

2024-04 12 Executive Meeting Agenda

March 19 2024

2024-04-12 Executive Meeting Agenda

Meeting Agenda- Executive Committee Meeting

Meeting Information

This meeting is in-person with an online option for those who cannot travel and the public.

Join Zoom Meeting

<https://us02web.zoom.us/j/9128782619?pwd=T1I5RVlwdmpHL3pvb1lDdTJudUtGUT09>

Meeting ID: 912 878 2619

Passcode: Executive

Agenda in FULL

Date: April 12, 2024

Location: Bonnyville, AB

Attendees: Jenn Anheliger (Chair), Larry Tiedemann (Treasurer), Barbara Smith, Maxine Fodness, Leslie Cusack, Matthew McLennan, Kelly Chamzuk, Vicky Lefebvre, Josh Crick

Regrets: Dwayne Spicer (Vice-Chair)

Guests: Jodi Dahlgren (LMC Chair)

Staff: James MacDonald, Terri Hampson

1. ***Land Acknowledgment***

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.

2. Approval of the agenda
3. Approval of previous minutes of [2024 02 09](#)
4. Approval of previous minutes of [2024 02 23](#)
5. [Budget Report](#) - James MacDonald
Briefing Note: All but three municipalities have paid their annual levy. Those who have not paid have been contacted. One budget line is overspent by more than 10%. This is the building maintenance budget line resulting from the vestibule construction being coded here.

Decisions

6. ED Performance Evaluation Committee
Briefing Note: a third member of the committee needs to be nominated. The committee is comprised of the Chair, Vice-chair, and one additional member elected by the Executive at the beginning of each year. See the [EDEC Policy](#).
7. Policies

Section [1:1C Driver Safety and Service](#)

Briefing Note: Provides a quarterly bonus to contract drivers when defined safety and service standards are met.

Section [1:3X Information Technology - Member Libraries](#)

Briefing Note: Outlines the appropriate use of technology connected to the NLLS network at member libraries. This policy is required for cyber insurance compliance.

Section 3:1L [Long-term Office Rentals](#)

Briefing Note: Sets guidelines for long-term rentals or leases of NLLS-owned properties.

POLICIES FOR REVISION:

Section [2:1C Governance Style of the Board and TOR Procedural Policy](#)

Briefing Note: Combines the Governance Style of the Board policy ([2:1C](#)) and the Terms of Reference: Procedural Policy of the Board. 2:1C becomes

the preamble to the procedural policy. The policy is renamed to "Board Procedural Policy." Consider changing this from a TOR to policy 2:1C. Besides changes to grammar and punctuation, changes were made to better define quorum, rules regarding virtual participation in meetings, and changes to voting on motions made by email.

Section [2:1E Executive Committee and 2:1O Election of Executive Committee](#)

Briefing Note: Combines 2:1E Executive Committee and [2:1O](#) Election of Executive Committee under one policy called "Executive Committee." Besides grammar and punctuation, clarity was provided on the population used to determine auto-seats and what happens when an auto-seat is vacated prematurely. Added a requirement to obtain legal counsel on the dismissal of an ED (for compliance with insurance).

Section [4:1A Collection Development](#)

Briefing Note: This came up during the regular review. We tightened the language and simplified it for clarity.

POLICIES TO DELETE

Section [Sec 2:1O](#) Election of Executive Committee

Briefing Note: Combine with Sec 2:1E

Section [Sec 2:1C](#) Governance Style of the Board

Briefing Note: Combine with TOR Procedural Policy

Discussion

7. [2023 Annual Survey Report](#)

Briefing Note: The survey was generally positive. The report provides a number of recommendations and outlines the progress on recommendations from the previous survey.

8. [Provincial Report for OROS Grant.](#)

Briefing Note: Overall circulation appears to be down, but we are trending upward in every other metric. The number of cardholders has more than doubled. Programs offered by our libraries are trending upward. There appears to be overall more engagement with Indigenous communities. We have no way of differentiating electronic usage from reserves or settlements. It is quite possible that a good chunk of our

large uptick in electronic book and audiobook usage in 2023 can be attributed to the doubling of OROS patrons.

9. Standing ED Performance Evaluation (In-camera).

10. Next Meetings

Executive Meeting Schedule	Board Meeting Schedule
Jun 14, 2024 at 10:00 am - Newbrook	May 22, 2024 at 10:00 am - In Person
Aug 9, 2024 at 10:00 am - Gibbons	Aug 23, 2024 at 10:00 am - In person
Oct 11, 2024 at 10:00 am - Wainwright	Nov 29, 2024 at 10:00 am - online
Dec 13, 2024 at 10:00 am - Headquarters	

2024-02-09-Executive Meeting Minutes

2024-02-09 Executive Meeting Agenda

Meeting Agenda- Executive Committee Meeting

Meeting Information

This meeting is in-person with an online option for those who cannot travel and the public.

Join Zoom Meeting

<https://us02web.zoom.us/j/9128782619?pwd=T1I5RVlwdmpHL3pvb1IDdTJudUtGUT09>

Meeting ID: 912 878 2619

Passcode: Executive

Agenda in FULL

Date: February 9, 2024, Call to order 10:05am

Location: Paradise Valley

Attendees: Jenn Anheliger (Chair), Dwayne Spicer (Vice-Chair), Larry Tiedemann (Treasurer), Barbara Smith, Maxine Fodness, Leslie Cusack, Matthew McLennan, Kelly Chamzuk, Vicky Lefebvre

Regrets: Josh Crick

Guests: Jodi Dahlgren (LMC Chair)

Staff: James MacDonald, Terri Hampson

Land Acknowledgment

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.

2. Approval of the agenda

M1 Vicky L motions to approve the agenda, all in favor, carried.

3. Approval of previous minutes of [December 8, 2023](#)

M2 Barb S motions to approve the December 8, 2023 minutes, all in favor, carried

REPORTS

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.

M3 Larry T motions to approve the financial report as presented, all in favor, carried.

Chairs Report, Verbal

Briefing Note: We meet with the MLA, Scott Cyr, on Thursday at NLLS HQ. We expect Jenn will have an update from that conversation. The System's advocacy group also met in January.

M4 Larry T motions to have the policy committee investigate on office rental for government, all in favor, motion carried.

M5 Leslie C motions to approve the verbal Chair report as presented, all in favor, carried.

Executive Directors Report

Briefing Note:

Pelican Narrows

A letter was sent to their council on December 19th, 2023 in response to their request to leave the system. The letter is available [at this link](#).

They responded briefly with some interest in hearing about library grants. We are still working to connect.

Myrnam

Myrnam has formed a library board. We are actively working with them to get services rolling. They have met several times.

Elizabeth Métis Settlement

I met with the newly formed library board on January 8th. Two members of the PLSB were also there to help the board get their bearings. They have been successfully added to the Polaris Library System as a new branch. They are moving forward with good speed.

Glendon

The Glendon Library held a grand opening on January 27th. I facilitated a community focus group to aid in the development of their plan of service.

Legal

We are working to add the Legal library to the Polaris library system software. It appears they have identified a temporary location for the library.

General Updates

Vestibule

The vestibule is coming together. We believe we are still operating within budget. There have been some unforeseen costs. The hydro-vac truck required a whole day to ensure there were no sewer or water lines in the way of the screw piles.

M6 Maxine F motions to approve the Executive Director report as presented, all in favor, carried.

Action: ED to assess Board questions/section on the Annual Survey.

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. The Board has delegated authority to the Executive to approve these reports so we can ensure they are submitted in a timely fashion. We will share the reports with the Board at the February Board meeting.

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.

M7 Kelly C motions to approve the library reports as presented, all in favor, carried.

DISCUSSION

OROS Website demonstration

Briefing Note: The OROS website is nearing completion. We will demonstrate the site to the library managers at their next meeting. 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. I will demonstrate the site in this meeting.

Action: Update Phone number to Cell Number, print page for interim until they get to the library for the actual card.

Myrnam Library Board - Support

Briefing Note: The Myrnam Library Board is getting off the ground and running. We want to support their development as much as possible. We propose doing this with a dedicated consulting service akin to a secondment. Given the financial constraints of the new board, we anticipate that NLLS will provide the **service at no cost**. We would provide initial services remotely to support the board in hiring a library manager, setting up policies, and in the development of a Plan of Service. Once the library manager is hired, we propose three weeks of on-site support. That support would include in-depth training for the library manager, collection development, and public service support. We anticipate the cost for three weeks of site support will be 7-10 thousand dollars.

M8 Vicky L motions to accept the secondment proposal to support Myrnam Library Board up to a maximum of \$10,000, all in favor, carried.

School Library Services Contract

Briefing Note: We met with the Northern Lights School Division regarding their library service point in Cold Lake, 4-Wing. We've proposed allowing the school to participate in the system. They would be added to the weekly van run, receive training for their school librarian, receive cataloging and purchase support, and access to the library system (TRAC). We've proposed that the cost be set at \$5.39/FTE student. A contract was drawn up by our lawyer and is currently being reviewed by the school administration.

The ED will present to the NLSD administrators in Lac La Biche on March 18th. The presentation is to help principals better understand the services available to them through local public libraries. The ED will contact libraries in the school district for their assistance with the presentation.

Action: Clause for renewing, and cost assessment to be done. Contract to be reviewed by the Executive.

DECISIONS

Glendon and the MD Book Allotment

Briefing Note: The book allotment is set aside at NLLS for Bonnyville and Cold Lake on a 70%/30% basis. Admin proposes that we provide Glendon with 10% of the allotment and reduce Bonnyville and Cold Lake proportionally, 7%/3%. Glendon has made the case that they capture about 19% of the MD population using population density (2.1/sq km) and the school catchment area of 945 square kilometres. 10% seems reasonable as they start out. We can monitor usage over the next few years to determine if any change is appropriate.

M9 motions to have James draft a letter on behalf of the NLLS board recommendation to the MD of Bonnyville regarding book allotment or service agreement consideration for Glendon Library, all in favor, carried.

Policy Updates for Board

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 the opportunity for 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.

ACTION: Add, where appropriate wear NLLS clothing for promotion.
Add, specify unpaid volunteer work.

M10 Vicky L motions to amend the Volunteer time off as discussed, all in favor, motion carried.

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.

ACTION: Amend \$10,000 threshold for ED to sell.

M11 Barb S motions to move the Sale of Capital Items policy to the General Board for approval as amended, all in favor, motion carried.

POLICY REVISIONS

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.

ACTION: Add Job Description under primary metrics, Under Committee Role remove "optional"

M12 Maxine F motions to move the Executive Director Evaluation Committee policy as amended to General Board for approval, all in favor, motion carried.

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 do not have enough employees to make this a requirement. 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.

M13 Kelly motions to move the above policies to the General Board for approval, all in favor, motion carried.

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.

M13 Kelly motions to delete the above policies and move to the General Board for approval, all in favor, motion carried.

9. Next Meetings

General Board

- 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)

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

Closed Session

M14 Kelly C motions to go into closed session at 1:09pm

Personnel – standing performance evaluation discussion.

M15 Leslie C motions to come out of closed session at 2:00pm

Adjournment

M16 Kelly C motions to adjourn at 2:01pm



2024-02-23-Executive Meeting Minutes -DRAFT

2024-02-23 Executive Meeting Agenda

Meeting Agenda- Executive Committee Meeting

Meeting Information **This meeting is online.**

Join Zoom Meeting

<https://us02web.zoom.us/j/86792585878?pwd=NDA0VGxBbDM5K2hBaG1KTkdXUUZ3dz09>

Meeting ID: 867 9258 5878, Passcode: 486177

Agenda

Date: February 23, 2024

Call to order 8:00am Location: On line

Attendees: Jenn Anheliger (Chair), Dwayne Spicer (Vice-Chair), Larry Tiedemann (Treasurer), Barbara Smith, Maxine Fodness, Leslie Cusack, Matthew McLennan, Kelly Chamzuk, Vicky Lefebvre, Josh Crick

Guests: Jodi Dahlgren (LMC Chair)

Staff: James MacDonald, Terri Hampson

REPORTS

1. Financial Report, [Auditor Presentation 2023](#)

M1 Larry Tiedemann motions to approve the financial report as presented, all in favor, carried.

M2 Dwayne Spice motions to go into camera at 8:45am, all in favor, motion carried.

M3 Josh Crick motions to come out of camera at 8:56am, all in favor, motion carried.

M4 Leslie Cusack motions to adjourn the meeting at 8:59am, all in favor, carried.

Northern Lights Library System
Budget vs. Actuals: NLLS Budget 2024 - FY24 P&L
January - March 2024

	Actual	Budget	Total 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	0.00%
4041 Prov. Operating Grant		878,532.00	-878,532.00	0.00%
4042 Prov. Rural Sevices Grant		3,578.00	-3,578.00	0.00%
4043 Indigenous OROS Grant (4.75)		64,458.00	-64,458.00	0.00%
4047 Indigenous OROS Grant (5.60)		75,992.00	-75,992.00	0.00%
4050 Deferred Allotment	386,847.35	386,847.35	0.00	100.00%
4510 Sales - Misc.	305.15	5,000.00	-4,694.85	6.10%
4520 Sales Office Supplies-Resale	21,518.44	5,000.00	16,518.44	430.37%
4530 Other Revenue General	197.81	5,000.00	-4,802.19	3.96%
4550 Grants and Sponsorship		4,000.00	-4,000.00	0.00%
4552 Office Rental	7,720.00	30,000.00	-22,280.00	25.73%
4610 Interest earned	33,893.25	60,000.00	-26,106.75	56.49%
Total Income	\$ 1,351,014.59	\$ 3,033,563.35	-\$ 1,682,548.76	44.54%
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	93,807.09	386,847.35	-293,040.26	24.25%
6080 System Col MLS 2023		10,000.00	-10,000.00	0.00%
6081 Indigenous Relations (offsets 4.75)		30,000.00	-30,000.00	0.00%
6083 OROS Exp offsets 5.60	4,215.37	75,992.00	-71,776.63	5.55%
6108 OPS Processing Sup	6,058.24	20,000.00	-13,941.76	30.29%
6114 Computer Software (TSI)	4,830.99	52,000.00	-47,169.01	9.29%
6118 Computer Hardware (TSI)	12,327.12	23,000.00	-10,672.88	53.60%
6119 Website Services (TSI)	16,492.56	60,000.00	-43,507.44	27.49%
6121 Network Security (TSI)	7,421.47	113,500.00	-106,078.53	6.54%
6167 Contract Services (TSI)	13,279.83	47,000.00	-33,720.17	28.25%
6168 TRAC (TSI)		125,000.00	-125,000.00	0.00%
6169 Internet Services (TSI)	2,070.75	5,000.00	-2,929.25	41.42%

6206 Library Staff Training & Development	7,500.00	27,000.00	-19,500.00	27.78%
6208 LMC Meeting/Mileage		10,000.00	-10,000.00	0.00%
6252 Library Programming (MLS)	0.00	10,000.00	-10,000.00	0.00%
6266 Postage/Frieght	673.22	6,000.00	-5,326.78	11.22%
6270 Vehicle Expense (OPS)	10,876.65	72,000.00	-61,123.35	15.11%
6271 Vehicle Fuel (OPS)	8,370.66	42,000.00	-33,629.34	19.93%
6280 Online Databases (MLS)	16,679.93	120,000.00	-103,320.07	13.90%
6301 Rural Ser Grant BOR		358,574.00	-358,574.00	0.00%
6500 General Board Meetings	1,317.33	12,000.00	-10,682.67	10.98%
6502 Committee Meetings	382.66	6,000.00	-5,617.34	6.38%
6508 Board Prof Develo		3,000.00	-3,000.00	0.00%
6510 Board Outreach & Honoraria	700.00	10,000.00	-9,300.00	7.00%
6520 Board Executive Meetings	2,636.63	22,000.00	-19,363.37	11.98%
6521 Special Events/Long Service	14.20	900.00	-885.80	1.58%
6522 NLLS Social Club	-1,150.01	1,200.00	-2,350.01	-95.83%
6600 Equipment/Software (Admin)	3,103.74	40,000.00	-36,896.26	7.76%
6602 Lib Board Chair Meeting		3,500.00	-3,500.00	0.00%
6606 Professional & Legal Fees	2,800.00	5,000.00	-2,200.00	56.00%
6608 Marketing	8,329.79	40,000.00	-31,670.21	20.82%
6610 Audit Expenses	16,852.10	17,000.00	-147.90	99.13%
6611 Bad Debts - Late Fees	40.08	0.00	40.08	
6612 Bookkeeping/Banking	7,621.55	28,000.00	-20,378.45	27.22%
6614 Insurance	274.05	14,000.00	-13,725.95	1.96%
6616 NLLS Memberships	8,559.50	12,000.00	-3,440.50	71.33%
6618 Resale & Rebills	44,837.39	6,000.00	38,837.39	747.29%
6620 Office Supplies	3,378.33	10,000.00	-6,621.67	33.78%
6622 Telecommunications	5,612.13	12,000.00	-6,387.87	46.77%
6702 Building Maintenance	18,185.97	15,000.00	3,185.97	121.24%
6704 Caretaking & Landscaping	11,222.23	37,000.00	-25,777.77	30.33%
6706 Health & Safety	1,074.79	2,100.00	-1,025.21	51.18%
6708 Utilities	9,560.65	35,000.00	-25,439.35	27.32%
Total Cost of Goods Sold	\$ 350,456.99	\$ 1,927,113.35	-\$ 1,576,656.36	18.19%
Gross Profit	\$ 1,000,557.60	\$ 1,106,450.00	-\$ 105,892.40	90.43%
Expenses				
Total 5900 Payroll Expenses	\$ 458,828.50	\$ 1,513,953.20	-\$ 1,055,124.70	30.31%

5981 NLLS PD - Shared	16,442.62	35,000.00	-18,557.38	46.98%
5984 Staff Travel - Shared	7,929.64	48,000.00	-40,070.36	16.52%
Total Expenses	\$ 483,200.76	\$ 1,596,953.20	-\$ 1,113,752.44	30.26%
Net Operating Income	\$ 517,356.84	-\$ 490,503.20	\$ 1,007,860.04	-105.47%

Wednesday, Apr. 03, 2024 08:17:33 a.m. GMT-7 - Accrual Basis

STATEMENT OF POLICY AND PROCEDURE

Section: Terms of Reference | Chapter: | Page(s): 1

Subject: **EXECUTIVE DIRECTOR EVALUATION COMMITTEE** |

Reviewed: 2020/05/29 | Revised: 2024-02-23 | **Effective: 2020/05/29**

EXECUTIVE DIRECTOR EVALUATION COMMITTEE

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 job description, 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.

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.

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Workplace Health and Safety | Page(s): 2

Subject: Driver Safety and Service Incentive | Sec 1, 1C

Reviewed NEW | Revised: NEW | **Effective: 2024-02-23**

Driver Safety and Service Incentive Policy

At Northern Lights Library System (NLLS), we value our members' safety and satisfaction and prioritize our drivers' well-being. To ensure the highest standards of service and safety on the road, we have implemented the following Safety and Service Policy for our drivers.

Policy Overview:

Drivers who meet the specified safety and service standards will be eligible for additional compensation of \$20 per day of driving, paid out quarterly. To qualify for this incentive, drivers must meet the following Safety and Service Standards.

Safety and Service Standards:

1. **Driving Record:** Maintain a clean driving record and provide an annual copy to NLLS administration.
2. **Motor Vehicle Violations:** To qualify for the incentive, drivers must not receive any driving tickets or convictions during the quarter.
3. **At-Fault Driving Incidents:** Drivers must not be at fault in any driving incidents during the quarter.
4. **Service Complaints:** Drivers must receive no more than two service or safety complaints from members or others on the road during the quarter.
5. **Promptness and Reliability:** Drivers will arrive at shifts on time and complete routes in a timeframe conducive to the length of the route and the road conditions. More than three late arrivals to a shift in a quarter will disqualify the driver from the quarter's incentive.
6. **Billing:** Drivers will ensure their monthly invoice reaches the finance officer by the 20th day of each month. More than 1 late invoice in a quarter will disqualify the driver from that quarter's incentive program.

Incentive Payment:

Drivers who meet all the safety and service standards outlined above will be eligible to receive the additional compensation of \$20 per day of driving, up to a maximum of 213 days annually. This incentive will be paid out quarterly, provided the driver has met the criteria for the entire quarter.

Monitoring and Evaluation:

The Bibliographic Services Manager will closely monitor drivers' performance to ensure safety and service standards compliance. Any violations or failure to meet the criteria outlined in this policy may result in disqualification from receiving the incentive. It could

lead to further disciplinary action, including termination of the contract.

Appeals Process:

If a driver believes they have been unfairly disqualified from receiving the incentive, they may submit an appeal to the ~~Grievance Committee~~ **Executive Director** for review. Appeals will be considered on a case-by-case basis, and decisions will be made based on the merits of the individual situation.

Conclusion:

At NLLS, we are committed to promoting a culture of safety and excellence among our drivers. By adhering to the standards outlined in this policy, our drivers contribute to the safety of our roads and enhance the overall experience for our valued members. We appreciate the dedication and commitment of our drivers in upholding these standards and ensuring the continued success of NLLS.

STATEMENT OF POLICY AND PROCEDURE

Section: 1:3X | Chapter: | Page(s):

Subject: INFORMATION TECHNOLOGY – MEMBER LIBRARIES |

Reviewed: NEW | Revised: NEW | **Effective:**

Part 1 – Interpretation and Application

Definitions

1. In this policy, any word or expression mentioned hereinafter has its statutory meaning unless otherwise specified, and:
 - a. **“NLLS”** refers to the Northern Lights Library System and its staff.
 - b. **“Endpoint”** refers to any technology capable of connecting to the internet, including, but not limited to: computers, tablets, phones, printers, and self-checkout machines.
 - **“Approved Endpoint”** refers to any endpoint approved for use on an NLLS network by NLLS.
 - **“Unapproved Endpoint”** refers to any endpoint not approved for use on an NLLS network by NLLS.
 - c. **“External Party”** refers to any group or individual without a formal staff or volunteer arrangement with a Member Library or NLLS.
 - d. **“Member Library”** refers to a library or service point served by NLLS and/or one or more staff members who are employed by, or volunteer at, a Member Library and acting under its representation.
 - e. **“Network Equipment”** refers to any piece of technology that is used to create and/or facilitate an internet-based network, including, but not limited to, firewalls, switches, and wireless AP units.
 - f. **“Staff Member”** refers to any individual formally employed by or volunteering at a Member Library, such as board members.

Part 2 – Policy Compliance

Exceptions

2. Any exception to this policy must be authorized in writing by NLLS prior to any action being taken on behalf of the Member Library or NLLS staff.

Non-Compliance

3. Failure to follow this policy without prior exception may result in the immediate and unannounced partial or full revocation of the Member Library’s access to technology-based services. In such situations, NLLS will notify the Member Library of the revocation and provide reasonable steps for the Member Library to regain access to services.
4. If a cybersecurity incident is directly attributable to the proven and continued non-compliant actions of a Member Library, the library may be held liable for recovery and/or reconstruction efforts.

Part 3 – User Account Management

Login Credentials

5. The sharing of assigned desktop and/or Polaris login credentials with another staff member and/or external parties is strictly prohibited.

Desktop Login Credentials

6. All staff members accessing an endpoint on the Staff Network must access the endpoint through a desktop login credential assigned by NLLS that accurately identifies the staff member through a combination of first, middle, and/or last names.

Polaris Login Credentials

7. All staff members accessing Polaris must access the application through a login credential assigned by NLLS that accurately identifies the staff member through a combination of first, middle, and/or last names, in addition to the Member Library in which they are primarily employed and/or volunteer at.

Departure of a Staff Member

8. If a staff member departs a library under any circumstances, including, but not limited to, resignation, retirement, or termination, NLLS must be notified of the date and end time of the staff member's last shift prior to, when possible, its occurrence so that access to the account may be appropriately restricted.
9. Member Libraries may keep the accounts of former staff members active for reasons of business continuity. In these cases, the password must be changed to a password other than that used by the staff member during their employment no later than the end time of their last shift.
10. NLLS will delete all accounts of former staff members 365 days after their last working day or upon request by the Library Manager or Director, whichever occurs sooner.

Part 4 – Acceptable Use

Internet Usage

Internet Browsing and Content Filtering

11. NLLS will not apply content filters to the internet connection at Member Libraries, either on its own accord or at the request of a Member Library.
12. Staff members must follow safe browsing practices when accessing the internet, including, but not limited to, only visiting trusted websites and avoiding potentially dangerous websites such as those classified as 'dark web'.

13. It is the responsibility of the Member Library to ensure that staff members are not accessing content that can be reasonably believed to have a likelihood of compromising the network.

Downloads from the internet

14. All endpoints operating on an NLLS network (with the exception of the BYOD Wireless Network and the Public Wireless Network) must operate software provided by NLLS that restricts the download of files commonly associated with a high level of risk to the organization's cybersecurity.
15. Staff members must follow safe downloading practices when downloading files from the internet, including, but not limited to, only downloading files from trusted websites.
16. Under no circumstances are staff members permitted to download files or programs obtained illegally or that infringe copyright.

Endpoint Usage

17. NLLS will not impose restrictions on the usage of endpoints for staff members over and above what is already stated in this policy.

Usage by External Parties

18. The Member Library is responsible for ensuring that external parties utilizing an endpoint connected to an NLLS network employ safe browsing practices.
19. It is strongly recommended that external parties not be given access to an endpoint connected to the Staff Network or Staff Wireless Network. If this is required, external parties must be actively monitored by a staff member when utilizing the endpoint.
20. Under no circumstances are any personal devices belonging to external parties permitted to connect to an NLLS network, other than wirelessly through the Public Wireless Network.
21. Under no circumstances are any personal devices belonging to external parties permitted to connect to a printer operating on an NLLS network, other than wirelessly.

Usage of the Public Network and Public Wireless Network

22. NLLS will not impose content, usage, or download restrictions on devices connected to the Public Network beyond those mentioned in this policy.
23. Users must agree to the *NLLS Public Wireless Hotspot Connection Conditions and Terms of Agreement* before connecting to the Public Wireless Network.
24. The Member Library is responsible for enforcing the *NLLS Public Wireless Network Hotspot Connection Conditions and Terms of Agreement* for users accessing the Public Wireless Network in the library.
25. If a Member Library has a concern about a user's activity while using an endpoint connected to the Public Network, it is the responsibility of the Member Library to report this concern to NLLS.

Connection of Personal Devices to the Network

26. Member Library staff members are not permitted to connect personal devices to an NLLS network other than the BYOD Wireless Network or the Public Wireless Network.

Part 5 – Password and Access Management

27. Password management is a critical component of ensuring the cybersecurity of NLLS and its Member Libraries. Poor password management practices increase the organization's vulnerability to malicious cyber activity, which poses significant risk of losing personal and/or business data. To protect against this, all staff members must:
- Change temporary passwords provided to them by NLLS upon first login.
 - Use a unique password for every application. The reuse of passwords is strictly prohibited.
 - Employ complex passwords and follow the recommendations of the entity requiring login credentials. If password recommendations are not provided, employees must create a complex password no fewer than 14 characters, inclusive of at least one number and one special character. Passwords must also not include any words or terms associated with the Member Library or the workplace, such as the library name or digits of a workplace phone number.
 - Not divulge passwords to external parties.
 - Ensure that passwords are securely stored in a password management application. The digital storage of passwords in unsecured documents and the physical storage of passwords outside of locked places, such as locked rooms or cabinets, is strictly prohibited.

Part 6 – Network Access and Configuration

Network Configuration

28. NLLS administers two separate wired networks for each Member Library: the Staff Network and the Public Network. Both networks serve a distinct purpose and carry their own policies and procedures regarding access.
29. In unique situations, NLLS may set up an additional network at a Member Library that will carry its own set of unique policies and procedures.
30. Member libraries are not permitted to connect network equipment to any NLLS network without the express permission of NLLS.

Staff Network Access

31. The Staff Network is reserved for the use of Approved Endpoints requiring a hardwired internet connection that are to be used exclusively by staff members.
32. If an endpoint is required to connect to the Staff Network, NLLS must be contacted before connection.
33. NLLS maintains the right to refuse to allow an endpoint to connect to the Staff Network if it is reasonably believed to have a likelihood of compromising the network or degrading network performance. Due to this, it is recommended that Member Libraries contact NLLS staff before purchasing new endpoints.
34. It is not permitted to connect computers that do not operate on the NL.ORG domain to the Staff Network without the express permission of NLLS. This includes computers owned by the Member Library that do not yet operate on NL.ORG, such as public access computers.
35. If an Unapproved Endpoint is found to be connected to the Staff Network, NLLS will remotely revoke the endpoint's access to the network until the Member Library obtains approval for the endpoint from NLLS.

Public Network Access

36. The Public Network is reserved for the use of Approved Endpoints requiring a hardwired internet connection to facilitate the offering of public access computers to external parties.
37. If an endpoint is required to connect to the Public Network, NLLS must be contacted before connection.
38. NLLS maintains the right to refuse to allow the connection of an endpoint to the Public Network if it is reasonably believed to have a likelihood of compromising the network or degrading network performance. Due to this, it is recommended that Member Libraries contact NLLS staff before purchasing new endpoints.
39. If an Unapproved Endpoint is found to be connected to the Public Network, NLLS will remotely revoke the endpoint's access to the network until the Member Library obtains approval for the endpoint from NLLS.
40. Personal computers belonging to staff members and external parties are not permitted to connect to the Public Network, including via a network-connected printer. These endpoints are only permitted to connect to the Public Network via the Public Wireless Network or the BYOD Wireless Network for staff members.
41. Member Libraries are not permitted Administrator access to endpoints connected to the Public Network.

Part 7 – Wireless Network Access and Configuration

Wireless Network Configuration

42. NLLS administers three separate wireless networks for each Member Library: the Staff Wireless Network, the BYOD Wireless Network, and the Public Wireless Network. Each wireless network serves a distinct purpose and has its own set of policies and procedures regarding access.
43. In unique situations, NLLS may set up an additional wireless network at a Member Library that will carry unique policies and procedures.

Staff Wireless Network

44. The Staff Wireless Network ("Library Staff") is reserved for using Approved Endpoints requiring a wireless connection.
45. If an Unapproved Endpoint is found to be connected to the Staff Wireless Network, NLLS will remotely revoke the endpoint's access to the network until the Member Library obtains approval for the endpoint.
46. If an endpoint is acquired that must connect to the Staff Wireless Network to function, such as a traffic counting device or security cameras, NLLS staff must be contacted before connection to build the appropriate isolated network lock-out.
47. NLLS maintains the right to refuse to permit an endpoint to connect to the Staff Wireless Network if it is reasonably believed to have a likelihood of compromising or degrading network performance. Due to this, it is recommended that Member Libraries contact NLLS staff before purchasing new technologies.
48. Divulging the Staff Wireless Network password to external parties is strictly prohibited.

BYOD Wireless Network

49. Staff members may bring their personal endpoints to work and connect to the BYOD Wireless Network ("Library BYOD").
50. Divulging the BYOD Wireless Network password to external parties is strictly prohibited.

Public Wireless Network

51. The Public Wireless Network ("Library Wireless") is reserved for external parties to use via their own endpoints or through unsupervised use of Approved Endpoints, including public access computers.

Part 8 – Stewardship of Network Devices

52. All network equipment found at a Member Library is the property of NLLS and provided on loan to Member Libraries to facilitate a network connection.
53. All network equipment must be physically secured in a locked space approved by NLLS.
54. NLLS must be provided access to network equipment upon request and within a reasonable timeframe in consideration of a Member Library's opening hours.
55. Staff members are not permitted to unplug, move, or otherwise interact with network devices at the Member Library without prior approval from NLLS.
56. Member Libraries must not permit any external party from unplugging, moving, or otherwise interacting with network devices at the Member Library without prior approval from NLLS.
57. Member Libraries are responsible for maintaining the network capabilities of their building and/or space to the minimum standard of being able to support modern network equipment, including, but not limited to, ensuring network cabling is of a current recommended specification.

Part 9 – Endpoints

Minimum Computer Configuration

58. All computers must be provided to NLLS to configure to the following minimum configuration before being permitted to connect to an NLLS network:
 - a. Each computer is required to have the following applications installed:
 - Endpoint Detection and Response (EDR) software
 - Remote support software
 - Software capable of automatically updating and patching other software
 - b. All computers connected to the Staff Network must operate on NL.ORG
 - c. All computers connected to the Public Network must utilize software to wipe the user's data at the end of each session.
 - d. All computers must operate a modern operating system specified by NLLS.
59. If a computer cannot meet the minimum computer configuration, it will not be permitted to connect to an NLLS network.

Part 10 – Data Backups

60. NLLS will back up the Outlook and OneDrive data of Library Managers and Library Directors at Member Libraries via off-site backups without charge to the Member Library.
61. Upon request from a Member Library, NLLS will backup staff members' Outlook and OneDrive data at cost.
62. Data integrity during and/or after a cybersecurity incident is not guaranteed.

Part 11 – Cybersecurity Incidents

63. In the case of a cybersecurity incident – either speculated or confirmed – NLLS will take all measures necessary to isolate the cause, reduce the spread, and protect our digital assets, up to and including assuming immediate and unannounced absolute control of the network at each Member Library and each endpoint connected to it without concern for data preservation.

STATEMENT OF POLICY AND PROCEDURE

Section: Finance | Chapter: General | Page(s): 2

Subject: **LONG-TERM OFFICE RENTALS** | Sec 3, IL Appendix V

Reviewed: New | Revised: New | **Effective: New**

Purpose

Northern Lights Library System (NLLS) may acquire real property to deliver library services to its members efficiently in accordance with the Libraries Act. Where the library system owns a property to provide library services but cannot utilize the entire building, the remainder will be rented out when practical.

Rental Agreements

1. All long-term rental or lease agreements will be vetted by the Executive Committee and subject to the discretion of the Executive Committee.
2. NLLS reserves the right to refuse proposed rental agreements.
3. Rent will be set at a fair market value.
4. Rent to community groups, non-profits, charitable organizations, or government organizations will be at least one-fifth of fair market value.
5. Long-term rentals are made available on an equitable basis regardless of the beliefs or affiliations of individuals or groups leasing the space, in accordance with the Canadian Charter of Rights and Freedoms, the Alberta Human Rights Act, and the CFLA-FCAB's policy position on third-party use of publicly funded meeting rooms.
6. A long-term rental or lease does not signify that NLLS endorses the business practices, policies or beliefs of the individual(s), group(s) or organization(s) using the space.

STATEMENT OF POLICY AND PROCEDURE

Section: Terms of Reference | Chapter: | Page(s): 8

Subject: **BOARD PROCEDURAL POLICY** |

Reviewed: 2023-01-13 | Revised: NEW | **Effective: 2021/02/26**

BOARD PROCEDURAL POLICY

PART I - INTERPRETATION AND APPLICATION

Purpose

1. The purpose of these Rules of Order is to establish procedures according to which meetings of the Board and committees of the Board are to be governed and conducted.

Governance Style

2. The Board governs with a proactive style emphasizing outward vision, diversity of thought, strategic leadership, and collective decision-making.
3. The Board maintains a clear distinction between governance and operational roles.
4. The Board shall:
 - a) Abide by its Code of Ethics.
 - b) Consider suggestions for policy development from all its stakeholders.
 - c) Only act through policy and resolution.
 - d) Comply with federal, provincial, and municipal laws and Board policies.
 - e) Approve changes or additions to policies at a Board meeting by a motion.
 - f) Ensure copies of all approved or amended policies are filed with the appropriate government department(s).
 - g) Monitor and regularly discuss its processes and performance.
 - h) Ensure the continuity of its governance capability through Board education and development.
 - i) Cause all minutes and agendas to be posted to the NLLS website and sent to all Board members and alternates within 5 business days of a meeting.

Definitions

2. In these Rules of Order, any word or expression used in the Libraries Act has its statutory meaning unless otherwise specified in this section, and:
 - j) "Act" means the Libraries Act, RSA 2000, c L-11 and its regulations, as amended;
 - k) "Board" means the Northern Lights Library System Board;
 - l) "Chair" means the Member elected by the Board in accordance with section 32 of the Act and **includes, in the absence of the Chair, a Member assigned by the Chair or appointed by the Members present at a meeting to preside over the meeting in the Chair's absence;**
 - m) "Delegation" means any person or group who wishes to make representations to the Board at a meeting, related to the Board and its programs;
 - n) "Executive Committee" means ~~that the~~ duly appointed committee of the Board as defined in the ~~Libraries~~ Act;
 - o) "Executive Director" means the individual appointed by the Board to the position of ~~E~~xecutive ~~D~~irector for Northern Lights Library System;
 - p) "Member" and "Representative" means a duly appointed member of the Board, **or their duly appointed alternate in the absence of a Member; and includes an alternate member when a Board Trustee's member is unable to attend a meeting of the Board;**
 - q) "Motion" means a formal proposition put forward by a Member in attendance at a meeting with the intention that it be put to a vote;
 - r) "Point of Order" means the raising of a question by a Member to call attention to any deviation from a provision of these Rules of Order or any statute, regulation, bylaw or policy;
 - s) "Point of Privilege" means a matter affecting the rights and privileges of the Board collectively, or of individual Members;
 - t) "Quorum" means the minimum number of appointed representatives, in accordance with the Act, that must be present at any Board meeting to make the proceedings of that meeting valid.

- u) "Resolution" means a Motion which has been voted on and carried by the Board.

Application

3. When any matter relating to the proceedings of the Board or any committee of the Board is not addressed in the Act or ~~in~~ these Rules of Order, the matter shall be decided by a vote of a majority of Members participating in the meeting and entitled to vote.

PART 2 – BOARD MEETINGS

Regular Meetings

4. Regular meetings of the Board shall be held in accordance with Board policy ~~and the Libraries Act~~.
5. The schedule of regular meetings of the Board, including the date, time, and location of meetings, will be posted on the NLLS website.
6. If there are changes to the date, time, or place of a regular meeting, including cancellation, at least 24 hours' written notice of the change must be given to all Members and ~~to~~ the public by ~~email and~~ posting on the NLLS website.

Special Meetings

7. The Executive Committee may call a special meeting of the Board whenever the Executive Committee considers it appropriate to do so.
8. The Executive Committee calls a special meeting of the Board by giving at least 48 hours' notice ~~in~~ on the NLLS website and to the member libraries and municipalities by ~~electronic-mail~~ email, stating the purpose of the meeting and the date, time, and ~~electronic~~ means by which it is to be held. A special meeting may only be held virtually.

Chair

9. The Chair shall preside over meetings of the Board. If the Chair is absent, ~~the Vice-Chair will preside~~. In the absence of both the Chair and Vice-Chair ~~the~~ a Member assigned by the Chair to preside in the Chair's absence shall preside. If the Chair has not assigned a Member to act in the Chair's absence or, if that Member is absent, the Executive Director shall begin the meeting by calling for a motion ~~for the appointment of~~ to appoint an acting Chair from among the Members present.

Quorum

10. A quorum of the Board, for the transaction of business, shall be a simple majority (~~over 50%~~) of ~~the Members~~ appointed representatives.
11. As soon as there is a quorum, after the time ~~fixed~~ set for a meeting, the Chair shall call the meeting to order.
12. If there is no quorum within 15 minutes after the time set for the meeting, the names of the Members present shall be recorded, and no meeting will take place on that date.
13. If at any time during a meeting quorum is lost, the Chair shall call a recess, and if quorum is not achieved again within 15 minutes, the meeting will be adjourned.
14. The agenda for an adjourned meeting will be dealt with at the beginning of the next meeting.

Attendance

16. If a Member is unable to attend all or part of a meeting, including arriving after the start of a meeting or leaving before the meeting is adjourned, the Member:
- must notify the Chair at least 24 hours in advance, or if emergent circumstances exist, as soon as reasonably possible;
 - must provide the general reason for the absence; and
 - may request that the Chair announce the reason and expected duration of their absence during the meeting.
 - ~~The absence of representatives excused by a resolution of the Board will not count toward minimum meeting attendance requirements as outlined in the Act.~~

Electronic Virtual Participation at In-Person Meetings

17. A Member may participate in an in-person meeting ~~via electronic means or other communications facilities~~ virtually if,
- ~~the Member provides the Chair and Executive Director with at least 24 hours' notice of their inability to attend absence in person or, in exigent circumstances, not less than one hour's notice;~~

- b) the electronic ~~means of participation or other communication facilities~~ enable the Members, and any Delegations, participating in the meeting to hear one another,
- c) the members of the public attending the meeting are able to hear the meeting as it occurs, ~~and~~
- d) ~~there is a quorum physically present at the meeting to ensure the meeting can continue if the electronic connection fails.~~

Virtual Meetings

- 18. The Board may hold a meeting virtually, ~~entirely by electronic means, including, without limitation, a teleconference or a live, publicly streamed broadcast~~ if,
 - a) ~~the electronic means or other communication facilities enable the~~ Members, and any Delegations, participating in the meeting ~~to~~ can hear one another,
 - b) the members of the public attending the meeting ~~by electronic means~~ are able to hear the meeting as it occurs, and;
 - c) notice of the meeting ~~is given to the public, which includes the electronic means by which the meeting is to be held~~ and information necessary for the public to access the meeting ~~are posted on the NLLS website.~~

Technical Difficulties

- 19. The Chair may direct that a Member's ~~electronic virtual~~ participation in a meeting be terminated if the Member cannot be heard clearly, or if a poor connection or background noise is deemed to be unduly disruptive to the meeting.
- 20. ~~If a technical problem prevents or interrupts a Member's electronic virtual participation in a meeting, the minutes shall reflect the time at which the Member ceased to participate in the meeting by reason because of the technical problem. If such technical problem is later resolved and the Member rejoins the meeting by electronic means without a vote on a Motion having taken place during the interruption in the Member's participation, the minutes shall reflect the time at which the Member rejoined the meeting.~~
- 21. If ~~electronic~~ communication is interrupted during a meeting and remains interrupted while a vote on a Motion is taken, the Member affected is deemed to have left the meeting prior to the vote and shall not be permitted to vote on the motion that occurred during their absence. ~~rejoin the meeting, either electronically or in person.~~

Electronic Recordings and Devices

- 22. No member of the public may electronically record any portion of a meeting, ~~unless a request is made prior to the commencement of the meeting and the Chair determines that electronic recording of the meeting by the public will be permitted.~~
- 23. The Executive Director may ~~cause~~ make an electronic recording of a meeting ~~to be made~~, excluding any closed session, for ~~internal~~ administrative purposes. ~~only to assist the recording secretary in preparing the minutes of the meeting~~ However, the electronic recording ~~will be~~ shall be treated as a transitory record and destroyed ~~deleted~~ upon the Board adopting the minutes of the meeting, which minutes shall constitute the official record of the proceedings.
- 24. All electronic devices must be in silent mode or turned off while a meeting is in progress.

PART 3 – AGENDAS and MINUTES

Agendas

- 25. ~~NLLS administration shall prepare the agenda for each meeting, with the approval of the Chair. The agenda for each meeting shall be prepared by the Executive Committee.~~
- 26. Any Member may submit an item ~~for consideration of placement~~ to be considered for a future meeting agenda. A Member who submits an item for consideration, that is not placed on a ~~Board~~ meeting agenda, retains the right to present the item at the next ~~the Board~~ meeting and have it added to the agenda, if a majority ~~of the Board~~ agrees.
- 27. ~~The agenda for all regular meetings of the Board shall contain the following matters in the order in which they are listed below:~~
 - a) ~~Call to Order~~
 - b) ~~Adoption of Agenda~~
 - c) ~~Consent Agenda~~
 - d) ~~Delegations~~
 - e) ~~Old Business~~

- f) ~~New Business~~
 - g) ~~Closed Session~~
 - h) ~~Adjournment~~
28. The Executive Director ~~shall cause the~~ is responsible to ensure the meeting agenda and all ~~associated reports and other~~ supporting documents are ~~to be provided first to all Members and then~~ posted on the NLLS website, subject to any exceptions to public disclosure under the Freedom of Information and Protection of Privacy Act, at least 48 hours preceding the meeting to which the agenda relates. Supporting documentation that is received too late to be included with the agenda will be made available as soon as possible ~~practicable thereafter~~.

Consent Agenda

28. The consent agenda portion of a meeting shall be reserved for non-controversial or routine items. ~~that may be moved and voted on without debate as one item, regardless of the number of reports included, to adopt all of the recommendations contained in the respective reports.~~ Such items may include, but are not limited to: adoption of the minutes of a previous meeting, reports to be received for information only and correspondence addressed to the Board that does not require any Board action.
29. A Member may request for any item to be removed from the consent agenda and placed on to the agenda for debate. Such requests must be made before voting occurs on the consent agenda.

Minutes of Meeting

30. The Executive Director shall prepare or cause to be prepared minutes of each Board meeting and ~~the~~ Board committee meetings. Minutes will ~~that~~ include:
- a) the type of meeting that was held, whether regular or special;
 - b) the date, hour and place, ~~or if virtual, the electronic means by which~~ the meeting is ~~was~~ held, ~~of the meeting;~~
 - c) the names of the Members present ~~at~~ and absent from the meeting;
 - d) the name of the presiding officer;
 - e) the names of each member of NLLS administration present at the meeting, including each ~~person's~~ titles;
 - f) an item that corresponds with every item on the agenda for that meeting;
 - g) a Motion for each item on the agenda, as applicable;
 - h) the names of members of the public who speak to an item as a Delegation;
 - i) any abstentions made by any Member and the reason for the abstention;
 - j) the time of departure and return to the meeting of any Member for any reason;
 - k) the time the meeting is ~~was~~ adjourned; and
 - l) the signatures of the presiding officer and the Executive Director.
31. At every regular meeting, the minutes of the previous regular meeting and any special meeting held more than 48 hours prior to the current meeting shall be considered for adoption.

PART 4 – PUBLIC PARTICIPATION

Meetings in Public

32. Subject to section 33 of these Rules of Order, all meetings of the Board and its committees shall be open to the public, and no person may be excluded except for improper conduct as determined by the Chair.
33. Only Members or other persons recognized by the Chair, or by a majority vote of the Members present, shall be allowed to address the Board during a meeting.

Meetings Closed to the Public

34. The Board, and any committee of the Board, may close all or part of a meeting to the public in accordance with ~~section 18 of~~ the Freedom of Information and Protection of Privacy Regulation, ~~AR 186/2008, as amended.~~
35. When a meeting is closed to the public, no Motion may be made except a Motion to revert to a meeting held in public.
36. Only voting members may participate in a closed session.

Conduct of the Public at Meetings

37. During a meeting, members of the public must conduct themselves with proper decorum. The Chair may order any member of the public who disturbs the proceedings ~~by words or actions or in any other manner~~ to be expelled from the meeting.
38. The Chair may request the assistance of a peace officer if a person ordered expelled by the Chair does not leave the meeting voluntarily.

Delegations

39. A person may request to appear as a Delegation and make a presentation to the Board, either on the person's own behalf or as a representative of a group or organization. The request must:
 - a) be made in writing;
 - b) include the name and contact information of the individual and, if applicable, the group or organization requesting to appear as a Delegation;
 - c) clearly identify the reason or purpose of the request and provide a brief explanation of the subject to be addressed in the presentation; and
 - d) be received by the Executive Director not less than 7 days prior to the meeting at which the Delegation is requesting to attend.
40. Delegation requests will be reviewed by the Executive Committee in preparing the agenda, and the Executive Committee shall direct the Executive Director to notify the person requesting to appear as a Delegation whether the request has been:
 - a) approved, and added to the meeting agenda;
 - b) approved, but deferred to a subsequent meeting agenda;
 - c) referred to NLLS administration, if the matter is considered to be operational in nature; or
 - d) refused, if the matter is not considered to fall within the jurisdiction of the Board or is otherwise deemed improper, and the Executive Director shall ~~so~~ advise the Board why the request was refused by the Executive Committee.
41. The use of presentation slide decks, maps, videos and other similar materials is permitted in a Delegation presentation, provided that the materials are forwarded to the Executive Director in advance of the meeting, and these materials become the property of the Board as part of the record of the proceedings.
42. Each presentation by a Delegation shall be limited to 15 minutes unless a longer period is agreed to by a vote of the Members present at the meeting.

PART 5 – THE BOARD PROCEEDINGS

Role of the Chair

43. The Chair will preserve order and decorum and decide all questions relating to the orderly procedure of the meeting, subject to an immediate appeal by a Member from any ruling.
44. If a ruling of the Chair is appealed, the Chair will give concise reasons for the ruling, and the Member will be provided an opportunity to give concise reasons for the appeal, and the Board will, without debate, determine by a show of hands whether to uphold or overturn the ruling. The Chair shall comply with the decision of the Board.
45. The Chair may participate in debate and vote on matters before the Board, without relinquishing the ~~c~~Chair.
46. If the Chair is required to leave the chair upon declaring a conflict of interest, the Chair must call on another Member present to preside until discussion and voting on the matter are concluded.

Conflicts of Interest

47. A Member must not take part in a decision of the Board or any committee of the Board if the decision might further a private interest of the Member, the Member's employer, or an immediate family member.
48. If a Member is present at a meeting and has a conflict of interest in a matter to be discussed, the Member shall, prior to any discussion of the matter, declare a conflict of interest by:
 - a) disclosing the general nature of their interest,
 - b) abstaining from any discussion of the matter,
 - c) abstaining from voting on any question relating to the matter, and
 - d) leaving the meeting until discussion and voting on the matter are concluded.

Member Conduct

49. During a meeting, a Member must:

- a) only speak after being recognized by the Chair;
- b) address the Chair when speaking;
- c) refrain from using crude, vulgar, profane or offensive language, or disturbing the orderly business of the meeting in any way;
- d) respect and follow all applicable procedural rules;
- e) respect and obey all rulings of the Chair except in the case of an appeal of a Chair's decision that is upheld by the Board;
- f) refrain from leaving their seat or making any noise while a vote is being taken or the result declared;
- g) refrain from re-entering the meeting while the vote is being taken, if absent from the meeting due to a conflict of interest;
- h) refrain from interrupting other speakers, except to raise a Point of Order or a Point of Privilege;
- i) ~~support~~ ~~reflect upon~~ any vote, except to ~~move~~ ~~for the purpose of moving~~ that the vote be reconsidered; and
- j) refrain from using any electronic device to record any portion of the meeting, engage in private discussion and debate with other Members on matters being discussed by the Board, or attempt to ~~live-tweet~~ ~~virtually share~~ the meeting in progress.

Points of Order

- 50. When a Point of Order is called, the Member calling the Point of Order must identify the procedural deviation.
- 51. The Chair may call to order any Member who is out of order.
- 52. When a Member persists in a breach of order, after having been called to order by the Chair, the Chair may declare the breach and name the offending Member.
- 53. Unless the Member who has been named by the Chair immediately ~~apologizes for~~ ~~withdraws~~ the breach ~~and withdraws any objectionable statements~~, the Chair shall direct that the notation of the declaration of the breach and naming of the Member be noted in the minutes.
- 54. Upon a Member being named by the Chair and refusing to ~~apologize~~ ~~withdraw~~, the Chair shall direct the Member to leave the meeting. ~~and~~ The Member shall immediately leave the meeting and will not be allowed to return to the meeting unless the Member ~~apologizes for~~ ~~recommits to following meeting protocol~~. ~~the breach~~.

Motions

- 55. A Motion relating to a matter not within the jurisdiction of the Board is not in order.
- 56. A recommendation in a report does not constitute a Motion until a Member has formally moved it.
- 57. A Motion does not require a seconder.
- 58. Once a Motion has been moved and accepted by the Chair, it may only be withdrawn with the consent of the majority of Members present at the meeting.
- 59. The mover of the Motion may speak and vote for or against ~~the Motion~~ ~~it~~. ~~and~~ Once all Members present have had the opportunity to speak to the motion, the mover is entitled to speak in closing on the motion immediately prior to the vote.
- 60. All Members must be provided with an opportunity to speak to a Motion before any Member is permitted to speak to the Motion a second or subsequent time.
- 61. Any Member may require a Motion under debate to be re-read at any time during the debate, if the Motion is not electronically displayed for all Members to see, but must not interrupt a speaker to do so.
- 62. When a Motion is under debate, no other Motion shall be made except to:
 - a) "table," which means to cease discussion on the current topic to address another matter that the Member considers to be of greater urgency. A Motion to table is not debatable. If a Motion to table is passed, the Motion under debate is no longer debatable and a Motion to "lift from the table" is required to resume consideration of the matter. If not lifted from the table during the same Meeting, a tabled Motion expires at the end of that Meeting;
 - b) "call for the question," which means to close debate and ask that a vote be taken on the Motion under debate. A Motion to call for the question is not debatable but is only in order if all Members have had an opportunity to speak to the Motion under debate. If a Motion to call for the question is in order and passes, the Chair must put the Motion under debate to an immediate vote;
 - c) "refer," which means to redirect a matter under consideration to another party, such as a Board committee. A Motion to refer must include instructions to the referral body and is debatable;

- d) "defer," which means to temporarily set aside a Motion under debate to a future Meeting. A Motion to defer must identify a timeline for the matter to be brought back to the Board and is debatable;
- e) "amend," which means to modify the wording of a Motion. An amending Motion is debatable;
- f) "move into closed session," which means to close all or part of the meeting to the public ~~as outlined in sections 34-36 of this procedure. if a matter to be discussed concerns an item listed in section 18 of the Freedom of Information and Protection of Privacy Regulation;~~ or
- g) "reconvene in public", which means to revert to a meeting open to the public.

Amending Motions

- 63. A Member may only amend ~~the Member's own~~ ~~their own~~ Motion ~~for the purpose of clarifying~~ to clarify the Motion's intent without affecting the substance of the Motion. The Chair may accept such a "friendly amendment" upon putting a request to that effect to the meeting and if no other Member objects. A Member may also propose such a "friendly amendment" to another Member's Motion, which may be accepted by the Chair if the other Member agrees and no Member objects.
- 64. A proposed amendment to a Motion under debate that changes the Motion under debate in any substantive way must take the form of a Motion to amend and is debatable. A Motion to amend must be relevant to the subject matter of the Motion under debate and must not propose a direct negative of the Motion under debate.
- 65. Only one amendment to the main Motion under debate may be before the meeting at any time. A Motion to amend the proposed amendment is not in order.
- 66. When a Motion to amend is on the floor, Members may debate only the proposed amendment, not the main Motion under debate to which the amendment pertains.
- 67. If an amendment to a Motion is defeated it cannot be moved a second time.
- 68. Only after any Motion to amend has been put to a vote shall the main Motion under debate be put to a vote.

Splitting Motions

- 69. When a Motion under debate contains distinct propositions, at the request of any Member on a Point of Order, the Chair shall call for separate votes on each proposition.

Voting

- 70. Unless otherwise specified in these Rules of Order, a Motion is passed when a majority of Members participating in the meeting and entitled to vote have voted in favour of the Motion. A Motion put to a vote and not passed is defeated and does not result in a Resolution.
- 71. If there is an equal number of votes for and against a Motion, the Motion is defeated.
- 72. A matter not amounting to a Motion that is put to a vote of the Board in the same manner as a Motion, such as an appeal of a ruling of the Chair on a Point of Order, becomes an act of the Board if a majority of Members ~~present indicate support~~ vote for it.
- 73. Before a vote is taken, a Member may request that the vote be recorded and the minutes must show the names of the Members present and whether each Member voted for or against the proposal or abstained on declaring a conflict of interest.
- 74. Votes on all Motions must be taken as follows:
 - a) The Chair will ensure that the Motion to be voted upon is clear by either:
 - i. confirming that the Motion is viewable by Members, either in hard copy or electronically; or
 - ii. by restating the Motion verbatim immediately prior to the vote.
 - b) Members must:
 - i. vote by show of hands at an in-person meeting;
 - ii. vote verbally by stating "yes" or "no" to the Motion if participating ~~via teleconference~~ ~~virtually~~ ~~or other electronic means~~ at an in-person meeting;
 - iii. vote electronically using the polling function provided ~~in the platform~~ if participating in a virtual meeting; or
 - iv. vote by secret ballot when electing the Chair or any other officers.
 - c) The Chair will announce the result of the vote.
- 75. Once a vote has been called, no Member will be ~~given an opportunity~~ ~~permitted~~ to speak to the matter.
- 76. After the Chair declares the result of a vote, Members may not change their votes.

Voting by Email – outside a formal meeting

~~From time to time~~ Board members may be called on to discuss an issue or decision outside of a regularly scheduled meeting (i.e. via email). Motions may be made and passed through email using the following procedure. The email will include the procedure as follows:

77. An email containing a motion will be sent to ~~a distribution list containing emails of~~ all voting members of the applicable body with a link to an electronic form for voting. The voting form must include:
 - a the text of the Motion,
 - b the name of the voting member,
 - c options to vote for or against the Motion, and
 - d an option to abstain due to a conflict of interest.
78. When Board members ~~cast an e vote~~ discuss the Motion they must “REPLY ALL” so that all Board members may see ~~how they have voted~~ their comments.
79. Discussion on the Motion shall conclude and all votes shall be cast within 72 hours of the electronic motion.
80. A majority of Board members must ~~cast an~~ vote within the above timeline for the vote to be valid.
81. Each person voting must vote via the electronic form provided. ~~respond as follows: “Motion of [complete motion], in Favour/Against.” (Ex. Motion of holding meetings on Sundays at 2 am, Against).~~
82. ~~If a member has a pecuniary conflict of interest in the vote they must declare this by email and abstain from voting before the deadline of the vote.~~
83. The Chair (or Vice-Chair in the absence of the Chair) will make it clear when voting ends and cause the results to be sent to all voting Members by email.
84. The electronic vote will be ratified at the next applicable meeting.

Reconsideration

85. After a Motion has been voted upon, but before the meeting is adjourned, any Member who voted with the prevailing side may move for reconsideration of a previous Motion.
86. Debate on a motion for reconsideration of a previous Motion must be confined to reasons for or against reconsideration of the previous Motion.
87. If a motion to reconsider a previous Motion is passed, such reconsideration shall become the next order of business despite the agenda for the meeting.
88. A Member who voted with the prevailing side on a Motion may serve notice of intention to bring a motion for reconsideration at a subsequent meeting; however, a motion for reconsideration is out of order if the original Motion has already been acted upon irrevocably.

Adjournment

89. A motion to adjourn the Meeting is always in order except:
 - a) when another Member has the floor;
 - b) when a vote on a motion has been called for but not yet taken; or
 - c) when a vote on a motion is in progress or has been completed, but the Chair has not yet declared the results of the vote.
90. A motion to adjourn the Meeting shall be ~~put~~ made without comment or debate.

[Clean policy follows]

BOARD PROCEDURAL POLICY

PART I - INTERPRETATION AND APPLICATION

Purpose

1. The purpose of these Rules of Order is to establish procedures according to which meetings of the Board and committees of the Board are to be governed and conducted.

Governance Style

2. The Board governs with a proactive style emphasizing outward vision, diversity of thought, strategic leadership, and collective decision-making.
3. The Board maintains a clear distinction between governance and operational roles.
4. The Board shall:
 - a) Abide by its Code of Ethics.
 - b) Consider suggestions for policy development from all its stakeholders.
 - c) Only act through policy and resolution.
 - d) Comply with federal, provincial, and municipal laws and Board policies.
 - e) Approve changes or additions to policies at a Board meeting by a motion.
 - f) Ensure copies of all approved or amended policies are filed with the appropriate government department(s).
 - g) Monitor and regularly discuss its processes and performance.
 - h) Ensure the continuity of its governance capability through Board education and development.
 - i) Cause all minutes and agendas to be posted to the NLLS website and sent to all Board members and alternates within 5 business days of a meeting.

Definitions

2. In these Rules of Order, any word or expression used in the Libraries Act has its statutory meaning unless otherwise specified in this section, and:
 - a) "Act" means the Libraries Act, RSA 2000, c L-11 and its regulations, as amended;
 - b) "Board" means the Northern Lights Library System Board;
 - c) "Chair" means the Member elected by the Board in accordance with section 32 of the Act and includes, in the absence of the Chair, a Member assigned by the Chair or appointed by the Members present at a meeting to preside;
 - d) "Delegation" means any person or group who wishes to make representations to the Board at a meeting, related to the Board and its programs;
 - e) "Executive Committee" means the duly appointed committee of the Board as defined in the Act;
 - f) "Executive Director" means the individual appointed by the Board to the position of Executive Director for Northern Lights Library System;
 - g) "Member" and "Representative" means a duly appointed member of the Board, or their duly appointed alternate in the absence of a Member;
 - h) "Motion" means a formal proposition put forward by a Member in attendance at a meeting with the intention that it be put to a vote;
 - i) "Point of Order" means the raising of a question by a Member to call attention to any deviation from a provision of these Rules of Order or any statute, regulation, bylaw or policy;
 - j) "Point of Privilege" means a matter affecting the rights and privileges of the Board collectively, or of individual Members;
 - k) "Quorum" means the minimum number of appointed representatives, in accordance with the Act, that must be present at any Board meeting to make the proceedings of that meeting valid.
 - l) "Resolution" means a Motion which has been voted on and carried by the Board.

Application

3. When any matter relating to the proceedings of the Board or any committee of the Board is not addressed in the Act or these Rules of Order, the matter shall be decided by a vote of a majority of Members participating in the meeting and entitled to vote.

PART 2 – BOARD MEETINGS

Regular Meetings

7. Regular meetings of the Board shall be held in accordance with Board policy and the Libraries Act.
8. The schedule of regular meetings of the Board, including the date, time, and location of meetings, will be posted on the NLLS website.
9. If there are changes to the date, time, or place of a regular meeting, including cancellation, at least 24 hours' written notice of the change must be given to all Members and the public by email and posting on the NLLS website.

Special Meetings

9. The Executive Committee may call a special meeting of the Board whenever the Executive Committee considers it appropriate to do so.
10. The Executive Committee calls a special meeting of the Board by giving at least 48 hours' notice ~~in~~ on the NLLS website and to the member libraries and municipalities by email, stating the purpose of the meeting and the date, time, and means by which it is to be held. A special meeting may only be held virtually.

Chair

9. The Chair shall preside over meetings of the Board. If the Chair is absent, the Vice-Chair will preside. In the absence of both the Chair and Vice-Chair a Member assigned by the Chair to preside in the Chair's absence shall preside. If the Chair has not assigned a Member to act in the Chair's absence or, if that Member is absent, the Executive Director shall begin the meeting by calling for a motion to appoint an acting Chair from among the Members present.

Quorum

15. A quorum of the Board, for the transaction of business, shall be a simple majority (over 50%) of appointed representatives.
16. As soon as there is a quorum, after the time set for a meeting, the Chair shall call the meeting to order.
17. If there is no quorum within 15 minutes after the time set for the meeting, the names of the Members present shall be recorded, and no meeting will take place on that date.
18. If at any time during a meeting quorum is lost, the Chair shall call a recess, and if quorum is not achieved again within 15 minutes, the meeting will be adjourned.
19. The agenda for an adjourned meeting will be dealt with at the beginning of the next meeting.

Attendance

16. If a Member is unable to attend all or part of a meeting, including arriving after the start of a meeting or leaving before the meeting is adjourned, the Member:
 - e) must notify the Chair at least 24 hours in advance, or if emergent circumstances exist, as soon as reasonably possible;
 - f) must provide the general reason for the absence; and
 - g) may request that the Chair announce the reason and expected duration of their absence during the meeting.
 - h) The absence of representatives excused by a resolution of the Board will not count toward minimum meeting attendance requirements as outlined in the Act.

Virtual Participation at In-Person Meetings

17. A Member may participate in an in-person meeting virtually if,
 - e) the electronic means of participation enable the Members, and any Delegations, participating in the meeting to hear one another,
 - f) the members of the public attending the meeting are able to hear the meeting as it occurs.

Virtual Meetings

18. The Board may hold a meeting virtually if,
 - d) Members, and any Delegations, participating in the meeting can hear one another,
 - e) the members of the public attending the meeting are able to hear the meeting as it occurs, and;
 - f) notice of the meeting and information necessary for the public to access the meeting are posted on the NLLS website.

Technical Difficulties

25. The Chair may direct that a Member's virtual participation in a meeting be terminated if the Member cannot be heard clearly, or if a poor connection or background noise is deemed to be unduly disruptive to the meeting.
26. If communication is interrupted during a meeting and remains interrupted while a vote on a Motion is taken, the Member affected is deemed to have left the meeting prior to the vote and shall not be permitted to vote on the motion that occurred during their absence.

Electronic Recordings and Devices

27. No member of the public may electronically record any portion of a meeting.

28. The Executive Director may make an electronic recording of a meeting, excluding any closed session, for administrative purposes. However, the electronic recording will be deleted upon the Board adopting the minutes of the meeting, which minutes shall constitute the official record of the proceedings.
29. All electronic devices must be in silent mode or turned off during a meeting.

PART 3 – AGENDAS and MINUTES

Agendas

29. NLLS administration shall prepare the agenda for each meeting, with the approval of the Chair.
30. Any Member may submit an item to be considered for a future meeting agenda. A Member who submits an item for consideration, that is not placed on a meeting agenda, retains the right to present the item at the next meeting and have it added to the agenda, if a majority agrees.
31. The Executive Director is responsible to ensure the meeting agenda and all supporting documents are posted on the NLLS website, subject to any exceptions to public disclosure under the Freedom of Information and Protection of Privacy Act, at least 48 hours preceding the meeting to which the agenda relates. Supporting documentation that is received too late to be included with the agenda will be made available as soon as possible.

Consent Agenda

30. The consent agenda portion of a meeting shall be reserved for non-controversial or routine items. Such items may include, but are not limited to: adoption of the minutes of a previous meeting, reports to be received for information only and correspondence addressed to the Board that does not require any Board action.
31. A Member may request for any item to be removed from the consent agenda and placed on to the agenda for debate. Such requests must be made before voting occurs on the consent agenda.

Minutes of Meeting

32. The Executive Director shall prepare or cause to be prepared minutes of each Board meeting and the Board committee meetings. Minutes will include:
 - a) the type of meeting that was held, whether regular or special;
 - b) the date, hour and place;
 - c) the names of the Members present and absent from the meeting;
 - d) the name of the presiding officer;
 - e) the names of each member of NLLS administration present at the meeting, including each titles;
 - f) an item that corresponds with every item on the agenda for that meeting;
 - g) a Motion for each item on the agenda, as applicable;
 - h) the names of members of the public who speak to an item as a Delegation;
 - i) any abstentions made by any Member and the reason for the abstention;
 - j) the time of departure and return to the meeting of any Member for any reason;
 - k) the time the meeting was adjourned; and
 - l) the signatures of the presiding officer and the Executive Director.
33. At every regular meeting, the minutes of the previous regular meeting and any special meeting held more than 48 hours prior to the current meeting shall be considered for adoption.

PART 4 – PUBLIC PARTICIPATION

Meetings in Public

34. Subject to section 33 of these Rules of Order, all meetings of the Board and its committees shall be open to the public, and no person may be excluded except for improper conduct as determined by the Chair.
35. Only Members or other persons recognized by the Chair, or by a majority vote of the Members present, shall be allowed to address the Board during a meeting.

Meetings Closed to the Public

37. The Board, and any committee of the Board, may close all or part of a meeting to the public in accordance with the Freedom of Information and Protection of Privacy Regulation.

38. When a meeting is closed to the public, no Motion may be made except a Motion to revert to a meeting held in public.
39. Only voting members may participate in a closed session.

Conduct of the Public at Meetings

39. During a meeting, members of the public must conduct themselves with proper decorum. The Chair may order any member of the public who disturbs the proceedings to be expelled from the meeting.
40. The Chair may request the assistance of a peace officer if a person ordered expelled by the Chair does not leave the meeting voluntarily.

Delegations

43. A person may request to appear as a Delegation and make a presentation to the Board, either on the person's own behalf or as a representative of a group or organization. The request must:
 - a) be made in writing;
 - b) include the name and contact information of the individual and, if applicable, the group or organization requesting to appear as a Delegation;
 - c) clearly identify the reason or purpose of the request and provide a brief explanation of the subject to be addressed in the presentation; and
 - d) be received by the Executive Director not less than 7 days prior to the meeting at which the Delegation is requesting to attend.
44. Delegation requests will be reviewed by the Executive Committee in preparing the agenda, and the Executive Committee shall direct the Executive Director to notify the person requesting to appear as a Delegation whether the request has been:
 - a) approved, and added to the meeting agenda;
 - b) approved, but deferred to a subsequent meeting agenda;
 - c) referred to NLLS administration, if the matter is considered to be operational in nature; or
 - d) refused, if the matter is not considered to fall within the jurisdiction of the Board or is otherwise deemed improper, and the Executive Director shall advise the Board why the request was refused by the Executive Committee.
45. The use of presentation slide decks, maps, videos and other similar materials is permitted in a Delegation presentation, provided that the materials are forwarded to the Executive Director in advance of the meeting, and these materials become the property of the Board as part of the record of the proceedings.
46. Each presentation by a Delegation shall be limited to 15 minutes unless a longer period is agreed to by a vote of the Members present at the meeting.

PART 5 – THE BOARD PROCEEDINGS

Role of the Chair

47. The Chair will preserve order and decorum and decide all questions relating to the orderly procedure of the meeting, subject to an immediate appeal by a Member from any ruling.
48. If a ruling of the Chair is appealed, the Chair will give concise reasons for the ruling, and the Member will be provided an opportunity to give concise reasons for the appeal, and the Board will, without debate, determine by a show of hands whether to uphold or overturn the ruling. The Chair shall comply with the decision of the Board.
49. The Chair may participate in debate and vote on matters before the Board, without relinquishing the chair.
50. If the Chair is required to leave the chair upon declaring a conflict of interest, the Chair must call on another Member present to preside until discussion and voting on the matter are concluded.

Conflicts of Interest

49. A Member must not take part in a decision of the Board or any committee of the Board if the decision might further a private interest of the Member, the Member's employer, or an immediate family member.
50. If a Member is present at a meeting and has a conflict of interest in a matter to be discussed, the Member shall, prior to any discussion of the matter, declare a conflict of interest by:
 - a) disclosing the general nature of their interest,
 - b) abstaining from any discussion of the matter,
 - c) abstaining from voting on any question relating to the matter, and
 - d) leaving the meeting until discussion and voting on the matter are concluded.

Member Conduct

49. During a meeting, a Member must:

- k) only speak after being recognized by the Chair;
- l) address the Chair when speaking;
- m) refrain from using crude, vulgar, profane or offensive language, or disturbing the orderly business of the meeting in any way;
- n) respect and follow all applicable procedural rules;
- o) respect and obey all rulings of the Chair except in the case of an appeal of a Chair's decision that is upheld by the Board;
- p) refrain from leaving their seat or making any noise while a vote is being taken or the result declared;
- q) refrain from re-entering the meeting while the vote is being taken, if absent from the meeting due to a conflict of interest;
- r) refrain from interrupting other speakers, except to raise a Point of Order or a Point of Privilege;
- s) support any vote, except to move that the vote be reconsidered; and
- t) refrain from using any electronic device to record any portion of the meeting, engage in private discussion and debate with other Members on matters being discussed by the Board, or attempt to virtually share the meeting in progress.

Points of Order

- 55. When a Point of Order is called, the Member calling the Point of Order must identify the procedural deviation.
- 56. The Chair may call to order any Member who is out of order.
- 57. When a Member persists in a breach of order, after having been called to order by the Chair, the Chair may declare the breach and name the offending Member.
- 58. Unless the Member who has been named by the Chair immediately withdraws the breach, the Chair shall direct that the notation of the declaration of the breach and naming of the Member be noted in the minutes.
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 - a) "table," which means to cease discussion on the current topic to address another matter that the Member considers to be of greater urgency. A Motion to table is not debatable. If a Motion to table is passed, the Motion under debate is no longer debatable and a Motion to "lift from the table" is required to resume consideration of the matter. If not lifted from the table during the same Meeting, a tabled Motion expires at the end of that Meeting;
 - b) "call for the question," which means to close debate and ask that a vote be taken on the Motion under debate. A Motion to call for the question is not debatable but is only in order if all Members have had an opportunity to speak to the Motion under debate. If a Motion to call for the question is in order and passes, the Chair must put the Motion under debate to an immediate vote;
 - c) "refer," which means to redirect a matter under consideration to another party, such as a Board committee. A Motion to refer must include instructions to the referral body and is debatable;
 - d) "defer," which means to temporarily set aside a Motion under debate to a future Meeting. A Motion to defer must identify a timeline for the matter to be brought back to the Board and is debatable;

- e) "amend," which means to modify the wording of a Motion. An amending Motion is debatable;
- f) "move into closed session," which means to close all or part of the meeting to the public as outlined in sections 34-36 of this procedure; or
- g) "reconvene in public", which means to revert to a meeting open to the public.

Amending Motions

- 69. A Member may only amend their own Motion to clarify the Motion's intent without affecting the substance of the Motion. The Chair may accept such a "friendly amendment" upon putting a request to that effect to the meeting and if no other Member objects. A Member may also propose such a "friendly amendment" to another Member's Motion, which may be accepted by the Chair if the other Member agrees and no Member objects.
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- 77. Unless otherwise specified in these Rules of Order, a Motion is passed when a majority of Members participating in the meeting and entitled to vote have voted in favour of the Motion. A Motion put to a vote and not passed is defeated and does not result in a Resolution.
- 78. If there is an equal number of votes for and against a Motion, the Motion is defeated.
- 79. A matter not amounting to a Motion that is put to a vote of the Board in the same manner as a Motion, such as an appeal of a ruling of the Chair on a Point of Order, becomes an act of the Board if a majority of Members vote for it.
- 80. Before a vote is taken, a Member may request that the vote be recorded and the minutes must show the names of the Members present and whether each Member voted for or against the proposal or abstained on declaring a conflict of interest.
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 - i. confirming that the Motion is viewable by Members, either in hard copy or electronically; or
 - ii. by restating the Motion verbatim immediately prior to the vote.
 - b) Members must:
 - i. vote by show of hands at an in-person meeting;
 - ii. vote verbally by stating "yes" or "no" to the Motion if participating virtually at an in-person meeting;
 - iii. vote electronically using the polling function provided if participating in a virtual meeting; or
 - iv. vote by secret ballot when electing the Chair or any other officers.
 - c) The Chair will announce the result of the vote.
- 82. Once a vote has been called, no Member will be permitted to speak to the matter.
- 83. After the Chair declares the result of a vote, Members may not change their votes.

Voting by Email – outside a formal meeting

Board members may be called on to discuss an issue or decision outside of a regularly scheduled meeting (i.e. via email). Motions may be made and passed through email using the following procedure. The email will include the procedure as follows:

- 85. An email containing a motion will be sent to all voting members of the applicable body with a link to an electronic form for voting. The voting form must include:
 - a the text of the Motion,

- b the name of the voting member,
 - c options to vote for or against the Motion, and
 - d an option to abstain due to a conflict of interest.
86. When Board members discuss the Motion they must “REPLY ALL” so that all Board members may see their comments.
87. Discussion on the Motion shall conclude and all votes shall be cast within 72 hours of the electronic motion.
88. A majority of Board members must vote within the above timeline for the vote to be valid.
89. Each person voting must vote via the electronic form provided.
90. The Chair (or Vice-Chair in the absence of the Chair) will make it clear when voting ends and cause the results to be sent to all voting Members by email.
91. The electronic vote will be ratified at the next applicable meeting.

Reconsideration

89. After a Motion has been voted upon, but before the meeting is adjourned, any Member who voted with the prevailing side may move for reconsideration of a previous Motion.
90. Debate on a motion for reconsideration of a previous Motion must be confined to reasons for or against reconsideration of the previous Motion.
91. If a motion to reconsider a previous Motion is passed, such reconsideration shall become the next order of business despite the agenda for the meeting.
92. A Member who voted with the prevailing side on a Motion may serve notice of intention to bring a motion for reconsideration at a subsequent meeting; however, a motion for reconsideration is out of order if the original Motion has already been acted upon irrevocably.

Adjournment

91. A motion to adjourn the Meeting is always in order except:
- a) when another Member has the floor;
 - b) when a vote on a motion has been called for but not yet taken; or
 - c) when a vote on a motion is in progress or has been completed, but the Chair has not yet declared the results of the vote.
92. A motion to adjourn the Meeting shall be made without comment or debate.

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Board | Chapter: Vision and Policy Statements | Page(s): 2

Subject: **ROLE OF EXECUTIVE COMMITTEE** | Sec 2, 1E

Reviewed: 2021/03/30 | Revised: 2021/05/29 | **Effective: 2017/05/13**

SECTION 2 – 1.E

ROLE OF EXECUTIVE COMMITTEE

~~1. Within existing policy, as needed and fulfills the function of the Northern Lights Library Board between Board meetings so as never to interfere with Board policy, bylaws, or budget. The Board will respect and support any reasonable interpretation of its Board policy by the Executive Committee.~~ The role of the Executive Committee is to:

- a) Act for the Board within the framework of existing policy, budgets, and strategic plans approved by the Board,
- b) ~~Lead strategic planning for NLLS, including the development of the Plan of Service. The Executive does not have the power to change the Plan of Service once it is set by the whole board.~~
- c) Oversee the preparation of all governing policies for approval by the Board. ~~Prepare personnel, financial and facility framework, and policy statements.~~
- d) ~~Represent~~ Act on behalf of the NLLS the Board at provincial meetings or when presenting recommendations on provincial library policy.
- e) Orient and ensure appropriate professional development of the Board.
- f) Set the agenda for Board meetings and report to the Board on actions or resolutions from past meetings.
- g) Ensure that minutes are taken of all Executive meetings and that draft and approved minutes are made available to the general membership

Personnel

The Executive Committee is responsible for hiring and managing the Executive Director. The Executive Director will hire and supervise all other required staff in accordance with budgets and policies established by the Board. The Executive Committee has authority to:

- a) ~~The Executive committee has the authority to~~ Hire the Executive Director.
- b) ~~The Executive committee is responsible for the on-going~~ Evaluate of the Executive Director's performance through the Executive Director Evaluation Committee policy. ~~based on the on organizational performance, based on implementation of plan of service, policy, and budget.~~
- c) ~~The Executive committee has authority to~~ Terminate the Executive Director. Prior to a termination decision, the Executive Committee shall:
 - a Present to the Grievance Committee details regarding the performance of the Executive Director,
 - b Obtain a written report from the Grievance Committee with a recommendation for or against retaining the Director,
 - c Obtain legal counsel on the merits of termination and a legal recommendation to proceed,
 - d Hold a special meeting of the Executive Committee to review the recommendations from the Grievance Committee and legal counsel before a final decision to terminate.

~~seek, as a check and balance, input from the Grievance committee (excluding the Vice Chair).~~

~~Two (2) members of the Executive Committee, determined by the Executive Committee, shall present the Grievance Committee with all stated facts so they may deliberate on the matter.~~




~~At its discretion, the Grievance Committee may meet and speak with the Executive Director.~~

~~After a thorough review of said facts, the Grievance Committee shall submit a written recommendation back to the Executive Committee to provide sober second thought on Executive Committee's decision.~~

~~The Board Chair will call a special meeting of the Executive Committee to review the Grievance Committee recommendation and to make the final decision to terminate or not.~~

- d) ~~The Executive Committee will be responsible for the orientation and professional development of the Board.~~
- e) ~~The Executive sets the agenda for Board meetings and reports to the Board on actions taken.~~
- f) ~~The Executive will ensure that minutes are taken of all Executive meetings and that draft and approved minutes are made available to the general membership.~~

Committee Organization

- g) From its membership, the Executive Committee shall elect, at the first Executive Committee meeting after the Board's annual organizational meeting, a:
 - a Vice-Chair, to act in the absence of the Chair,
 - b Treasurer, to serve as a liaison between the Administration and the Board pertaining specifically to the overall NLLS Budget.
- h) ~~From its membership, the Executive Committee shall elect The Executive Committee will appoint from within, a Treasurer to serve as a liaison between Administration and the Board pertaining specifically to the Overall NLLS Budget.~~
- i) Special meetings of the Executive Committee may be called by the Chair or any two (2) members of the Committee. ~~The Board Chair or, in their absence, the Vice Chair may call a special meeting of the Executive Committee as required or at the request of two (2) or more members of the Executive Committee.~~
- j)  ~~No business shall be transacted at meetings of the Executive Committee unless a quorum of the members is present. The quorum for the Executive Committee shall be a simple majority of members. The Executive Director or designate shall be present with the exception of in camera session that is about the Executive Director.~~
- k)  ~~NLLS's Executive Committee may have a maximum of ten (10) members as permitted by The Libraries Regulations.~~
- l)  ~~Should a sitting member of the Executive Committee be unable to continue as a member of the committee prior to the conclusion of their two (2) year term, representatives from that municipality or group of municipalities may appoint a new representative to the Executive Committee at the next board meeting.~~

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- m) In the event of the Board Chair's resignation or removal, the Vice-Chair will act as Chair until the next general Board meeting, at which time an election will be held.
- n) In the event of the Board Chair and Vice-Chair's resignation or removal, the Executive Committee will elect an interim chair until the next general Board meeting, at which time an election will be held.
- o) ~~Absence due to resignation or disappointment (removal) of the Board Chair, will result in the Vice Chair assuming responsibilities until the next general board meeting. At this time, a new Board Chair will be elected from the general board membership for the remainder of the current term.~~
- p) ~~Absence due to resignation or disappointment (removal) of the Board Chair and Vice Chair, will result in the remaining Executive Committee members to elect an interim Board Chair until such time as a new Board Chair is elected by the general board membership.~~

ELECTION OF EXECUTIVE COMMITTEE

1. The election of the Executive Committee will be held at the Annual ~~Organizational~~ General Meeting and as needed throughout the year.
 - a. The Executive Committee will consist of 10 ~~seats~~ Board members.
 - b. The Board Chair, ~~who~~ is elected by the general membership for a two-year term, and accounts for one seat on the committee. The Chair does not represent a specific zone. ~~This is a two-year term.~~
 - c. All municipalities with a population of 15,000 or more will automatically get a seat on the Executive Committee.
 - i. The population used to determine eligibility will be the same as the population used by the provincial government to calculate library grants.
 - ii. ~~to~~ a maximum of three (3) automatic seats will be awarded ~~as per the system agreement;~~
 - iii. where there are more than three (3) municipalities with a population greater than 15,000, the three (3) seats will be filled by the eligible representatives as ~~voted~~ elected by the General Board.
 - d. Each zone of the system ~~to have~~ has a seat on the Executive Committee.
 - i. Zone 1 = Athabasca County/County of Thorhild/Smoky Lake County

- ii. Zone 2 = Lac La Biche County/M.D of Bonnyville/County of St. Paul/ County of Two Hills
 - iii. Zone 3 = Sturgeon County/Lamont County/Beaver County
 - iv. Zone 4 = County of Minburn/M.D of Wainwright/County of Vermilion River
 - e. Zone 1 & 3 are elected on odd years for a two-year term
 - f. Zone 2 & 4 are elected on even years for a two-year term
 - g. The summer villages (~~i.e. Bondiss, Sunset Beach, Island Lake, Island Lake South, Mewatha Beach, West Baptiste, Whispering Hills, and Pelican Narrows~~) have one (1) automatic seat on the Executive Committee between them. This seat will be elected by the General Board membership for a two-year term.
 - h. Indigenous communities that are members of NLLS have one (1) automatic seat on the Executive Committee between them. This seat will be elected by the General Board membership for a two-year term.
 - i. Where there are no representatives willing to serve from members with automatic seats, the seat will be opened to a vote for a member-at-large position.
 - j. If an Executive Committee member is no longer the representative appointed by the community they were elected to represent, they will lose their seat on the Executive Committee (i.e. Zone 1, Indigenous, Summer Village).
 - k. Any remaining seats will be elected from the General Board Membership for a two-year term, as members-at-large.
2. At the meeting ~~prior to~~ before the Annual ~~Organizational~~ General Meeting, members interested in running for Board Chair or Zone representation can submit their name and information to NLLS administration. NLLS will distribute this information via email to all member municipalities and publish it ~~along with publication~~ on the website.
 3. At the Annual ~~Organizational~~ General Meeting (or election meeting) self-nominations from the floor will be accepted.
 4. If the member is unable to attend the Annual ~~Organizational~~ General Meeting, they are responsible to provide their information to NLLS administration. This information will be read on ~~your~~ their behalf ~~prior to~~ before the election.
 5. Each nominee will have three (3) minutes to speak and describe themselves and their desire to stand. ~~A question and answer session will follow. to the panel of candidates~~
 6. A Board member may represent more than one (1) municipality; however, each representative has one (1) vote.
 7. If the municipality has not paid the yearly levy, the representative will not be eligible to be nominated, run for, or hold any Executive or Committee position(s), and will not be reimbursed for mileage or meeting remuneration, from notification of arrears until their municipality is considered in good standing.
 8. In ~~the event of~~ a municipal election year, any person elected to the Executive Committee ~~before the Annual General Meeting~~ will hold that position for two (2) years plus ~~or minus~~ the time between their election and the Annual General Meeting. ~~difference between the next staggered zone election.~~
 9. In ~~the event of~~ a municipal election year, and ~~there is~~ a full turnover of NLLS Board members, a letter will be sent to the municipality of the Board Chair, requesting their continuance until the next Annual General Meeting, at which ~~where~~ a new Board Chair will be ~~is~~ elected.

[Policy with changes follows]

ROLE OF EXECUTIVE COMMITTEE

1. The role of the Executive Committee is to:
 - i. Act for the Board within the framework of existing policy, budgets, and strategic plans approved by the Board,
 - ii. Oversee the preparation of all governing policies for approval by the Board.
 - iii. Represent the Board at provincial meetings or when presenting recommendations on provincial library policy.
 - iv. Orient and ensure appropriate professional development of the Board.
 - v. Set the agenda for Board meetings and report to the Board on actions or resolutions from past meetings.
 - vi. Ensure that minutes are taken of all Executive meetings and that draft and approved minutes are made available to the general membership

Personnel

2. The Executive Committee is responsible for hiring and managing the Executive Director. The Executive Director will hire and supervise all other required staff in accordance with budgets and policies established by the Board. The Executive Committee has authority to:
 - i. Hire the Executive Director.
 - ii. Evaluate the Executive Director's performance through the Executive Director Evaluation Committee policy.
 - iii. Terminate the Executive Director. Prior to a termination decision, the Executive Committee shall:

1. Present to the Grievance Committee details regarding the performance of the Executive Director,
2. Obtain a written report from the Grievance Committee with a recommendation for or against retaining the Director,
3. Obtain legal counsel on the merits of termination and a legal recommendation to proceed,
4. Hold a special meeting of the Executive Committee to review the recommendations from the Grievance Committee and legal counsel before a final decision to terminate.

Committee Organization

3. From its membership, the Executive Committee shall elect, at the first Executive Committee meeting after the Board's annual organizational meeting, a:
 - i. Vice-Chair, to act in the absence of the Chair,
 - ii. Treasurer, to serve as a liaison between the Administration and the Board pertaining specifically to the overall NLLS Budget.
4. Special meetings of the Executive Committee may be called by the Chair or any two (2) members of the Committee.
5. Should a sitting member of the Executive Committee be unable to continue as a member of the committee prior to the conclusion of their two (2) year term, representatives from that municipality or group of municipalities may appoint a new representative to the Executive Committee at the next board meeting.
6. In the event of the Board Chair's resignation or removal, the Vice-Chair will act as Chair until the next general Board meeting, at which time an election will be held.
7. In the event of the Board Chair and Vice-Chair's resignation or removal, the Executive Committee will elect an interim chair until the next general Board meeting, at which time an election will be held.

ELECTION OF EXECUTIVE COMMITTEE

8. The election of the Executive Committee will be held at the Annual General Meeting and as needed throughout the year.
 - a. The Executive Committee will consist of 10 Board members.
 - b. The Board Chair is elected by the general membership for a two-year term, and accounts for one seat on the committee. The Chair does not represent a specific zone.
 - c. All municipalities with a population of 15,000 or more will automatically get a seat on the Executive Committee.
 - i. The population used to determine eligibility will be the same as the population used by the provincial government to calculate library grants.
 - ii. a maximum of three (3) automatic seats will be awarded;
 - iii. where there are more than three (3) municipalities with a population greater than 15,000, the three (3) seats will be filled by the eligible representatives as elected by the General Board.
 - d. Each zone of the system has a seat on the Executive Committee.
 - i. Zone 1 = Athabasca County/County of Thorhild/Smoky Lake County
 - ii. Zone 2 = Lac La Biche County/M.D of Bonnyville/County of St. Paul/ County of Two Hills
 - iii. Zone 3 = Sturgeon County/Lamont County/Beaver County
 - iv. Zone 4 = County of Minburn/M.D of Wainwright/County of Vermilion River
 - e. Zone 1 & 3 are elected on odd years for a two-year term
 - f. Zone 2 & 4 are elected on even years for a two-year term
 - g. The summer villages have one (1) automatic seat on the Executive Committee between them. This seat will be elected by the General Board membership for a two-year term.
 - h. Indigenous communities that are members of NLLS have one (1) automatic seat on the Executive Committee between them. This seat will be elected by the General Board membership for a two-year term.
 - i. Where there are no representatives willing to serve from members with automatic seats, the seat will be opened to a vote for a member-at-large position.
 - j. If an Executive Committee member is no longer the representative appointed by the community they were elected to represent, they will lose their seat on the Executive Committee (i.e. Zone 1, Indigenous, Summer Village).
 - k. Any remaining seats will be elected from the General Board Membership for a two-year term, as members-at-large.
9. At the meeting before the Annual General Meeting, members interested in running for Board Chair or Zone representation can submit their name and information to NLLS administration. NLLS will distribute this information via email to all member municipalities and publish it on the website.
10. At the Annual General Meeting (or election meeting) self-nominations from the floor will be accepted.

11. If the member is unable to attend the Annual General Meeting, they are responsible to provide their information to NLLS administration. This information will be read on their behalf before the election.
12. Each nominee will have three (3) minutes to speak and describe themselves and their desire to stand.
13. A Board member may represent more than one (1) municipality; however, each representative has one (1) vote.
14. If the municipality has not paid the yearly levy, the representative will not be eligible to be nominated, run for, or hold any Executive or Committee position(s), and will not be reimbursed for mileage or meeting remuneration from notification of arrears until their municipality is considered in good standing.
15. In a municipal election year, any person elected to the Executive Committee before the Annual General Meeting will hold that position for two (2) years plus the time between their election and the Annual General Meeting.
16. In a municipal election year and a full turnover of NLLS Board members, a letter will be sent to the municipality of the Board Chair, requesting their continuance until the next Annual General Meeting, at which a new Board Chair will be elected.

NLLS Executive Board Chair

, 2024

Date of Approval

STATEMENT OF POLICY AND PROCEDURE			
Section:	Service Points	Effective:	May 13, 2017
Chapter:	General	Page(s):	4
Subject:	Collection Development Service Points	Revised Date:	Mar 2, 2019
			Sec 4, 1A
		Reviewed:	Jan 10, 2019

1. Member libraries are autonomous and are governed by local library boards. The Libraries Act requires each library to have a collection development policy. This policy only applies to materials purchased by the Northern Lights Library System (NLLS) or service points governed by the NLLS Board.
2. A service point is any facility where the library provides service to the public. This could be a library building, a bookmobile, a station that is set up weekly in a community centre, or any number of other points. (This is ~~specifically~~ essentially a “branch” of NLLS).
- ~~3. The mission of NLLS Community Library Service Points is to provide materials and services to help community residents obtain information meeting their personal, educational, and professional needs. The library services serves as a learning and educational centre for residents of Indigenous communities within the NLLS catchment area.~~

Authority and responsibility

- ~~1.~~ The authority and responsibility for the selection of library materials are delegated to the ~~branch manager (this would be the NLLS Public Services Consultant)~~ Member Library Services Manager and, under their direction, to the Service Point staff and NLLS library staff who are qualified for this activity. Suggestions from readers are also welcome and are given consideration within the framework of NLLS policies. ~~determined by the NLLS Board.~~

Criteria for selection and deselection

1. Materials are selected ~~for the NLLS collections~~ with the purpose of carrying out the goals of ~~the organization~~ NLLS and of the ~~community library~~ Service Point. The following criteria are used to judge the quality and quantity of items chosen:
 - Authority of the writer, editor and/or publisher
 - Accuracy or artistic quality of the content
 - Currency of information

- Popularity
 - Artistic, literary, creative, or local merit
 - Audience
 - Timeliness
 - Content, subject matter, and level of indexing (where applicable)
 - Layout and design
 - Price
 - Format
 - Relevance to community needs and interests, ~~as~~ based on community awareness ~~and the library's Plan of Service.~~
 - Relationship to other items in the collection
 - Availability in NLLS member library collections and TRAC partner collections
2. An item need not meet all of the above criteria to be acceptable. ~~Multiple copies may be purchased to meet the need for high-demand titles.~~
 3. Multiple copies may be purchased to meet the need for high-demand titles.
 4. Materials will be weeded based on evolving industry best practices, such as those advocated by the Canadian Federation of Library Association.

~~Materials will be weeded based on the following:~~

- ~~—a physical condition and appearance (e.g. markings in the book, broken spine, yellow pages, outdated cover art)~~
 - ~~—currency and accuracy of subject matter~~
 - ~~—usage (i.e. not checked out in 3 years)~~
 - ~~—relevance to the needs and interests of the community~~
 - ~~—availability elsewhere (e.g. other libraries, online licensed databases)~~
- ~~1. When necessary NLLS Public Service Consultants may be consulted to determine the continued relevance and reliability of materials.~~
 - ~~2. Materials of local interest (i.e. local histories, local authors, and other materials specifically relating to the Board of Record library) will generally be kept in the collection as long as possible, so long as the materials are still in good physical condition and the information in them is still accurate.~~
 - ~~3. Replacement copies will be considered when a title is withdrawn from the collection due to loss, damage, or wear, but is still considered relevant to the needs of the community.~~
 - ~~4. Weeded materials will be disposed of at the discretion of the Library Manager, generally by donation to another library or organization (e.g. schools, seniors' centres), sale to the public, or recycling.~~
 - ~~5. Dangerously outdated materials (i.e. medical or legal materials more than five (5) years old) will not be sold to the public or donated and will instead be recycled or destroyed.~~

~~Following outdated medical or legal information in a used book could cause physical harm or legal problems for members of the public.~~

Materials Not Purchased

1. The Northern Lights Library System does not purchase or acquire the following:
 - materials adjudged obscene or pornographic by Canadian courts;
 - ~~—discontinued formats (slides, VHS, cassettes, etc.);~~
 - materials deemed ineligible by the NLLS cataloguing standards

Intellectual Freedom

1. In both selection and de-selection, ~~Northern Lights Library System~~ NLLS professional employee(s) will uphold those principles established in the ~~Canadian Library Association's~~ Canadian Federation of Library Association's Statement on Intellectual Freedom. While recognizing that some materials are controversial and may offend some patrons, ~~the Library~~ NLLS supports the freedom of individuals to develop and interpret their own codes of conduct. Parents or legal guardians are responsible for their children's library borrowing and interlibrary loan requests; ~~therefore, the collection development policy will be followed without prejudice. No items will be excluded from the collection only because they may be seen or borrowed by children.~~
2. The presence of any library item does not indicate an endorsement of its contents by ~~the NLLS library~~. Material selection is based on the strengths of ~~are selected on the basis of~~ the contents as a whole, ~~and for their strengths~~ rather than rejected for their weaknesses. Selection also depends on an evaluation of ~~literary~~ merit, honesty of presentation, overall cultural relevance ~~value to the community~~, and other criteria as described in these guidelines.

Request for Reconsideration of NLLS Library Materials

1. ~~NLLS The Northern Lights Library System Board~~ upholds the principles established in the Canadian Federation of Library Association's Statement on Intellectual Freedom.
2. Patrons or library staff of ~~Northern Lights Library System~~ NLLS member libraries may formally request that a particular item be ~~placed in a different collection or~~ withdrawn from the circulating collection.
 - The requestor must complete a ~~NLLS~~ Request for Reconsideration of Library Materials form. The item in question should be returned with the completed form to the library service point to be forwarded to ~~NLLS Northern Lights Library System~~. ~~If the requestor is asking that the item be withdrawn from the collection,~~ A reconsideration committee, consisting of the NLLS Executive Director and one (1) Manager, will be struck to examine the item to determine

whether the item conforms to the NLLS Collection Development **Policy Guidelines**.

- The decision of the reconsideration committee is final.
- ~~— If the requestor is asking that the item be placed in a different collection, or any other action other than withdrawal, NLLS management will examine the item to determine whether the material conforms to the NLLS Collection Development Policy Guidelines.~~
- The decision regarding the disposition of the item in question will be communicated in writing to the requestor after the decision is made.

~~3. The requestor must complete a NLLS Request for Reconsideration of Library Materials form. The item in question should be returned with the completed form to the library service point to be forwarded to Northern Lights Library System. If the requestor is asking that the item be withdrawn from the collection, a reconsideration committee, consisting of the NLLS Executive Director and one (1) Manager, will be struck to examine the item to determine whether the item conforms to the NLLS Collection Development Guidelines.~~

~~4. The decision of the reconsideration committee is final.~~

~~5. If the requestor is asking that the item be placed in a different collection, or any other action other than withdrawal, NLLS management will examine the item to determine whether the material conforms to the NLLS Collection Development Guidelines.~~

~~6. The decision regarding the disposition of the item in question will be communicated in writing to the requestor after the decision is made.~~

~~7. School housed libraries (NLLS service point) to follow school policy for emergency and OH&S procedures as required by the service user agreement.~~

~~Edmonton Garrison is a service point within NLLS with a separate agreement.~~

Northern Lights Library System

Request for Reconsideration of Library Material

Item Information

Title: _____

Author: _____

Type of Material: _____

Requestor Information (please print)

Name: _____



Address: _____

Town/City: _____ Postal Code: _____

Requestor represents:

self _____ organization _____ (please specify)

Request for Reconsideration Information

Have you read/viewed/listened to the entire item? Yes _____ No _____

If not, which part(s) have you read/viewed/listened to?

Please state your specific objections to this item (please be specific: cite pages or sections, etc.)

Please state the action you wish taken on this item:

Other comments:

Signature: _____ Date: _____

Please return this form, along with the item in question to your library service point. They will forward your request and the item to Northern Lights Library System Headquarters. You will be notified in writing about the decision regarding this item.

[Clean policy follows]

1. Member libraries are autonomous and are governed by local library boards. The Libraries Act requires each library to have a collection development policy. This policy only applies to materials purchased by the Northern Lights Library System (NLLS) or service points governed by the NLLS Board.

2. A service point is any facility where the library provides service to the public. This could be a library building, a bookmobile, a station that is set up weekly in a community centre, or any number of other points. (This is essentially a “branch” of NLLS).

Authority and responsibility

3. The authority and responsibility for the selection of library materials are delegated to the Member Library Services Manager and, under their direction, to the Service Point staff and NLLS library staff who are qualified for this activity. Suggestions from readers are also welcome and are given consideration within the framework of NLLS policies.

Criteria for selection and deselection

4. Materials are selected with the purpose of carrying out the goals of NLLS and of the Service Point. The following criteria are used to judge the quality and quantity of items chosen:
 - Authority of the writer, editor and/or publisher
 - Accuracy or artistic quality of the content
 - Currency of information
 - Popularity
 - Artistic, literary, creative, or local merit
 - Audience
 - Timeliness
 - Content, subject matter, and level of indexing (where applicable)
 - Layout and design
 - Price
 - Format
 - Relevance to community needs and interests, based on community awareness
 - Relationship to other items in the collection
 - Availability in NLLS member library collections and TRAC partner collections
5. An item need not meet all of the above criteria to be acceptable.
6. Multiple copies may be purchased to meet the need for high-demand titles.
7. Materials will be weeded based on evolving industry best practices, such as those advocated by the Canadian Federation of Library Association.

Materials Not Purchased

8. The Northern Lights Library System does not purchase or acquire the following:

- materials adjudged obscene or pornographic by Canadian courts;
- materials deemed ineligible by the NLLS cataloguing standards.

Intellectual Freedom

9. In both selection and de-selection NLLS professional employee(s) will uphold those principles established in the Canadian Federation of Library Association's Statement on Intellectual Freedom. While recognizing that some materials are controversial and may offend some patrons, NLLS supports the freedom of individuals to develop and interpret their own codes of conduct. Parents or legal guardians are responsible for their children's library borrowing and interlibrary loan requests; therefore, the collection development policy will be followed without prejudice.
10. The presence of any library item does not indicate an endorsement of its contents by NLLS. Material selection is based on the strengths of the contents as a whole rather than rejected for their weaknesses. Selection also depends on an evaluation of merit, honesty of presentation, overall cultural relevance, and other criteria as described in these guidelines.

Request for Reconsideration of NLLS Library Materials

11. NLLS upholds the principles established in the Canadian Federation of Library Association's Statement on Intellectual Freedom.
12. Patrons or library staff of NLLS member libraries may formally request that a particular item be withdrawn from the circulating collection.
 - The requestor must complete a Request for Reconsideration of Library Materials form. The item in question should be returned with the completed form to the library service point to be forwarded to NLLS
 - A reconsideration committee, consisting of the NLLS Executive Director and one (1) Manager, will be struck to examine the item to determine whether the item conforms to the NLLS Collection Development Policy.
 - The decision of the reconsideration committee is final.
 - The decision regarding the disposition of the item in question will be communicated in writing to the requestor after the decision is made.

Northern Lights Library System

Request for Reconsideration of Library Material



Item Information

Title: _____

Author: _____

Type of Material: _____

Requestor Information (please print)

Name: _____

Address: _____

Town/City: _____ Postal Code: _____

Requestor represents:

self _____ organization _____ (please specify)

Request for Reconsideration Information

Have you read/viewed/listened to the entire item? Yes _____ No _____

If not, which part(s) have you read/viewed/listened to?

Please state your specific objections to this item (please be specific: cite pages or sections, etc.)

Please state the action you wish taken on this item:

Other comments:

Signature: _____ Date: _____

Please return this form, along with the item in question to your library service point. They will forward your request and the item to Northern Lights Library System Headquarters. You will be notified in writing about the decision regarding this item.



NLLS Executive Board Chair

Date of Approval

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Board | Chapter: Vision and Policy Statements | Page(s): 2

Subject: **ELECTION OF EXECUTIVE COMMITTEE** | Sec 2, 10

Reviewed: 2021/11/06 | Revised: 2021/11/27 | **Effective: 2018/05/18**

SECTION 2 – 1.0

ELECTION OF EXECUTIVE COMMITTEE

1. The election of the Executive Committee will be held at the Annual ~~Organizational~~ General Meeting and as needed throughout the year.
 - a. The Executive Committee will consist of 10 ~~seats~~ Board members.
 - b. The Board Chair, ~~who~~ is elected by the general membership for a two-year term, and accounts for one seat on the committee. The Chair does not represent a specific zone. ~~This is a two-year term.~~
 - c. All municipalities with a population of 15,000 or more will automatically get a seat on the Executive Committee.
 - i. The population used to determine eligibility will be the same as the population used by the provincial government to calculate library grants.
 - ii. ~~to~~ a maximum of three (3) automatic seats will be awarded ~~as per the system agreement;~~
 - iii. where there are more than three (3) municipalities with a population greater than 15,000, the three (3) seats will be filled by the eligible representatives as ~~voted~~ elected by the General Board.
 - d. Each zone of the system ~~to have~~ has a seat on the Executive Committee.
 - i. Zone 1 = Athabasca County/County of Thorhild/Smoky Lake County
 - ii. Zone 2 = Lac La Biche County/M.D of Bonnyville/County of St. Paul/ County of Two Hills
 - iii. Zone 3 = Sturgeon County/Lamont County/Beaver County
 - iv. Zone 4 = County of Minburn/M.D of Wainwright/County of Vermilion River
 - e. Zone 1 & 3 are elected on odd years for a two-year term
 - f. Zone 2 & 4 are elected on even years for a two-year term
 - g. The summer villages (~~i.e. Bondiss, Sunset Beach, Island Lake, Island Lake South, Mewatha Beach, West Baptiste, Whispering Hills, and Pelican Narrows~~) have one (1) automatic seat on the Executive Committee between them. This seat will be elected by the General Board membership for a two-year term.
 - h. Indigenous communities that are members of NLLS have one (1) automatic seat on the Executive Committee between them. This seat will be elected by the General Board membership for a two-year term.
 - i. Where there are no representatives willing to serve from members with automatic seats, the seat will be opened to a vote for a member-at-large position.
 - j. If an Executive Committee member is no longer the representative appointed by the community they were elected to represent (i.e. Zone 1, Indigenous, Summer Village), an election to fill the position for the remainder of the term will be held at the next regular Board meeting.
 - k. Any remaining seats will be elected from the General Board Membership for a two-year term, members-at-large.
2. At the meeting ~~prior to~~ before the Annual ~~Organizational~~ General Meeting, members interested in running for Board Chair or Zone representation can submit their name and information to NLLS administration. NLLS will distribute this information via email to all member municipalities and publish it ~~along with publication~~ on the website.
3. At the Annual ~~Organizational~~ General Meeting (or election meeting) self-nominations from the floor will be accepted.
4. If the member is unable to attend the Annual ~~Organizational~~ General Meeting, they are responsible to provide their information to NLLS administration. This information will be read on ~~you're their~~ behalf ~~prior to~~ before the election.
5. Each nominee will have three (3) minutes to speak and describe themselves and their desire to stand. A question-and-answer session will follow to the panel of candidates.
6. A Board member may represent more than one (1) municipality; however, each representative has one (1) vote.
7. If the municipality has not paid the yearly levy, the representative will not be eligible to be nominated, run for, or hold any Executive or Committee position(s), and will not be reimbursed for mileage or meeting remuneration from notification of arrears until their municipality is considered in good standing.
8. In the event of a municipal election year, any person elected to the Executive Committee before the Annual General Meeting will hold that position for two (2) years plus ~~or minus~~ the difference between the next staggered zone election.

9. In the event of a municipal election year, and ~~there is~~ a full turnover of NLLS Board members, a letter will be sent to the municipality of the Board Chair requesting their continuance until the next Annual General Meeting, at which ~~where~~ a new Board Chair ~~will be~~ ~~is~~ elected.

NLLS Executive Board Chair

November 27, 2021

Date of Approval

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Board | Chapter: Vision and Policy Statements | Page(s): 1

Subject: **GOVERNANCE STYLE OF THE BOARD** | Sec 2, 1C APPENDIX U

Reviewed: 2021/03/30 | Revised: 2021/05/29 | **Effective: 2017/05/13**

SECTION 2 – 1.C APPENDIX U

GOVERNANCE STYLE OF THE BOARD

1. The Board governs with a proactive style ~~which~~ emphasizing outward vision, ~~encouragement of~~ diversity in viewpoints, strategic leadership, ~~clear distinction of Board and employee roles, and~~ collective decision-making. ~~and a focus on the future and be proactive.~~
2. The Board maintains a clear distinction between governance and operational roles.
3. The Board shall:
 - a) Abide by its Code of Ethics. ~~Should a member breach the Code of Ethics, disciplinary measures will take place. Discipline will apply to matters such as attendance, governance principles, respect of roles, and support for Board decisions. It will not allow any officer, individual or committee of the Board to usurp this role or hinder this commitment.~~
 - b) Consider suggestions for policy development ~~that come~~ from all its stakeholders. ~~Board trustees, the Executive Committee, the Executive Director or employee members, client library boards or client library staff, and various levels of government and funding jurisdictions.~~
 - c) ~~The Board~~ Only acts through policy and resolution.
 - d) Comply with federal, provincial, and municipal laws and Board policies.
 - e) ~~Comply with the Libraries Act and Libraries Regulation.~~
 - f) ~~Approve~~ changes or additions to policies ~~shall be approved~~ at a Board meeting by a motion.
 - g) ~~Ensure that the Board's policy manual be reviewed and copies of old policies including policies that have been eliminated or changed shall be kept in perpetuity for reference purposes.~~
 - h) Ensure copies of all approved or amended policies ~~shall be~~ ~~are~~ filed with the appropriate government department(s). ~~as required as legislation~~
 - i) ~~Focus chiefly on intended long term benefits, not on the operational means of attaining those results.~~
 - j) Monitor and regularly discuss ~~the its Board's own~~ processes and performance.
 - k) Ensure the continuity of its governance capability through Board education and development.
 - l) ~~Ensure that agenda packages are available at minimum of seven (7) days before prior to the a meeting.~~
 - m) ~~Ensure that draft minutes are circulated with the agenda package.~~
 - n) ~~Cause agenda packages and unadopted all minutes and agendas shall~~ to be posted to the NLLS website and sent to all ~~a hyperlink shall be emailed to all~~ Board members and alternates ~~within 5 business days of a meeting.~~
 - o) ~~Ensure the approved, unadopted and/or live minutes will be posted on the NLLS website within seven (7) days of being approved by the Board.~~
 - p) ~~To Ensure transparency in all meetings a "Record of Motions" will be kept by the recording Secretary with the responsibility of the Board Chair.~~
 - q) ~~An Executive Committee "Action Item List" will be maintained by the recording Secretary with the responsibility of the Board Chair~~
 - r) ~~Appendix U—Executive Committee Action Item List~~

GOVERNANCE STYLE OF THE BOARD

1. The Board governs with a proactive style emphasizing outward vision, viewpoints diversity, strategic leadership, and collective decision-making.
2. The Board maintains a clear distinction between governance and operational roles.
3. The Board shall:
 - a) Abide by its Code of Ethics.
 - b) Consider suggestions for policy development from all its stakeholders.
 - c) Only act through policy and resolution.

- d) Comply with federal, provincial, and municipal laws and Board policies.
- e) Approve changes or additions to policies at a Board meeting by a motion.
- f) Ensure copies of all approved or amended policies are filed with the appropriate government department(s).
- g) Monitor and regularly discuss its processes and performance.
- h) Ensure the continuity of its governance capability through Board education and development.
- i) Cause all minutes and agendas to be posted to the NLLS website and sent to all Board members and alternates within 5 business days of a meeting.

2023 Annual Survey Report



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INTRODUCTION

This is the second annual survey of the Northern Lights Library System's services. The primary target of the survey remains library managers and staff, but an added emphasis was placed on library boards. An incentive was provided to complete the survey as part of a board meeting. The intent was to generate conversation between library managers and their boards on the services provided by NLLS. We hoped that conversation would heighten awareness of services and point to any deficiencies.

After the first annual survey, management proposed that,

In future years **consideration to shifting the primary audience of the survey from library managers to library boards should be given.**

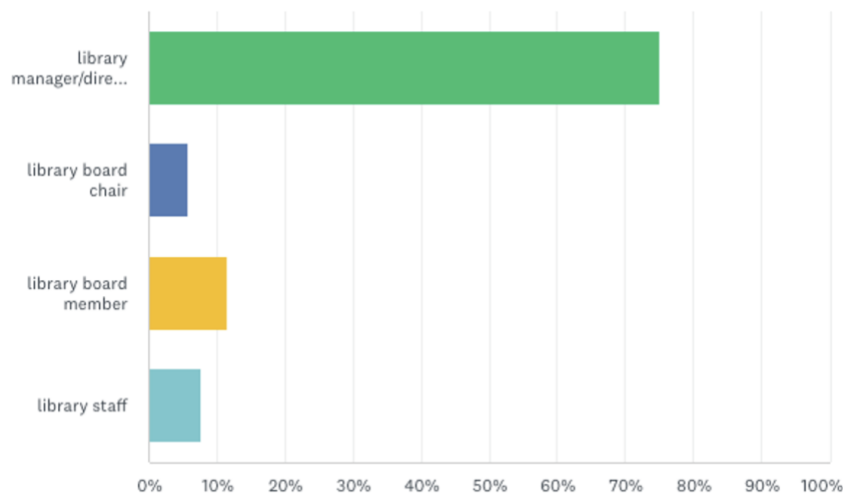
Sending the survey directly to board chairs to be completed during a board meeting, with their library manager participating, might increase the value of responses and generate excellent discussion at the local level.

Libraries completing the survey with their boards would be entered into a draw for \$500. Seventeen (17) libraries completed the survey in conjunction with their boards.

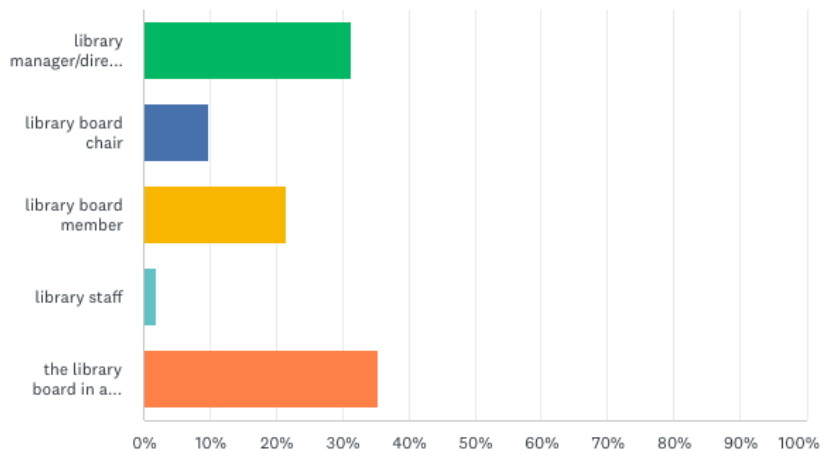
Anonymity was an option for all libraries. There was no limit on the number of times a survey could be completed and the question requesting the name of the library was not mandatory. There were fifty-six (56) responses to the survey. In 2022 there were 55 responses.

The survey was open to responses from November 15, 2023 to February 20, 2024.

2022 Survey Respondents



2023 Survey Respondents



It is possible that some of the libraries completing the survey misunderstood the parameters to be eligible for the \$500 draw. The addition of a question specifically on whether the survey was being completed as part of a board meeting may clarify the rules.

The survey comprised 5 sections: Governance, Administration, Bibliographic Services, Member Library Services (MLS), and Technology Services and Infrastructure (TSI). These are the same 5 areas reflected in our strategic plans, budget, implementation plans, and service catalogue.

Overall, the survey results are positive. The services provided by NLLS are highly valued. There remains room for improvement, and we are excited to use the feedback gathered here to continue to improve.

GOVERNANCE

***Q4.** Do you know who your Board representative or Executive zone representative is?*

The NLLS board has now had several years of general stability. Respondents know who their representatives are. A small minority of members report that they are unaware of who their representative is. Year over year, this number fell from 4 to 3.

***Q5.** How confident are you that any questions or concerns you have will be heard and addressed by the Board or Executive Committee?*

73 percent of respondents indicated they were confident. Only 2 respondents (4%) reported that they were not confident. Year over year, the number of people reporting a lack of confidence or concerns about confidence fell from 21 to 13. **This is an excellent positive trend.**

***Q6.** The Board meets four times annually. Two of these meetings are online, and two are in-person. It is believed that in-person meetings lead to better discussion and engagement which lead to better overall governance. How do you feel about the meeting format?*

This was a new question in 2023. Nearly 80% of respondents indicated “There is value in the whole Board meeting in person. Meeting in person twice a year balances costs and governance needs.” 10% of respondents felt that online meetings only were sufficient. Only 2 respondents felt that all board meetings should be in person. There were 3 “other” responses. These were:

- 3 online meeting and 1 in person meeting would be a good balance.
- online meeting only and spend the in-person money for a networking session as there is value in meeting in person at least once a year

- I have no opinion on this.

Q7. How might the Board better address the needs of our libraries?

Twenty-seven respondents chose to leave an open-ended response. These can be categorized as general positive feedback, specific positive feedback, critical suggestions, and general suggestions. All the comments are represented below. However, some have been split apart to categorize them better. Where context was needed to understand the comments, they were left intact.

General positive feedback:

- The Board is doing a great job!
- We are happy with the operations so far.
- I am fairly happy with the board a whole.
- Overall our staff and board feel that the Board addresses well the needs of our libraries
- We feel our needs are being met very well. We've never had to wait for a response to a concern.
- We feel the Board is doing a good job addressing our needs.
- We are happy with the job they do!
- I think it is working well now
- my representative is doing a great job..this person who is our rep now is the best rep we have ever had..

Specific positive feedback:

- We appreciated that James came to visit us last year and will continue to do so this year. Receiving the weekly updates in James's NLLS newsletter are also nice as we get to see what other libraries are doing in the region.
- The visit by the executive director is valuable and we as a board learnt a lot of what NLLS does.
- We appreciate James' visits.

Specific critical suggestions

- more direct reports from our executive/board representative instead of James MacDonald.
- Maybe an orientation package about NLLS to add to our handbook? The board feels that while they get a lot of information reported back **there is a disconnect** in how it relates to what they are doing. The executive directors visit helped with the connection but this might help a new trustee coming in.
- I believe the size of the Board is too great to properly govern the system. I would suggest looking at a different model.
- Spend quality time doing the plan of service and getting input from libraries about what services are critical to them.
- Listen and consult with member libraries as some decisions are still being made by NLLS Staff without input from the libraries.
- In my opinion, the NLLS board is positioned from an accountability perspective to answer only to member municipalities, not libraries. This is reflected in the body of NLLS board membership, correspondence, how budget is approved, amount of sway that boards and managers wield in their recommendations, etc. The executive and NLLS board at large get their work done and are effective - we are not dominated by one municipality like Peace System, we have great balance. I just don't get the feeling that the NLLS board actually serves member libraries - they serve member councils.
- I hope that the libraries know who their representative is on the library board and executive board
- Minimizing menial tasks and paperwork with a consideration of minimally staffed libraries. It would be a benefit to support such small libraries with responsive technical assistance.

General Suggestions

- more public access to online resources (for local library board members),
- Better information on creating CRA accounts for employees.
- technical support for 3D printing services,

- ongoing communication and face-time with local boards and staff on activities, services offered and NLLS priorities for the year.
- Potential assistance for story walk developments.
- If we could receive a updated copy of the membership agreement it would be greatly appreciated. This is so we can better answer a survey of this type as a board in the future.
- More support financially.
- More support for grant applications; more funding options;
- Small towns need more focus.
- Hosting a meeting with the NLLS board and library managers to hear of ways we can better serve their respective libraries.
- Library staff and board meeting about ideas for the library
- Better stats in order to get proper funding.
- it would be nice to have the summer entertainment booked by NLLS- or at least share insight and ways to cost share.
- Advocate to government on behalf of libraries for better funding

This survey report will not attempt to address every comment. However, each comment has or will be discussed with NLLS management and the Executive Committee. Many of the suggestions here are actively being worked on. This is encouraging as it indicates that NLLS is headed in a direction that aligns with its membership.

2023 Recommendations:

1. Strengthen the role of Chair of the Library Manager's Council.

Response:

- a. Established regular meetings between LMC Exec and NLLS Administration
- b. Beginning to identify changes that should be run through LMC (i.e. Polaris Permissions Groups)

2. Continue the recent practice of visiting local boards annually.

Response:

- a. We continue to work toward meetings with all boards
- 3. Continue the recently formed annual Local Board Chair's meeting.

Response:

- a. Next meeting scheduled for May
- 4. Hold Executive meetings at member library facilities.

Response:

- a. 5/6 meetings held in member libraries in 2023
- b. 5/6 meetings scheduled in member libraries in 2024
- 5. Develop clear recommendations and guidelines for municipal councils when appointing NLLS representatives.

Response:

- a. This has been developed but work needs to be done to ensure it is shared and conveniently accessible to new NLLS representatives.

2024 Recommendations:

- 1. Continue local board meetings with the Executive Director
- 2. Identify ways to facilitate interaction between NLLS reps and library managers, such as hosting in-person LMC and Board meetings simultaneously and sharing training or professional development opportunities. The first joint meeting is scheduled for May 22, 2024.
- 3. Continue advocacy efforts in conjunction with the other six regional systems.

ADMINISTRATION

***Q8.** Compared to last year, how would you rate the overall performance of Northern Lights Library System?*

The system's trajectory is positive. Forty-six percent (46%) of respondents believe that the overall performance of NLLS is better than the year before. And fifty-two percent (52%) believe we are doing

about the same. Only 1 respondent felt the system was doing worse than the year before. These numbers are nearly identical to the previous survey.

Q9. How informed do you feel about the services the system provides your library?

The responses to this question were altered somewhat from the previous year. Instead of “very informed, informed, somewhat in the dark, and generally confused,” 3 answers were provided: Informed, somewhat in the dark, and generally confused. The outcome? Once again, we had one (1) respondent indicate being generally confused. Most respondents indicated feeling informed (76%), while about 21% indicated being somewhat in the dark. With 4 choices in the previous survey, 90% of respondents chose informed or very informed. The change in question format forced respondents to be more precise in their feelings. A large majority of respondents feel informed, but there remains work to be done to educate members on the services available to them.

Q10. Northern Lights aims to balance the needs of its municipal members and partners, manage the financial trust placed in us, and assist in meeting future challenges. Please indicate all statements that reflect your experience with us:

- *I feel comfortable contributing my thoughts and ideas toward the overall direction of NLLS.*
- *I avoid reaching out to NLLS or making positive suggestions for change.*
- *NLLS takes an interest in the challenges and needs of my library.*
- *NLLS does NOT have a clear understanding of the challenges and needs of my library.*

This question provided two positive and two negative responses. Respondents could choose all, some, or none of these answers. Responses here were overwhelmingly positive. Only one (1) response indicated a belief that NLLS does not have a clear understanding of their challenges. Four (4) respondents indicated that they avoid reaching out to NLLS or making positive suggestions for change. Of those 4, they all indicated they felt informed about the system’s services.

A deeper dive into these outlying responses shows some variability in the answers. Further discussion with these libraries will be required to get to the heart of any concerns.

***Q11.** Where should the System's administration focus its energy in the coming year? Or any other thoughts?*

General positive feedback:

- Doing awesome!
- It's been working well with where it's at.
- I believe it's running good
- Keep great Communication
- "None really as it was agreed it seems to be running smoothly.
- Its already well balanced as it is.
- I think the Systems admin is doing a great job
- i really dont have any bad thoughts about the System...we get so much from them
- great that they are mindful of our short-term and long term technology situation

Comments on expansion:

- Streamlining the process for getting new library boards and libraries up and running
- Continue bringing additional municipalities on board.
- Recruiting other libraries who are not members yet.
- I think getting more entities to join northern lights because it is such a good program and it would help bring in more revenue
- Facilitating/supporting regional library partnerships / connections would be good as well.

Comments on finance:

- Keeping budget balanced without having to increase cost to libraries.
- Financial prudance. Increased avenues for feedback.

- Support for grant funding; more funding options
- More grant opportunities
- I'd like to see a push by all system directors to advocate for the recommendations in the overdue report on libraries that calls for federal funding. 2024 should be focused on controlling financial costs to give us a consistent levy cost for the next few years.

Comments on Training and Consultation Support:

- Provide assistance and support in providing informative sessions on how to access the variety of library resources available.
- The focus should be on continuing relevant training for library staff and keeping up to date with technology.
- More onsite visits to member libraries
- assisting with services that have been provided historically- ie security systems, continued hybrid training/ on zoom
- The board weren't sure if asking about partnering with education institutions for some "introductory to" classes to be offered to maybe get a connection to the youth? I would be possible or if this was a place in the survey to ask. But they are happy with what we receive from NLLS"
- Library visits. Support for Library managers.
- Looking what small library can do with the little time they have.
- Maybe more 1 on 1 meetings with just managers, not the Boards.

Comments on Technology Supports:

- Keeping up with technology changes and ensuring that library Managers/staff are trained in the new technology offered through NLLS
- IT supports.
- Continued emphasis and investment on the advancements of technological resources, the free library program is a great addition.

Comments on advocacy:

- Advocacy
- Fantastic work was done in advocacy in 2022-2023 and I credit NLLS for the significant bump we received in operating funding from the province.
- Social media PR campaign
- It would be nice to be kept up to date regarding advocacy in the libraries across the province.

Other Comments:

- Existing books age shouldn't matter. Bring new relevant content.
- Continued open lines of communication and allow member libraries to work without causing confusion. ei. The website for library cards for Indigenous communities project was started without consultation. At least they have asked for feedback but this money could have spent on other initiatives.
- on core services, leave the Indigenous Service outreach to local libraries entrusted by PLSB to perform their roles

The survey results are overwhelmingly positive. The system continues to be perceived well by its members. Several themes arising from the comments may help steer future decision-making. There is continued interest in expanding NLLS membership. There are two main avenues for expansion: indigenous communities and schools. We'll continue to make efforts in this area a priority. One of our strategic directions is to **“invite and welcome all Reserve and Métis Settlements in the area to participate as full members of the system.”**

The other major theme arising from the comments is the need for greater training and one-to-one consultation support. We've made significant progress in this area over the last year with an annual training plan being developed by the MLS department. Survey results in that area indicate that the training was very well received. Supporting our consultants in onsite consultation will also remain a

priority. Our commitment to the Stronger Together conference will also begin to pay dividends as the years progress.

Some clarification regarding the OROS funding and the Indigenous self-registration website may be necessary. Local libraries receive 100% of the OROS funding designated for local library support. In addition, libraries can request further funding for special projects. Several additional local library projects were approved in 2023. The Indigenous self-registration website was an initiative endorsed by our Indigenous Advisory Circle and funded from the portion of the OROS funding earmarked to support library system operations.

2023 Recommendations

1. Establish a protocol for answering the NLLS main phone line and routing member queries.
 - a. [This was completed](#), and we continue to monitor it closely.
 - b. The culture is shifting toward using Teams as the main point of contact.
2. Establish protocols to increase the timeliness of ticket responses.
 - a. This was completed, and we will continue to monitor it.
3. Communicate best practices around administrative time for library managers to local boards where necessary.
 - a. We continue to bring this up at local board meetings where it is needed.
4. Have the ED meet with a number of local library managers one-on-one throughout the year to better understand local needs and concerns.
 - a. This has been happening and continues to be a focus.

2024 Recommendations

1. Continue expanding system membership by inviting all indigenous communities to join the system, and establish connections with school districts.
2. Continue our efforts toward a robust annual training plan and work to increase one-to-one support between consultants and library staff.

3. Continue budget discussions with the LMC and budget transparency throughout the year.
Continue allocating staff resources to grant opportunities and development.

BIBLIOGRAPHIC SERVICES (BST)

Q12. *How would you rate the quality of the processing of new materials?*

The responses here indicate great satisfaction with the quality of our materials processing. No one indicated dissatisfaction. A very small number, three (3), indicated neutrality. These were all board respondents. Otherwise, respondents were slightly more weighted toward satisfied rather than very satisfied.

Q13. *We catalogue more than 25,000 items a year. We strive for consistency and findability. We regularly assess our processes to ensure we balance standards with turnaround time. Please select all that apply.*

This question was in 2 parts. The first pertained to errors in cataloging. Only three (3) respondents indicated that they often found errors in the cataloging. A majority of respondents rarely find errors.

The second part of this question referred to the turnaround time between ordering and receiving items. The answer was nearly identical to the year before. Only three (3) respondents indicated the turnaround time was too long. This is the same number as the previous year. However, the respondents do not appear to be the same. In other words, libraries experiencing delays in material deliveries seem to change from year to year. This may indicate a natural ebb and flow to materials processing that catches different libraries based on the timing of orders. Intermittent issues are naturally more difficult to diagnose and remedy than persistent bottlenecks. We remain committed to increasing our efficiency in this area. We should be generally pleased with the timeliness of our bibliographic services.

Q14. *We aim to deliver materials efficiently. We are regularly reviewing our processes and striving to balance the needs of 50 autonomous libraries. Please indicate all statements that reflect your experience with us:*

- *I feel comfortable reaching out to NLLS about delivery, cataloging or processing problems or questions.*
- *I avoid reaching out to NLLS when I notice errors or problems.*
- *I feel that many of the standards are arbitrary or unnecessary red tape.*
- *I feel that the standards for processing and delivery manage the many unique needs of libraries well.*

Again, the responses here heavily favoured the positive. One (1) respondent indicated they avoid reaching out to NLLS when they notice errors. Three (3) respondents felt that many of our standards are arbitrary or unnecessary. The numbers are nearly identical to the previous year. The Bibliographic Services department appears to remain approachable and reasonable with its standards.

Q15. *After consultation with the Library Managers Council we made several updates to our cataloging guidelines and standards. What are your impressions of these changes?*

This was a new question to the survey. Possible responses included:

- *I like the changes and the improved clarity. I think they will improve the process.*
- *I don't think the changes go far enough. Keep iterating over them. We can do better.*
- *I do not like some or all of the changes that were made.*
- *Wait, we made changes to the cataloging standards? I didn't realize.*

A large majority of respondents approve of the recent changes to the cataloging standards. The invitation to library boards to take the survey skewed some of the results. An open-ended “other” response was provided to this question. Six (6) respondents provided a written response, and all

these responses indicated that the board did not get to this level of operational detail. That is a fair response.

Thirteen (13) respondents selected the response, “Wait, we made changes to the cataloging standards? I didn't realize.” This was a little alarming as it may have indicated a breakdown in our communication. However, eleven (11) of those were board respondents. Only two (2) indicated they were library managers. Still, this illustrates how difficult it is to communicate changes to 50 autonomous libraries with limited operational hours. Despite multiple emails outlining the changes, meetings with LMC leadership and others for direct feedback, and a robust discussion at an LMC meeting, we still missed a couple of managers.

Q16. What have we missed regarding bibliographic services? How might we improve in this service area?

We had several open-ended responses to this question. They can be categorized as general positive, cataloging specific, or comments on ordering and processing.

General Positive Comments

- I have had no problems. They are working well for us.
- We appreciate that Administration is looking at different options in this area while striving for consistency.
- We can't think of any way to improve what you're already providing.
- Generally well done. Always receptive to changes, comments, and suggestions.
- I think you do very well in this area.
- Nothing that I can see.
- We are pleased with the current services.
- I think in general, while some items might take a while to receive (longer than my patrons would like lol) I believe the team is efficient in getting the materials catalogued and sent out as quickly as they can!

Comments on Cataloguing

- Please double check items while cataloging. Our indigenous, romance, inspiration and few other genre based collections are not getting catalogued correctly. Also, some just get cataloged in a completely wrong collection.
- Mass market fiction is the genre that we often see errors in
- We feel comfortable reaching out however find it more timely to correct the errors in house and reach out to NLLS to inform.
- Standardization is good but not a blanket standard across the system as each library has their own unique needs.
- It would be nice to be able to catalogue older rare material that is not in the system
- more consultation with member libraries

Comments on Ordering and Processing

- Timeline to receive materials ordered for outside purchases (the cataloguing process for new additions for NLLS can be cumbersome and slow).
- We prefer to do our own ordering.

Some comments indicate that the bibliographic services department can increase communication with individual libraries. We should not get to a point where items are regularly going to the wrong collections.

One of the major implementation plan goals in 2024 is a complete review of our Bibliographic Services. The survey indicates that members are generally satisfied with bibliographic services but that there is room for improvement, including smoothing out turnaround times on new orders, empowering libraries to do as much cataloging work as they feel comfortable with, and increasing their understanding of cataloguing standards.

2023 Recommendations

1. Review and document current processing practices to ensure we can meet the demands of an increasing volume of orders

Response

- a. Created a new management position for this area and appointed Joanne Knysh

2024 Recommendations

1. Continue with the effort to review and document current processing practices to ensure we can meet the demands of an increasing volume of orders.
2. Continue with the Implementation Plan goal of reviewing the department for efficiencies.
3. Work with the MLS department to increase training efforts for item adds and cataloging at local libraries.

MEMBER LIBRARY SERVICES (MLS)

Q17. *Member Library Services (MLS) aims to communicate clearly on topics of interest and relevance to our libraries. Please indicate all statements that reflect your experience with us:*

- *Communication is FREQUENTLY relevant to my needs and professional interests.*
- *Communication is RARELY relevant to my needs and professional interests.*
- *I have access to information related to NLLS services and offerings.*
- *I have difficulty finding information and often don't know what is being offered*

Responses to this question mirror those given in the 2022 survey. There was a slight drop from six (6) to four (4) respondents, indicating difficulty finding information about MLS services. There remains a small cohort of libraries that struggle to find relevance in the department's communication. Given the diversity of our libraries in size and skill, this is not surprising. In all, the response to this question is very positive.

Q18. *MLS aims to respond to requests from our members in a timely and relevant manner, offering support that is based on curiosity and problem-solving. Please indicate all statements that reflect your experience with us:*

- *When I request assistance I receive a relevant response from my consultant or someone else capable of helping me.*
- *When I request assistance I don't receive a relevant response, or the response takes too long to be helpful to me.*
- *I feel confident that when I ask for help I will get what I need.*
- *I don't feel confident that I will get the help I need when I ask.*

There was a significant drop in respondents, from seven (7) to three (3), indicating, “When I request assistance, I don’t receive a relevant response, or the response takes too long to be helpful to me.” This is encouraging. However, there was a slight increase from three (3) to five (5) respondents indicating, “I don’t feel confident that I will get the help I need when I ask.” Again, the overall answer to this question is positive.

Q19. *MLS aims to build strong relationships with our member libraries that are based on mutual respect and trust. Please indicate all statements that reflect your experience with us:*

- *I feel comfortable reaching out to my assigned consultant.*
- *I avoid reaching out to my assigned consultant unless I absolutely need to.*
- *I believe that MLS takes an interest in the challenges and needs of my library.*
- *I feel that MLS hasn't taken the time to get to know me or my library.*

Again, we see a nearly identical response to this question as in 2022. There was some slight improvement: Only one (1) respondent indicated that “I feel that MLS hasn’t taken the time to get to know me or my library.” In 2022, four (4) respondents selected this answer. The other negative response also decreased from six (6) to four (4) respondents, indicating avoiding interactions with their consultant. This general improvement may indicate consultants slowly winning over some of their

reluctant libraries. Regardless, MLS should be very pleased with the large majority of positive responses to this and the other questions in this section.

Q20. *In 2023, MLS offered a wide range of online and in-person training opportunities, as well as participated in the 2023 Stronger Together Conference. How would you describe the impact and accessibility of the training offered this year?*

- *I was able to access relevant training that matched my needs and interests.*
- *The training was accessible but it was not particularly relevant.*
- *The training was relevant but the technology made it difficult to access.*
- *Training this year was a swing and a miss, I would like to see us do something else.*

The training opportunities offered to our libraries in 2023 appear to have been met with great enthusiasm. No respondents indicated difficulty with the technology or general discontent with the offerings. Five (5) respondents indicated they felt the training was not particularly relevant to them. Given the diversity of needs across the system, this is a remarkably low number.

The question did provide an opportunity for an open-ended “other” response. We received 6 replies in this category.

- Training was relevant, In person training opportunities were difficult to attend (based on geography), challenges in accessing the training due to limitation of library staff, wifi bandwidth, technological resource challenges and lack of quiet space (not necessarily an MLS issue per se)
- Feedback from the board is that there could be more varied training options - they often see the same options repeated year to year. Feedback from library manager is that training options were good, but making the time is sometimes difficult. Feedback regarding the Conference is to schedule the breaks (and lunch) better and to offer breakfast.
- The online training made it easier to send our staff to attend as we have a very limited budget. The conference we have made sure to add additional funds to the budget to make sure more staff can attend. It was beneficial training offered and taken by our staff. Only 1 board member attended the conference but

found a lot of value from both the Alta symposium and the conference that was shared. We are taking many suggestions to heart and are looking at board actions that perhaps we can improve on. The board was happy for the inclusion into the stronger together conference as it's really good for staff to feel supported and involved in something bigger than the library itself. Good job all around

- Training was relevant but timing doesn't work for all schedules. Recorded webinars would be helpful.

The comments are generally positive. I am happy to report that we record and make available training whenever possible. Reaching such a large group over a vast geography with a limited budget is challenging. I think we can be very pleased with the offerings and the response to them in 2023. We are very excited for the training opportunities being planned in 2024.

Q21. What have we missed regarding consulting services? How can we improve?

The open-ended responses in this section can be categorized as *general positive feedback, general suggestions, comments and questions, and specific comments or concerns.*

General Positive Feedback

- The new help desk has improved.
- So far, I am satisfied with the support from consulting services.
- Our consultant is phenomenal and has been great with both staff and board questions.
- You haven't missed anything
- It's all good
- We feel you are doing what you can realizing that Library Managers vary widely in their professional development
- Great to have joined with other library boards to be able to hold a in person conference. The in person aspect of these conferences has great value.
- We are satisfied with the current services.
- loved the training this year...i was never trained to be a manager so i need more and more...my rep is awesome we get along so well, she understands my library needs

General Suggestions, Comments, and Questions

- As board chair I receive the weekly email from James, some other board members might. What's the intended target audience and how do they get in on it?
- Maybe a weekly or monthly check in just checking if any help needed
- IT support please.
- More accessibility to training. Think more online less mileage
- We are not sure what services are available.

Specific Suggestions or Concerns

- Maybe some zone board orientation. It's hard to travel from Athabasca 2+ hours but there is interest. Even something short by Zoom so we can do some sort of orientation and promote the more in depth opportunities
- Honestly one thing that would be phenomenal would be allowing or budgeting a consultant visit (or zoom) to the library board much like the executive director does once a year or every other year. It could even be grouped up with a few library boards in the area for a meet up. When you get in person you can relate challenges and get alternative solutions just by talking to other trustees and I do feel it would provide valuable information to our consultant as to areas that need work that maybe staff or board members don't see or don't know how to tackle. And she's a treasure so it's a win win. We understand we aren't their only library but it increase understanding of NLLSs services, provide valuable feedback and help the board and staff grow in unity/support and understanding.
- Ours needs to improve on communication. Sometimes emails will be responded to in a week. When she does visit, she will show her reports but won't help implement and show purpose or give guidance to improve them.
- Summer access, and confirmation of who new consultant is when it changes. Awareness of what consultants can all provide.
- Consultant refused to offer requested information.

- Some of the consultants do not have real-world experience which makes it difficult to get a response based on what has happened to other versus hypotheticals. Sometimes I am comfortable reaching out for help but sometimes the response is delayed and I go above my consultant to the manager because I feel her information/experience is worth more of my time.
- When we reach out to discuss certain issues we are often faced with a non flexible attitude. nns is a paid for service but my staff often feel like they are our boss.
- More consulting with member libraries before implementation of her projects and services.

Some of the specific comments do point to areas of improvement for our consultants. Where respondents indicated their libraries, we have had discussions with their assigned consultant. Building relationships of trust are a high priority. The suggestions for more board training opportunities and greater connections with consultants are compelling. They also mirror suggestions earlier in the survey.

2023 Recommendations

1. Produce site-visit reports that can be shared with department managers, library managers, and boards.
 - a. This has begun and we will continue to refine these reports in coming years.
2. Continue seconding library managers where appropriate.
 - a. We are working on a secondment with Myrnam library as they transition to a local board.
3. Continue to refine communication channels accessed by member library staff.
 - a. The culture continues to shift toward greater use of Microsoft Teams.
4. Adopt a philosophy of 100% accountability.
 - a. We are still working on this and take very seriously concerns about any breakdown in communication.

2024 Recommendations

1. Implement more board training opportunities (potentially by Zone).

2. Continue the Board Chairs Annual Meeting.
3. Consider increasing staff travel budget lines to increase the in-person availability of consultants at member libraries.

TECHNOLOGY SERVICES AND INFRASTRUCTURE (TSI)

Q22. *Technology Services and Infrastructure (TSI) aims to communicate clearly on technology changes, updates, and upgrades. Please indicate all statements that reflect your experience with us:*

- *Communication is FREQUENTLY timely and helps me understand what changes are being made and why.*
- *Communication is RARELY helpful, too technical, or confusing.*
- *I have access to helpful documentation and resources which allows me to make the most of the technology in my library.*
- *I have difficulty finding information or documentation that clearly explains the technologies and software in my library.*

The answers here (at least in terms of numbers) are identical to the answers given in the previous survey. There remains a small cohort of libraries, five (5), that have difficulty finding information or documentation that clearly explains the technologies and software in their library. Some of this may be attributable to the wide range of technical abilities of library staff. Nonetheless, an increased emphasis on good documentation available in the knowledgebase is warranted.

Q23. *TSI aims to build strong relationships with our member libraries that are based on mutual respect and trust. Please indicate all statements that reflect your experience with us:*

- *I feel comfortable reaching out for technical help.*
- *I avoid reaching out for technical help unless I absolutely need to.*

- *I feel I know when it is appropriate to put in a ticket through ask@nlls.ab.ca or when I should call someone.*
- *I am generally confused or frustrated when trying to communicate with TSI.*
- *I believe TSI understands the technical needs and abilities at our library and works at the level of our understanding.*
- *I feel that TSI hasn't taken the time to get to know the technical issues at our library*

We saw a marked improvement in respondents' willingness to contact TSI when they require help. Only one (1) respondent indicated they avoid reaching out compared to last year's five (5) respondents who felt similarly. The answers to this question were resoundingly positive. Although, four (4) libraries provided at least one negative response from the list. TSI is aware of these libraries and taking steps to improve the relationship.

Q24. *TSI aims to provide the best technology experience possible, given budget constraints. Does the technology provided by NLLS (hardware, network, software) meet the needs of your staff and patrons? Select all that apply. Do not select any if none are true.*

- *The computing hardware in the library meets the needs of patrons and staff.*
- *The internet connection in the library is reliable.*
- *The internet connection is slow or unstable.*
- *I feel confident about my ability to use the various software provided by NLLS*

There was a dramatic shift in the respondents selecting "The Internet connection is slow or unstable" from the previous survey. In 2022, twenty (20) respondents indicated a slow or unstable connection. This dropped to six (6) in this survey. Much of this shift may likely be attributed to the work done to increase bandwidth across libraries. This is a promising trajectory. TSI has the list of libraries continuing to report instability and is working to identify and root out any potential local issues.

Approximately 50% of respondents indicated that they felt confident in their ability to use the software provided by NLLS. This data is skewed by the number of board participants this year. However, it does indicate a potential need for continued training in software provided by NLLS.

Q25. *In 2023 we rolled out Deepfreeze on all public computers, we updated Office licences to 2021, we upgraded bandwidth and took the caps off of wireless internet, we purchased new Fortinet equipment and installed lock boxes at many sites. It has been a busy year. How do you feel about the pace of change.*

- *We could go faster still.*
- *This is about as fast as I can go.*
- *It is too much. We need more time between projects.*

This was a new question in 2023. We were pleasantly surprised by the response. Based on anecdotal evidence, we anticipated a number of libraries would report that the many changes rolled out over the past year were too much to handle. However, only one (1) respondent indicated that the pace of change was too quick. Fifteen (15) indicated that we could go faster. The remainder indicated that the pace was at their limit. This gives us great confidence to continue at our measured pace of change. We are excited to continue this work for our libraries.

This question also included an open-ended “other” response. Of the six (6) respondents who chose to provide a response, they universally praised the improvements and the speed of change.

Q26. *What have we missed regarding Technology Services? How can we improve?*

The open-ended responses can be categorized as general positive feedback, comments on timeliness, and general improvement comments.

General positive feedback

- Doing a good job!!

- It's all good. I have great responses from them when needed
- Good as is.
- You're great! Thank you!
- Good staff, approachable and patient
- We are satisfied
- Staying up to date with technology is much appreciated.
- appreciate the work done in the past year to improve network services, like the approach of the IT team
- The service from this department is exemplary
- We are very happy with the services provided and the improvements. (YAY Deepfreeze)
- ITS guys are awesome. they explain things in my language not tech language.

Comments on timeliness

- The turn around time in solving IT issues could be little faster.
- We feel that TSI has gone backwards by having changes need to be submitted by a ticket; then we have to wait for the turnaround. Sometimes there are changes that need to be made quickly such as public notices or changed library hours. More trust needs to be given to the libraries, controls are too tight. It's also apparent that the resources are not sufficient in order to be able to respond to matters in a timely fashion.

General improvement comments

- Deepfreeze has come with a few issues (slowed down our computers - software may not be well suited to "aging" hardware), give access to Roblox,
- Just general comments: We have had quite a few upgrades recently and we understand it's improving the system but it's hard to understand from a board perspective what we are being tied to, what is our responsibility going forward and what the impact to the library is. The explanation from the NLLS board member can be limited at times due to IT discussions being very high level (NLLS board member voiced this.)There is a lack of understanding to service/staff if we do/do not proceed with a partnered request (like the

recent cabling upgrade request) which makes it challenging to make a business case to present to our municipal partners if we don't have the funds to proceed. Also IT terminology is confusing, can it be share in plain language for us simple folk? 😊

- Faster internet, though not explicitly a NLLS issue. Infrastructure doesn't support it, yet.
- More consultation with member libraries.

The TSI team can be proud of their continued gains in customer service. There remains work to do. In some cases, that work is general education on what libraries can do for themselves and the accessibility of TSI assistance. We continue to refine our processes for taking and responding to issues.

2023 Recommendations

1. Monitor recent improvements to bandwidth and pursue options for increasing network stability and performance (continue with the network enhancement plan).
 - a. This continues.
2. Pursue endpoint standardization and simplify our complex computing environment.
 - a. This continues to get better.
3. Slow down the pace of improvements to allow member libraries to adjust to changes.
 - a. It appears from this survey we've hit on the right pace for improvements.
4. Work with the MLS team to provide appropriate training on new technologies.
 - a. This continues – we are currently working through Polaris permissions training.

2024 Recommendations

1. To ensure there are no local issues at play, zero in on the libraries continuing to have slow or unstable Internet connections.
2. Work to improve documentation and asynchronous help for the use of NLLS-provided software.
3. Continue to monitor turnaround times for tickets and ensure appropriate procedures are in place for detecting and responding to critical issues.

CONCLUSION

The survey instrument had some marked improvements over the year before. We expanded the survey to include more board representation. Some consideration to splitting the survey into two, one for library staff and one for library boards, might be given. Alternatively, marking some questions as operational may help. Some of the questions were too operational for the board. Nonetheless, we believe it did the job of encouraging discussion about NLLS services between library staff and board members.

NLLS is doing well. There were incremental gains in positive ratings throughout the survey. Very few respondents chose to participate anonymously. We appreciate our members' willingness to give pointed feedback. In many cases we can follow up directly on issues with individual libraries. With 61 participating municipalities and 50 libraries the needs and abilities of our members are diverse. Meeting that diversity of needs is challenging. However, this survey has provided a number of ways we can improve.

Indigenous Grant Recipient Information

Reporting tool for the Indigenous grant provided by Alberta Municipal Affairs.

Library Board

Provide the legal name of the library board as set out in the *Libraries Act*.

Name of Library Board Northern Lights Library Board
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Contacts

	Name	Email	Phone	Alternate Phone
Respondent	Jessica Morris	jmorris@nlls.ab.ca	780 614 5342	
Indigenous Liaison	NA	NA	NA	

System/Library Information**Reserves and Settlements within Service Area**

List all reserves and settlements that the library/system provides service to.

Reserves and Settlements within Service Area Alexander First Nation Beaver Lake Cree Nation Cold Lake First Nations Saddle Lake First Nation (includes Whitefish (Goodfish) Lake First Nation) Kehewin Cree Nation Heart Lake First Nation Frog Lake First Nation Buffalo Lake Metis Settlement Elizabeth Metis Settlement Fishing Lake Metis Settlement Kikino Metis Settlement

Library Awareness

Report the number of activities that promoted awareness of library services to Indigenous communities (e.g. trade shows, open house, participation in community nights).

Library Awareness 138

Partnerships Created

List all of the organizations partnered with to provide services. This can include Indigenous organizations or non-Indigenous organizations and can include system or local library/branch partnerships.

	Partnerships Created Reconciliation St. Paul Blue Quills Social Work Program Blue Quills Aboriginal Head Start Pakan School in Goodfish Nekinan Smoky Lake FCSS Elizabeth Metis Settlement School Portage College "Cold Lake Native Friendship Centre Cold Lake First Nations LeGoff School at Cold Lake First Nations LICA - Lakeland Industry & Community Association Elizabeth Metis Settlement Elizabeth School Amisk Community School Kohls School KMS Family Resource Network
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Meetings with Stakeholders for Indigenous Service

List any notable engagement sessions and/or meetings attended.

	Meetings with Stakeholders for Indigenous Service Reconciliation St. Paul Meeting with Indigenous Stakeholders Meeting with Fishing Lake Metis Settlement, Buffalo Lake, Elizabeth Metis Settlement Councils Frog Lake Community Engagement Interagency meeting at Elizabeth Metis Settlement - Meeting with Principal of Elizabeth School at EMS - Meeting with Principal of LeGoff School at CLFN - Meeting with Daniel McLaughlin, Communications, Information and Technology Coordinator at Cold Lake First Nations Meeting with Agnes Gendron, Executive Director of Cold Lake Native Friendship Centre PLSB Indigenous library liaison meetings
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PD/Cultural Training Opportunities for Board and Staff

List all Indigenous cultural training or professional development opportunities in which the board or staff participated.

	PD/Cultural Training Opportunities for Board and Staff "April 2023 - Indigenous knowledge in digital spaces webinar Sept. 2023 - Collection management webinar Sept. 2023 - Truth and Decolonization online webinar Oct. 2023 - Connecting children to Nature through Indigenous Teachings webinar Nov. 2023 - Stronger Together Library Conference Nov. 2023 - Leading from any position webinar Jan. 2024 - Voices of The Land - online training"
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Northern Lights Library Board 2023

Service Personnel Hours

Paid and unpaid staff that worked at the system/library on Indigenous initiatives during the reporting period. Do not include hours of work for outreach locations.

	# Employees	Total Hours/Yr
MLIS or Equivalent	2	200.00
Other University Degree	1	400.00
Library Technician	0	0.00
Library Operations Certificate	0	0.00
Other Tech/College Diploma	0	0.00
Other	1	40.00
Total Employees	4	640.00

Indigenous Content Programs in Municipal Libraries

Please list any programs run in municipal libraries/branches that included content about Indigenous matters, such as arts, culture, history, and language learning.

A library program is a pre-planned, coordinated event that: is hosted/presented by the public library; is set for a designated time and place; has a defined purpose; has library resources dedicated for it; may involve a registration process and/or some promotion of the event.

Programs	Program Content
7	Truth and Reconciliation Day: On September 30, St. Paul Library handed out 'Every Child Matters' temporary tattoo along with information on local reconciliation events that are happening around the area. History of Cree Language Art Gallery for National Indigenous History Month Books and Bannock at the Tipi with a wildlife discovery presentation Special display at the library in commemoration of Orange Shirt Day and National Day of Truth and reconciliation Bullying Presentation Ribbon Skirt Making

Circulation of Materials to Users Residing in Indigenous Communities

If the ILS can retrieve the information (via postal code or the "Where they live" field), report the number of items circulated directly to library users from reserves or settlements. Include all items that are charged out for use, whether the use is inside or outside the library. Do not include interlibrary loans loaned to other libraries. If this information cannot be retrieved, please check "N/A" for not applicable.

Total Circulation 1,527

Northern Lights Library Board 2023

Interlibrary Loan to Library Users Residing on Reserve or Settlement

Please provide any information you have about interlibrary loan borrow or loan requests to library users from reserves/settlements. If this information cannot be retrieved, please check "N/A" for not applicable.

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 library user. Providing a substitute for the requested item (e.g. a photocopy) is also considered to be an interlibrary loan.

Items Borrowed	Items Lent
6	n.a.

Cardholders from Indigenous Communities

Report the number of active cardholders (active cardholders are those whose cards have not expired).

Note: If your library offers family cards and provides only one card/one user 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 user record, do not multiply by 3.1.

Total Cardholders
2,065

Outreach

Fill this section out **ONLY** if your library/system provides outreach services (in the form of programming, training, or circulation of books) on First Nation reserves and/or Metis Settlements.

If your library/system does not, please go to the Accomplishments and Comments section.

Outreach Hours of Service

List outreach locations, number of visits (i.e. weekly, monthly, one-time, etc). If outreach visits are frequent and recurring, please list the regular open hours for programs/service.

This section uses 'repeating rows' - which enables respondents to enter in an unlimited number of data lines. When the mouse cursor is placed in the 'name of resource' field, a new row will automatically be created below, enabling an unlimited amount of entries. Rows (except for the bottom one) can be deleted by clicking the red X to the right of the row.

Summary	7	113
Outreach - Location		Outreach - Number of Visits
Author Visits		2
Library Training		2
Soup& Bannock Pop-up (weekly)		48
Heart Lake School Visits		12
BMCS Visits Resource visits		24

Facilities

Explain what type of facility(ies) the outreach library service is operating in e.g. Band office, school, community centre, etc.

Facilities
Schools, Main Hall, Elders Centre, Seasonal Markets, Family Resource Centre

Door Counts/Library Usage for Outreach Locations

In Person Visits	Count Method (In Person Visits)
1,125	Actual Count

Outreach Service Personnel Hours

Paid and unpaid staff that worked at outreach locations during the reporting period.

Staff

Report qualifications and the number of all paid staff (full and part time) who work at outreach locations. Report the total number of employees (i.e. "live bodies") and the total hours worked in the reporting year.

	# Employees	Total Hours/Yr
MLIS or Equivalent	0	0.00
Other University Degree	1	310.00
Library Technician	0	0.00
Library Operations Certificate	0	0.00
Other Tech/College Diploma	0	0.00
Other	4	265.00
Total Outreach Employees	5	575.00

Collections/Resources

These are dedicated materials for direct public library service on reserves/settlements.

Print Items

Report on the number of print items specific to the outreach collection.

	Number of Print Items
	95

Non-Print Items

Report on the number of non-print items specific to the outreach collection.

	Total Non-Print Items
	42

Reference Transactions from Outreach Users

A reference transaction is an encounter between a library user and 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 a directional or administrative question. Report the number of reference transactions for the reporting year (either from an actual count or 1 outreach visit x total number of visits in the reporting year to provide an estimate). ** Anyone who receives service on reserve or settlement.

	Total Reference Transactions	Count Method
	198	Actual count

Northern Lights Library Board 2023

Programs in Outreach Locations

A library program is a pre-planned, coordinated event that 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 and may involve a registration process and/or some promotion of the event

Total Number of Programs	Total Number of Participants
18	238

Card Fees at Outreach Locations

Indicate **YES** or **NO** if card fees are charged.

Do you charge card fees?	If yes, please provide a breakdown
No	0

Electronic Performance Measures

For outreach to reserve or settlement only.

Public Access Computer Use

Report the number of separate times each public workstation was in use for the reporting year and indicate if it was an actual count or an estimate (1 outreach session worth of tracking x number of times outreach library is available throughout the reporting year).

Public Access Computer Use	Count Method
0	

Printing, Faxing, Photocopying Services

Report on usage, if applicable.

Printing, Faxing, Photocopying Services

E-Resources

List any e-resources that have been requested at outreach locations.

E-Resources Requested Hoopla, Libby
--

Accomplishments and Comments

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

Accomplishments	Comments
"The Art Contest hosted during Indigenous History Month was well accepted by the schools located at Indigenous communities (EMS and CLFN). The 58 children who participated, created beautiful pieces, showcasing the Indigenous Culture. It was a great experience and both schools are interested in future partnerships with the library. With the Books and Bannock event we created awareness of the variety of items for all ages that the library has available in the Indigenous Collection. The wildlife presentation by LICA also attracted public who were able to visit the Tipi, browse the collection and enjoy Bannock. During this report period (April 2023 to Jan 2024) we served a total of 673 visitors at Pop Up library locations and a total of 380 items circulated. We continued adding new titles to our Indigenous Collection at both branches."	BLMS is extremely happy to be partnering with us on their Stay and Play program and other community events.