500.00	1,500.00	-1,000.00	33.33 %
6007 Coll Dev Book Allotment General	17,119.19	386,847.35	-369,728.16	4.43 %
6080 System Col MLS 2023		10,000.00	-10,000.00	
6081 Indigenous Relations (offsets 4.75)		30,000.00	-30,000.00	
6083 OROS Exp offsets 5.60	1,344.01	75,992.00	-74,647.99	1.77 %
6107 Waiting on Receipt		0.00	0.00	
6108 OPS Processing Sup		20,000.00	-20,000.00	
6114 Computer Software (TSI)	1,329.30	52,000.00	-50,670.70	2.56 %
6118 Computer Hardware (TSI)	308.95	23,000.00	-22,691.05	1.34 %
6119 Website Services (TSI)	16,056.59	60,000.00	-43,943.41	26.76 %
6121 Network Security (TSI)		113,500.00	-113,500.00	
6167 Contract Services (TSI)		47,000.00	-47,000.00	
6168 TRAC (TSI)		125,000.00	-125,000.00	
6169 Internet Services (TSI)	314.00	5,000.00	-4,686.00	6.28 %
6206 Library Staff Training & Development		27,000.00	-27,000.00	
6207 Secondment/Mov Exp		0.00	0.00	
6208 LMC Meeting/Mileage		10,000.00	-10,000.00	
6252 Library Programming (MLS)		10,000.00	-10,000.00	
6266 Postage/Frieght	75.42	6,000.00	-5,924.58	1.26 %
6270 Vehicle Expense (OPS)	191.14	72,000.00	-71,808.86	0.27 %
6271 Vehicle Fuel (OPS)	2,172.93	42,000.00	-39,827.07	5.17 %
6280 Online Databases (MLS)	11,095.76	120,000.00	-108,904.24	9.25 %
6301 Rural Ser Grant BOR		358,574.00	-358,574.00	
6400 Myrnam-Operating exp		0.00	0.00	
6500 General Board Meetings		12,000.00	-12,000.00	
6502 Committee Meetings		6,000.00	-6,000.00	
6508 Board Prof Develo		3,000.00	-3,000.00	
6510 Board Outreach & Honoraria	700.00	10,000.00	-9,300.00	7.00 %
6520 Board Executive Meetings		22,000.00	-22,000.00	

Northern Lights Library System

Budget vs. Actuals: NLLS Budget 2024 - FY24 P&L

January - December 2024

	TOTAL			
	ACTUAL	BUDGET	OVER BUDGET	% OF BUDGET
6521 Special Events/Long Service		900.00	-900.00	
6522 NLLS Social Club	188.64	1,200.00	-1,011.36	15.72 %
6600 Equipment/Software (Admin)		40,000.00	-40,000.00	
6602 Lib Board Chair Meeting		3,500.00	-3,500.00	
6606 Professional & Legal Fees		5,000.00	-5,000.00	
6608 Marketing	429.97	40,000.00	-39,570.03	1.07 %
6610 Audit Expenses		17,000.00	-17,000.00	
6611 Bad Debts - Late Fees	6.40	0.00	6.40	
6612 Bookkeeping/Banking	2,341.50	28,000.00	-25,658.50	8.36 %
6614 Insurance		14,000.00	-14,000.00	
6616 NLLS Memberships	8,171.50	12,000.00	-3,828.50	68.10 %
6618 Resale & Rebills	17,679.74	6,000.00	11,679.74	294.66 %
6620 Office Supplies	120.85	10,000.00	-9,879.15	1.21 %
6622 Telecommunications	3,201.28	12,000.00	-8,798.72	26.68 %
6702 Building Maintenance	13,142.14	15,000.00	-1,857.86	87.61 %
6704 Caretaking & Landscaping	1,725.00	37,000.00	-35,275.00	4.66 %
6706 Health & Safety	534.79	2,100.00	-1,565.21	25.47 %
6708 Utilities	287.10	35,000.00	-34,712.90	0.82 %
Total Cost of Goods Sold	**$99,036.20**	**$1,927,113.35**	**$ -1,828,077.15**	**5.14 %**
GROSS PROFIT	**$1,197,032.61**	**$1,106,450.00**	**$90,582.61**	**108.19 %**
Expenses				
5900 Payroll Expenses				
5500 Staff Salaries	119,238.88	1,451,000.00	-1,331,761.12	8.22 %
5542 Extended Health Expense	3,181.78	39,733.20	-36,551.42	8.01 %
5543 Dental Expense	1,518.34	18,220.00	-16,701.66	8.33 %
5550 W.C.B. Expense		5,000.00	-5,000.00	
5904 Taxes	9,107.39		9,107.39	
Company Contributions				
Taxable Benefits (non-cash)	537.46		537.46	
Total Company Contributions	**537.46**		**537.46**	
Total 5900 Payroll Expenses	**133,583.85**	**1,513,953.20**	**-1,380,369.35**	**8.82 %**
5981 NLLS PD - Shared	7,817.53	35,000.00	-27,182.47	22.34 %
5984 Staff Travel - Shared	960.60	48,000.00	-47,039.40	2.00 %
Total Expenses	**$142,361.98**	**$1,596,953.20**	**$ -1,454,591.22**	**8.91 %**
NET OPERATING INCOME	**$1,054,670.63**	**$ -490,503.20**	**$1,545,173.83**	**-215.02 %**
Other Expenses				
7502 Foreign Exchange gain/loss	3.41		3.41	
Total Other Expenses	**$3.41**	**$0.00**	**$3.41**	**0.00%**
NET OTHER INCOME	**$ -3.41**	**$0.00**	**$ -3.41**	**0.00%**
NET INCOME	**$1,054,667.22**	**$ -490,503.20**	**$1,545,170.42**	**-215.02 %**