

ANNUAL REPORT

SETTING THE FUTURE IN MOTION



MARIGOLD
LIBRARY SYSTEM



INTRODUCTION



OUR ORGANIZATION

Every day, Marigold strives to bring relevant, cost-effective, quality public library services to all Albertans in our member municipalities.

2019 was punctuated with notable achievements and challenging obstacles. Last year, once again demonstrated the strength, collaboration, and resilience of the Marigold team to serve our members with competence, confidence, and commitment.

Marigold Library System is a membership collaborative made up of 44 municipalities that chose to participate to increase efficiency and reduce costs, while providing state-of-the-art public library services to its residents.

Our region stretches 53,646 sq. km from the BC border in the west to Saskatchewan in the east, and comprises a service population of more than 320,000 patrons, many of whom rely on Marigold to access fundamental resources.

Marigold's service population is the largest among the seven regional library systems and, when established in 1981, Marigold was the first system to focus entirely on public library services and support.

Marigold is not a public library, nor does it overlap services with public libraries. Instead, we provide cost-effective products and support to member libraries in south-central Alberta. This includes IT infrastructure and support, Internet and websites, physical and digital collections, expert consultation, resource sharing, training, programming and marketing support.

Marigold is dynamic in its efforts to balance technology and traditional services, embracing the power of resources sharing, and supporting the information and recreation needs of Albertans in our region. We continue to cultivate a culture for innovation and collaboration, and partner with other pioneering organizations in the province.

We are proud to be a champion of great public library service in all areas, urban and rural, with a team of experts who serve multiple libraries and municipalities at the same time.

MESSAGE FROM THE MARIGOLD BOARD CHAIR



Lynda Lyster, Board Chair

Marigold Library System is working hard toward ***Setting the Future in Motion***. Libraries are maintaining the traditional resources and services they have done so well have for years, but are also moving steadily into the world of e-resources. This is proving a challenge for library budgets as libraries struggle with the cost of the digital world, but they are working hard to provide the best for their communities. As libraries face the challenge of keeping up with technology they have the amazing support of excellent specialists at Marigold headquarters. Marigold is on the cutting edge of library technologies and staff are eager to share their knowledge with member libraries. Libraries are often the hub of their community and provide a safe and welcoming place to bring people

together. Libraries know about the power of relationships and they continue to maintain and nurture these relationships as they reach out to new possibilities. There are so many creative examples of libraries forming partnerships that benefit everyone. Marigold Executive and staff are setting the future in motion as they work on the new headquarters building. The many opportunities of dealing with architects, city planners, Western Irrigation District and Strathmore Council has been rewarding. The project has allowed staff and Trustees to think about what is important now and in the future. Libraries continue to reinvent themselves as the needs of their communities change. They are setting the future in motion every day.

PARTICIPATING MUNICIPALITIES AND BOARD MEMBERS

(as of April 2020)

Acadia M.D. #34
Village of Acme
City of Airdrie
Town of Banff
Village of Beiseker
Bighorn M.D. #8
Town of Black Diamond
Town of Canmore
Village of Carbon
Village of Cereal
City of Chestermere
Town of Cochrane
Village of Consort
Town of Crossfield
Village of Delia
Town of Drumheller
Village of Empress
Foothills County
Ghost Lake Summer Village
Town of Hanna
Town of High River
Village of Hussar
ID 9 (Banff)
Town of Irricana

Maxine Booker *
Daniel Leronowich
Leon Cygman *
Brigitte Hopkins
Sharon King
Lynda Lyster * (Chair)
Ian Huffman
Judith Smith
Michelle Lomond
Elaine Michaels
Lennox Gomes
Susan Roper *
Michael Beier
Jo Tennant
Jordan Elliott
Margaret Nielsen*
Nora Sunderland
Eleanor Chinnick
Donna Bauer
Melanie Jensen
Vacant
Kristen Anderson *
Jean-Marc Stelter
Teresa Cameron

Kananaskis ID
Kneehill County
Village of Linden
Village of Longview
Village of Morrin
Village of Munson
Town of Okotoks
Town of Oyen
Village of Rockyford
Rocky View County
Special Areas Board:
- Area #2
- Area #3
Area #4
Village of Standard
Starland County
Town of Strathmore
Town of Three Hills
Town of Trochu
Town of Turner Valley
Waiparous Summer Village
Wheatland County
Village of Youngstown

Melanie Gnyp
Glen Keiver
Cynthia Klassen
Jan Dyck
Karen Neill
Lyle Cawiezal
Nicole Kiefuik
Ed Hogan
Gary Billings (Treasurer) *
Dimitri Dimopoulos *

Vacant
Helen Veno
Jodi Kurek
John Getz * (Vice Chair)
Lil Morrison *
Denise Peterson
Marilyn Sept
Bonnie Munro
Ian Huffman
Janine Jevne
Amber Link
Renee Laughlin

* Member of Executive Committee

EXECUTIVE COMMITTEE



Lynda Lyster, Chair
Bighorn M.D.



John Getz, Vice Chair
Village of Standard



Gary Billings, Treasurer
Village of Rockyford



Maxine Booker
Acadia M.D.



Susan Roper
Town of Cochrane



Leon Cygman
City of Airdrie



Margaret Nielsen
Town of Drumheller



Kristen Anderson
Village of Hussar



Dimitri Dimopoulos
Rocky View County



Lil Morrison
Starland County



Four Marigold Board meetings took place in 2019; January, April, August and November



Twenty-one Board members volunteered to sit on one or more of Marigold's 10 committees



There were **30** Board, committee and special meetings

STANDING COMMITTEES

Marigold's committees review and make recommendations to the Board based on research presented by management staff regarding plans for service, technology, governance, programs, and advocacy. Standing committees are: catalysts for growing new ideas; ensuring policies are reviewed, member priorities are heard, and that member communities are represented; focus on financial and governance practices that are sustainable, ethical, transparent, and accountable; and take advantage of diverse meetings and training opportunities.

EXECUTIVE COMMITTEE

The Executive Committee ensures that the organization has the necessary resources to be able to respond to new opportunities, leadership transitions, financial, and environmental trends. All policies are presented to the Executive Committee for approval before being presented to the Board.

STANDARDS AND SERVICES COMMITTEE

This committee vets resource distribution through board policies and schedules, and directs the work of Marigold in the area of programs and services to the member municipalities.

GOVERNANCE COMMITTEE

The Governance Committee ensures that governance of Marigold is practical, efficient, and functional. Policy and agreements for Marigold and for community libraries originates with this committee.

HR COMMITTEE

The HR Committee reviews and revises HR policies to ensure that policies support sound HR business practices that comply with employment standards and health and safety legislation. A safe workplace is a priority.

BUILDING COMMITTEE

Marigold's Building Committee recommends upgrades and repairs that are essential to maintain a safe working environment for staff. This committee also leads planning for Marigold's new building project.

FINANCE COMMITTEE

The finance committee monitors policy statements in the areas of finance and gives direction on banking, investments, and other financial practices.

ADVOCACY COMMITTEE

Advocating for Marigold to the communities, governments, partners, and other agencies is crucial to advancing Marigold's mission. The committee plays a role in assisting the Marigold community to inform and influence decision makers and stakeholders, and guides our corporate brand, image, and use of branding.

MESSAGE FROM MARIGOLD CEO



Michelle Toombs, CEO

2019 was jam-packed with excitement and Marigold staff rose to the occasion.

On the good news front, we made excellent progress with our new building plans, culminating with the purchase of land in Strathmore where the joint facility will be built. A Request for Proposal for architectural services was distributed and a contract was awarded to BRZ Partnership Architecture. We

libraries. Again, we demonstrated our preference for collaboration because the innovative website design and functionality were developed from scratch with development experts and Peace Library System, yielding over 85 new websites in total.

Marigold staff always strive to find ways to improve service and customer service. That was the impetus for the holds workflow changes involving all member libraries. By filling holds on new materials at headquarters, we were able to reduce wait times for cardholders and reduce the volume in our delivery vans. This is timely because of upcoming changes in managing the exchange of materials between libraries in Alberta.

A cyber security incident turned Marigold’s world upside down. While we would not wish this situation on anyone, there are some things that we can be thankful for, such as the contained impact, relatively quick resolution, no evidence of data exfiltration, access to cyber security experts, cyber insurance, and the implementation of tools and systems to strengthen our IT security. This was an excruciating experience for headquarters staff and Board members. Everyone on staff demonstrated exemplary fortitude and resilience.

Throughout the year, the strength, collaboration, and resilience of the Marigold headquarters staff team was integral to our ability to serve our members with competence, confidence, and commitment. I am grateful to the Marigold staff and to the Board members who advise and support us, and to our member library staff and local board members who rely on us, collaborate with us, and hold Marigold in high esteem.

continue to work closely with our joint project collaborator, the Western Irrigation District.

IT staff completed an ambitious network restructuring and reconfiguration project in 2019 to replace hardware at all libraries and to implement new configurations on the core network. This positions Marigold to incorporate SuperNet changes in conjunction with provincial initiatives. Another project, to which we can point with pride, is our new websites for Marigold headquarters and member

STRATEGIC PLAN, VISION 2020

Marigold is in the second year of its Strategic Plan, which was suitably entitled Vision 2020. The Marigold Library Board approved the extension of goals, vision, mission, and values for 2019 and 2020. The strategic goals in Vision 2020 provided relevant and inspiring direction for 2019.



Marigold will invest in its operational assets and capacity to allow for service expansion, by completing the construction of its new headquarters facility.



Marigold will increase its services to member libraries, as space at headquarters and staff time permit, with the efforts of the Service Delivery department.



The Marigold Community will better understand the purpose and value of Marigold, as we continue to advocate and communicate Marigold’s vision and mission.



Marigold will capitalize upon and nurture the knowledge, skills, and abilities of its community, through training and professional development efforts.

MISSION:

Marigold cultivates a collaborative library community to support a range of responsive, quality library services

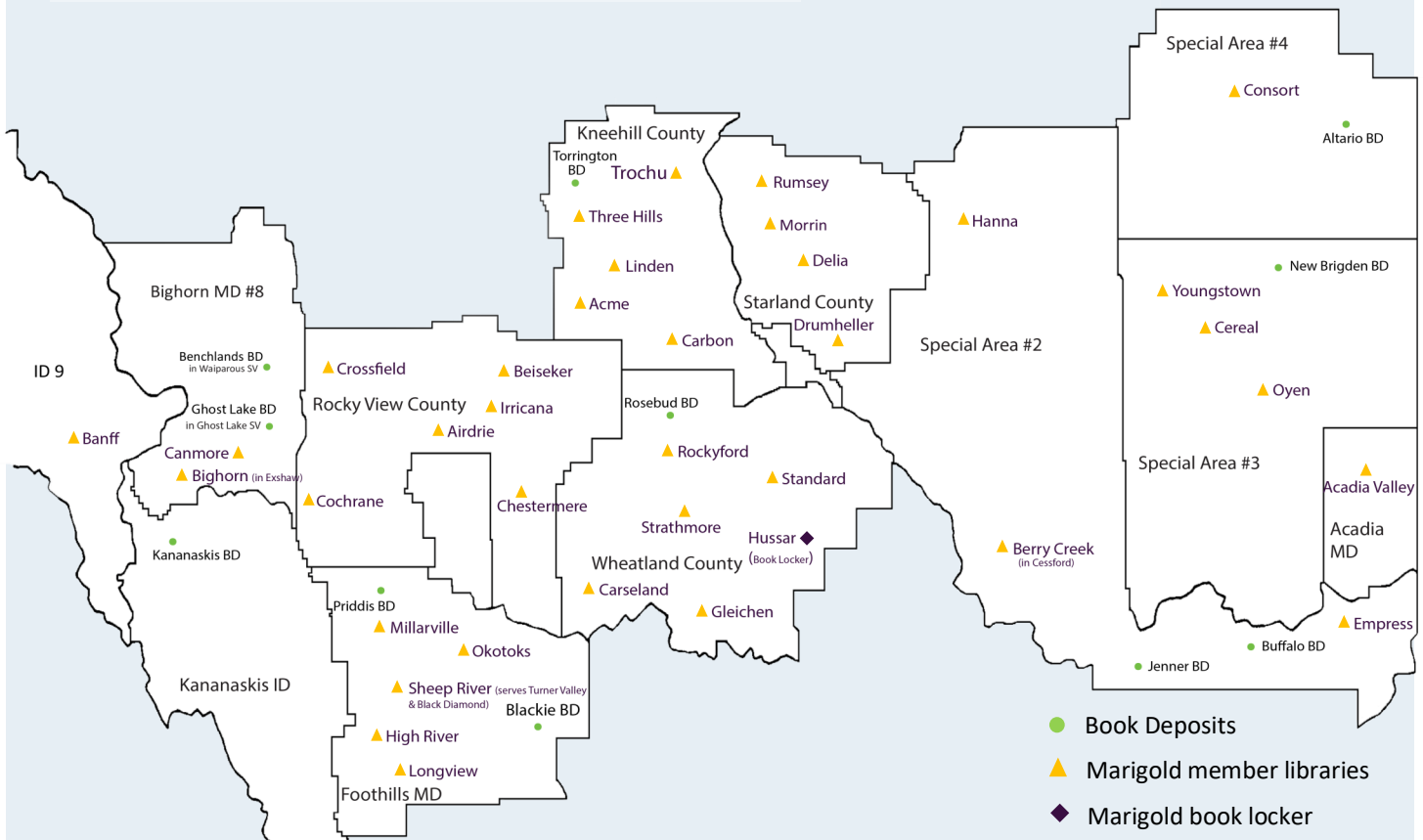
326,355 SERVICE POPULATION OF MARIGOLD

VISION:

Leaders in library service and innovation

VALUES:

Leadership
Respect
Responsiveness
Communication
Integrity
Inclusiveness
Accountability

MARIGOLD LIBRARIES AND BOOK DEPOSITS



OPERATIONS

OUR OPERATIONS

TOTAL
KMs

269,095KM

IT SESSIONS

3,516
HOURS


522
KITS & GAMES
MEMBER LIBRARIES

CONSULTATION
SESSIONS
94

IN-PERSON
& REMOTE

VEHICLES & DELIVERY SERVICES

Van delivery supports resource-sharing and connects member libraries with Marigold headquarters and libraries across Alberta. Six vehicles and our drivers transport interlibrary loans, new materials, supplies, correspondence, kits and games, and promotional materials to 36 Marigold libraries, with a minimum of one delivery per week. Our vehicles are also used for IT installation and repair trips, weeding and inventory, consultations, Board visits, and much more.

- **269,095** total km driven in 2019
- Vehicles were used **1,206 times** for deliveries, IT site work, summer programs, consultations, and weeding trips
- **190,306 km** for deliveries to member libraries

TRAINING

With the growing use of digital and other services, Marigold offers training and patron presentations on interlibrary loans, programming, statistics and reports, use of digital subscriptions, Board development, management and leadership, and communications and marketing. For library, headquarters staff, and patrons:

- **37 in-person training sessions**—109 participants
- **Six Go-To-Webinar training sessions**
- **21 Website training sessions**
- **35,042 promotional materials** were printed by Marigold headquarters staff on behalf of member libraries. This number is over and above the materials that are produced and printed by Marigold

CONSULTATION

Professional librarians do research and provide management information and advice during frequent communications with member library staff and local Board members.

- **94 consultation visits** at member libraries and by videoconference
- **Six training sessions** for new library managers

WEEDING AND COLLECTION INVENTORIES

Marigold staff provided leadership for the completion of weeding and collection inventories for **nine** libraries:

- Berry Creek, Canmore, Carbon, High River, Longview, Rockford, Acadia Valley, Consort, and Trochu.

STAFF AND STUDENTS

NEW STAFF MEMBERS

In 2019, Marigold hired four staff members: Communications & Marketing Specialist, Shipper/Receiver/Driver, Consultant, and Marketing and Outreach Assistant.

SUMMER STUDENTS

Six summer students—two from Siksika, one from Stoney Nakoda, and three university students—were hired to assist with summer reading and Minecraft & coding programs.

- Visited 32 libraries plus Stoney Nakoda and Siksika
- Delivered 116 programs to 1,210 participants and attended seven outreach events
- Delivered six videoconference programs to eight library locations
- Assisted with Teen Summer Library Experience—(141 participants)



OPERATIONS

DIRECT SERVICES

LIBRARY TO YOU (L2U)

Marigold loans books and DVDs by mail. L2U patrons also have remote access to library materials like downloadable eBooks, music, and digital subscriptions.

INTERLIBRARY LOAN & DELIVERY

Marigold staff fill up the Interlibrary Loan lockers in Hussar, so items go directly into the hands of patrons. Marigold expedites access to patron-requested materials from academic and public libraries throughout Alberta, Canada and beyond. Marigold pays for Interlibrary Loan costs to borrow items from institutions outside Alberta.

BOOK DEPOSITS

Residents have access to deposits located in small communities throughout Marigold. Residents can borrow materials on an honour system basis. Marigold provides books for the deposits, supports local volunteers, signs up people for library cards, and attends local community events to promote library services.

IT & NETWORK SUPPORT SERVICES

Marigold headquarters is the central hub for the delivery of computerized public library services to Marigold member libraries. By following the direction outlined in the Technology Plan and the Information Technology Policy, Marigold continues to expand its technology culture to further support problem solving, collaboration, innovation, and exceptional customer service.

NETWORK RESTRUCTURING AND RECONFIGURATION PROJECT

Marigold is now in a position to incorporate SuperNet changes determined by the Provincial Government.

- Hardware replaced at all libraries
- Implement enhancements and upgrades to the network
- Enhanced security
- Alteration of traffic flow throughout our system
- Reduction in administrative overhead

IT staff completed **1,456 tickets** and conducted **2,526 remote sessions** totalling **3,516 hours**. IT staff also made **95 site visits** to member libraries to install and fix IT equipment. Each member library received \$1,000 through **the IT Capacity Fund** to acquire computer equipment.

New channels of communication for IT announcements were implemented to reach a wider audience in a timely way, to notify stakeholders about IT related problems and information, and to solicit feedback and decisions from libraries about upcoming changes.

LIBRARY USE STATISTICS

BIBLIOGRAPHIC SERVICE ENHANCEMENTS

- Marigold spent 100% of materials allocation in a year where the budget line had increased significantly and without any backlogs:
 - Acquisitions orders increased 17%
 - Shelf-ready items increased 28%
 - outsourced processing and catalogue records
 - Conversion items increased 22%
 - items supplied by member libraries to be added to the online catalogue
 - One staff member unpacked and checked in \$40,000 of new materials in two days
- Marigold's professional librarian consultants do the selection for the collections in 28 libraries
- Marigold consultants also assisted Airdrie, Canmore, Chestermere, and Strathmore with selection when they were facing staffing pressures
- Greater visibility of TRACpac online catalogue was accomplished because of collaboration with Yellowhead, Peace, and Northern Lights library systems
- Dozens of unique items were added to the TRACpac catalogue, such as life jackets and power tools

PURCHASING PROGRAM

Three-hundred more purchasing program orders compared to 2018.
Benefits include:

- Convenience, cost savings, no shipping costs on many items, verification of compatibility, staging and installation of IT equipment by Marigold headquarters staff
- Marigold has preferred pricing because of long-time vendor relationship and membership in Calgary and Area Public Purchasing Group (PPG)

SERVICES & PROGRAM SUPPORT

Marigold provides and supports year-round programming, pays for eResources, and takes part in outreach initiatives to issue library cards and promote library services.

- 522 kits and games sent out to member libraries (12 new kits)
- 1,142 travelling display books were sent out to member libraries

eRESOURCES & DIGITAL CONTENT

Usage of our virtual library (eResources) spiked last year. The resource is well used and continues to grow in popularity. Successful negotiations limited the impact of annual cost increases for eResources, and Marigold was able to add two new eResources, Cypress Resume and Niche Academy, to our suite. Additionally, Marigold was an advocate nationally and internationally to make publishers and the public aware of the unfair treatment from publishers, including inequitably higher costs that libraries have to pay for e-content and time-limited availability of eBooks and Audio eBooks.

2019 library use statistics gathered from TRAC, demonstrate the continued usage and importance of public libraries in Marigold

Marigold library card (people/families) **111,268 (+3.5%)**

Items loaned **2,179,828 (+2.7%)**
Items loaned to Marigold cardholders

Library items **1,094,688 (+7%)**
Items loaned and borrowed between libraries

eBooks borrowed **235,827 (+14%)**
OverDrive & Cloud Library

MELibraries patrons **21,172 (-2.7%)**
items
Items checked out at Marigold libraries by MELibraries patrons; registered at libraries outside of TRAC

TRACpac online catalogue **3,116,277**
Items available in the TRACpac online catalogue

TRACpac online activity **13,546,338**
Page views of TRACpac online catalogue

eResource statistics on Page 12

eRESOURCE STATISTICS

A noticeable increase in eResource usage, continues to demonstrate the relevance of Marigold services to our member libraries

eBooks & eAudio Books 242,409 (+14%)

Overdrive: 221,936 (13% ↑)

Cloud: 13,891 (31% ↑)

Tumblebooks: 6,582 (5.9% ↑)

Music Downloads & Streaming 173,766 (+99%)

Freegal downloads: 31,288 (1.2% ↑)

Freegal streamed music: 142,478 (152% ↑)

eNewspapers 104,197 (+107.7%)

PressReader: 104,197 (107.7% ↑)

eMagazines 48,976 (+47.5%)

RBDigital: 43,528 (72.4% ↑)

Flipster downloads: (650% ↑)

Flipster online views: 1,729 (281% ↑)

Movies, TV Shows, Music, eBooks/eAudio, Comics Streaming Service 21,642 (+5.8%)

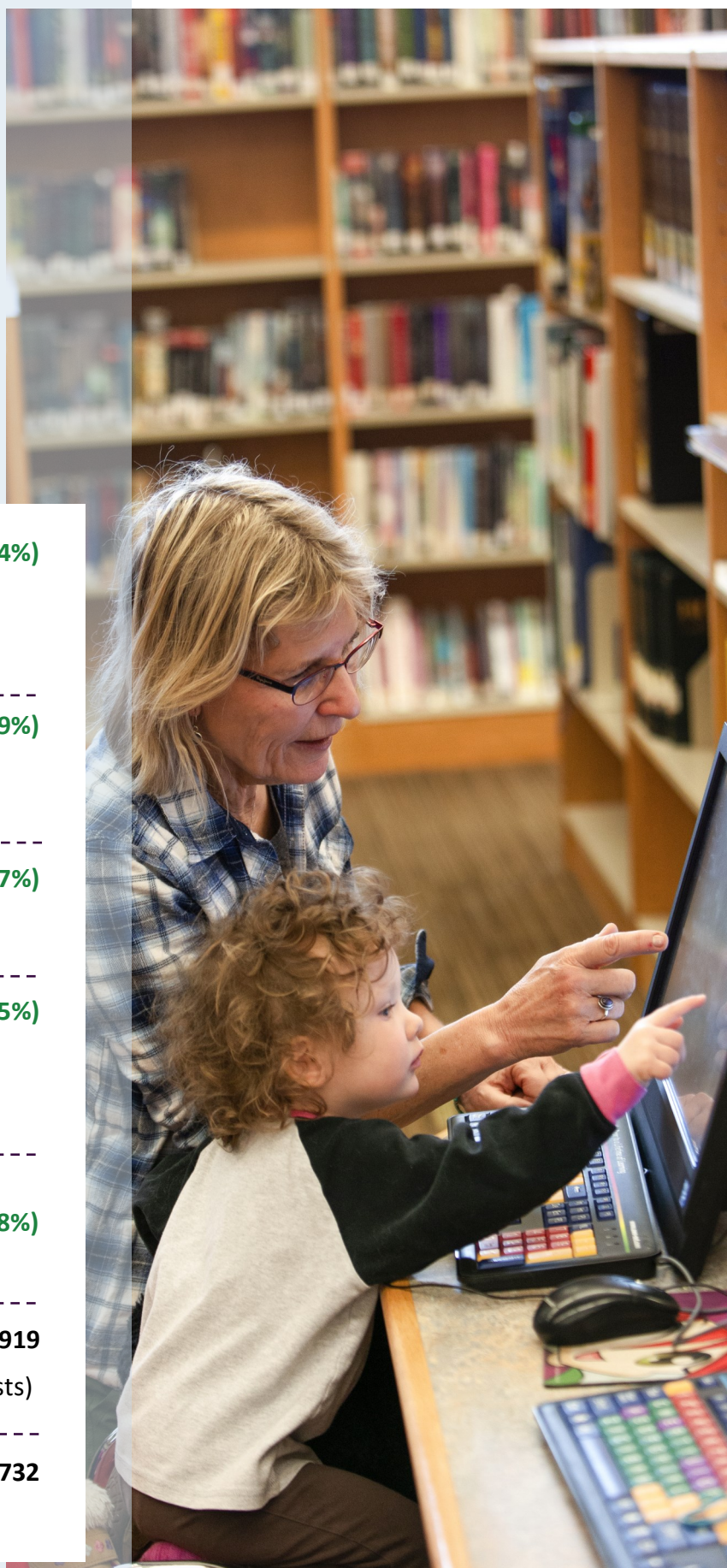
Hoopla: 21,642 (5.8% ↑)

Curriculum Support 17,919

Solaro: 17,919 uses (content, quizzes and tests)

Training Videos 732

Lynda.com: 732 users viewed 2,619 hours of training videos



PROJECT LAUNCH



39 NEW WEBSITES LAUNCHED

WEBSITES GO LIVE

In August 2019, Marigold announced the unveiling of a newly redesigned website platform for Marigold headquarters, the Hussar Library Board, Teen Library Summer Experience, and all of our 36 member libraries.

The new comprehensive, state-of-the-art websites feature a modern, streamlined design and improved functionality for easy access to accurate and up-to-date information for patrons, the general public, and visitors to Marigold's communities. All websites were live by the end of summer 2019.



PROJECT HISTORY

The project is a collaboration between Marigold and Peace Library System, who share the platform that was provided by eZ Systems in Norway and custom tailored by Mugo Web, based in Vancouver. The new platform supplies both library systems' headquarters and a total of 85 libraries in Alberta with newly revamped and secure websites.

Prior to its launch, the project had been in planning and

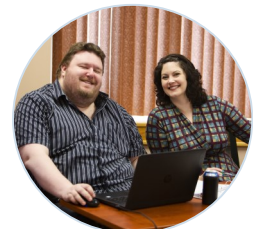
development for two years with much dedication from IT staff, trainers and a team of Marigold headquarters staff, as well as design ideas and content provided by Peace employees.

Marigold headquarters staff provided the initial set up of 29 websites and continue to create ongoing content and maintenance for our headquarters and 26 library sites. While each Marigold member library is able to customize their website with their own content, Marigold pays for the platform, hosting, content design and development, and training.

Marigold applied and received a Community Initiatives Program (CIP) grant of over \$28,000 to assist with the costs of developing and implementing these new websites.

TRAINING

Marigold Training and Communications Coordinator Caleigh Haworth conducted 21 website training sessions.



HOLDS WORKFLOW PROCESS

Marigold successfully implemented the new holds workflow with all member libraries. This routing process gets library materials into patrons' hands as fast as possible and eliminates several unnecessary days in transit between libraries. The process has saved between 15-20 hours of staff time per year for a medium-size library and has reduced the van delivery volume by over 24,000 items and by over 1,200 fewer bins. The weight in our vans has also been reduced by 30,000 pounds a year. Local holds take priority and are filled first. Member libraries have reported positive feedback, no added work for staff, and have noticed that patrons are receiving their holds sooner.

NEW HEADQUARTERS BUILDING PROJECT

The year 2019 was full of visionary building planning for the joint-use headquarters facility venture with the Western Irrigation District (WID)



2019 NEW BUILDING PROJECT UPDATES

Marigold is getting closer to the start of construction of its new headquarters facility, because of the groundwork completed in 2019. Last year, preparation included:

- Approval of the Purchase and Development Agreements for the purchase of 50% of the facility parcel
- Purchase of 50% of the facility parcel
- Subdivision approval by the Town of Strathmore
- Distribution of the Request for Proposal (RFP) for architectural services. Contract was awarded to BRZ Partnership Architecture



another 35 phone and in-person meetings with various parties took place last year.

The New HQ publication was updated before each quarterly Board meeting to report on our building project progress.

NEW JOINT-USE HEADQUARTER FACILITY PROJECT HISTORY

Since 2002 Marigold's service population has nearly tripled, bringing with it the need for a larger, more functional building to better serve our growing service population.

In 2017 Marigold began collaborating with the Western Irrigation District (WID) on a joint facility project. The new headquarters building will be located on 5.08 acres in Strathmore, and is scheduled for completion in 2021.

Marigold reviewed space needs and identified workflow priorities

to complete the schematic design phase. Building plans were presented to Marigold staff on July 18. In 2019, Board members and staff from Marigold and





NEW BUILDING PROJECT

MARIGOLD MEMBER LIBRARIES' WORKSHOP

The 2019 Marigold Member Libraries' Workshop had a record **200 library staff and Board members in attendance** to participate in 12 sessions. Keynote speaker, Margo Gustina (see picture), the Deputy Director for the Southern Tier Library System, and 13 of the presenters came from outside Marigold. Marigold also presented six member libraries with the Making a Difference Award. (See Page. 17)

LIBRARY LEADERS

Thirty-four library managers, Board members, and staff attended the 2019 Library Leaders meeting held at the Strathmore Municipal Library. The meeting focused on Library Legislation, and Board and staff roles and responsibilities. Two members from Public Library Services Branch (PLSB), Municipal Affairs Dept., Jordan DeSousa and Jen Anderson, presented at the meeting.

CONFERENCE PRESENTATIONS

Marigold headquarters staff in the spotlight:

- *Byte Me: Coding in Libraries* at the Alberta Library Conference (Kristine den Boon and Grant Stewart)
- *Good isn't Good Enough: Providing Stellar Customer Service Experience Your Patrons Will Love* at the Southern Alberta Library Conference (Caleigh Haworth)
- AALT session on cataloguing non-traditional library materials (Lynn Blain)
- *Data-driven Collections & Patron Management: The New Library Science*—BookNet Canada TechForum and BookNet Canada blog (Jessie Bach)



CELEBRATING
EXCELLENCE



MEMBER LIBRARY WORKSHOP

Marigold's **Making a Difference Award** recognizes and celebrates excellence and innovation in library service. The award acknowledges member libraries that have displayed excellence in programming, outreach, advocacy and public relations, and partnerships. A winner and honourable mention from a small, medium, and large library were chosen by the Marigold Advocacy Committee.

WINNERS

HONOURABLE MENTION

LARGE
BASED ON POPULATION

Airdrie Public Library

Innovation—Airdrie Public Library's **Mighty Machines Day** is a celebration of trucks, vehicles and machines. Main Street square parking lot showcased various machines, while story times and other literacy programming took place in the library. The event encouraged interaction with community partners and promoted the role as a community gathering place, while promoting library services. There were 700 people in attendance.

Canmore Public Library

Excellence in Service—**I-Write—Writing with Indigenous Youth**, is an eight-week writing course designed for Grade 9 Indigenous students at Canmore Collegiate High School. Students were fully engaged with weekly exercises and challenges. The program was a new community partnership between the library and the school, and promoted library programming and memberships to an under-served part of the community.

MEDIUM
BASED ON POPULATION

Hanna Municipal Library

Innovation—Hanna's **HandyMan Sale** started as a fundraiser event and grew into positive community building collaboration with business community leaders. Twenty-one participants volunteered a variety of services for bid through auction. The event encouraged the community to actively assist the library.

Three Hills Library

Community Benefit—The **Friendship Circle**, is a program for special needs adults and their caretakers that provides a sometimes marginalized group with regular social outings and a place to feel welcome and accepted. In partnership with Kneehill Adult Learning the program now offers 24 sessions in three to eight week blocks with an average of 10 clients in attendance.

SMALL
BASED ON POPULATION

Standard Municipal Library

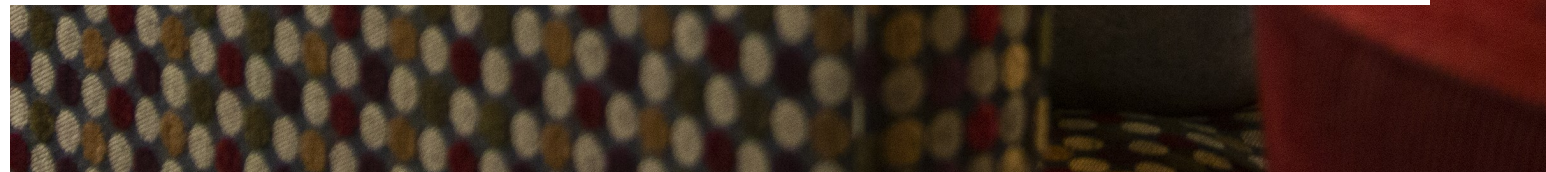
Innovation—The **Tipi Stay Field Trip** was Standard Municipal Library's first ever overnight fieldtrip to the Blackfoot Crossing Historical Park. Thirteen children and four adults took part in learning about the Blackfoot traditions, language, and culture, complete with a guided museum tours, traditional drumming, tipi crafting, and campfires.

Longview Municipal Library

Community Benefit—The **Longview Writers' Group** meets monthly to write poems and short stories. The program helps participants improve their personal growth and quality of living by addressing some of their social, literary, and educational needs.



STONEY NAKODA & SIKSIKA NATIONS



INDIGENOUS RELATIONS



With money from Alberta government's Grant for Public Library Service to Indigenous Communities, Marigold was able to provide essential public library services to two First Nations reserves—Stoney Nakoda and Siksika Nation.

Funds from this provincial government grant paid for Marigold to employ **two Siksika Nation summer students** who helped with weekly summer drop-in programs and created and delivered **12 story and craft programs to nearly 200 participants** at Marigold libraries. Marigold was also able to employee a student from Stoney Nakoda Nation to work with Marigold's Indigenous Outreach Specialist.



Marigold allocates some of the indigenous grant money to its member libraries to assist with outreach, programs, and other learning costs. In 2019, our member libraries in Airdrie, Banff, Canmore, Cochrane, Linden, and Okotoks were recipients of these funds. As a result of the outreach efforts of Marigold, its member libraries, and other initiatives, memberships held by residents on both reserves increased by **61%** last year.

Marigold's Indigenous Outreach Specialist, Rose Reid, continues to work closely with librarians from Morley, Eden Valley, and Bighorn reserves to facilitate programs for all ages, summer fun reading, Culture Camp, and various classes at Chiniki College. The **Baby Book Bag Program** for new moms was established in 2018 in partnership with the Rotary Club of Canmore. The initiative was able to grow and thrive in 2019. Reid also supported the Labour Day Classic Powwow at Goodstoney Rodeo.



Representatives from Marigold's member libraries form the **First Nations Advisory Committee**. The committee met twice last year to discuss the delivery and promotion of services.

FINANCIAL OVERVIEW

The Annual Report provides information regarding Marigold’s financial situation for the purpose of providing quality services and ongoing operations.

EXPENSES 2019: \$5,914,432

Salaries & Benefits
Marigold employs 29 staff (26.3 FTE). The Staff organize and deliver direct services to member libraries and residents. This includes Salaries, Employee Benefits, Payroll Expenses, and Training & Development **40%**

Materials & Delivery
Books & AV, World Language, Paperbacks & Shared Collections, Professional Collection & Subscriptions, Large Print, Audio Visual, Downloadable/Digital Media, Electronic Resources, Delivery, Processing for Shelf-Ready Content **23%**

Transfer Payments
Cash payments to help with resource sharing expenses at member libraries; funding from Rural Library Services Grant and from Marigold operating revenues **11%**

TRAC
Polaris Licenses and Support, eBook purchases (costs based on population) **3%**

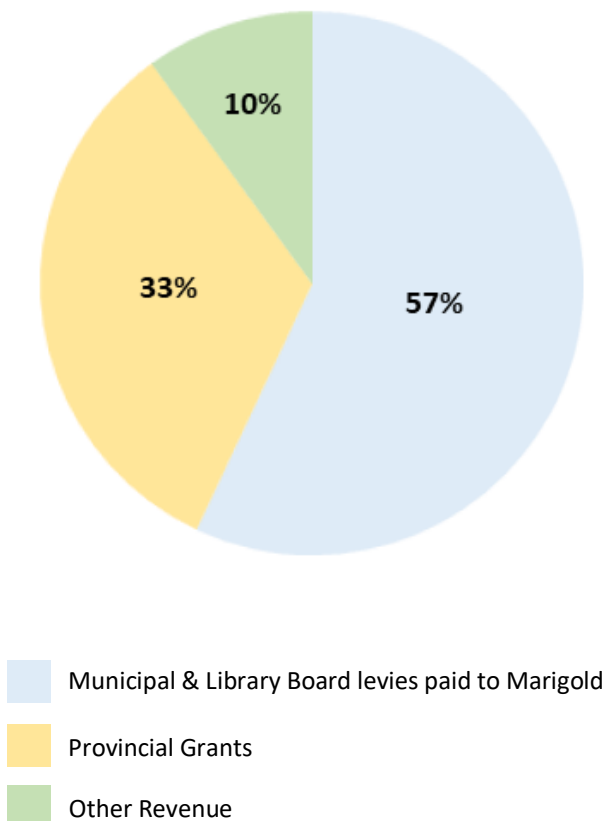
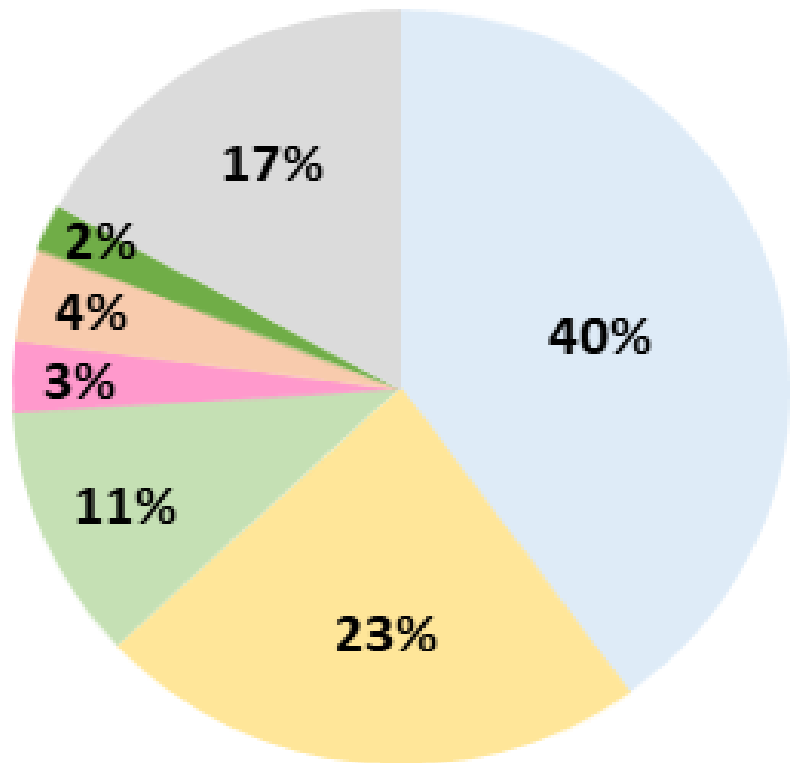
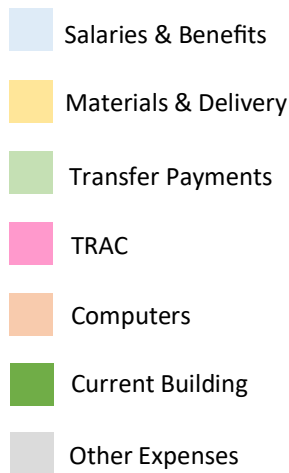
Computers
Maintenance Agreements, Computer Network & Applications, Equipment **4%**

Current Building
Caretaking, Insurance, Maintenance, Utilities, Furniture and Equipment **2%**

Other Expenses
Professional Fees, Travel and Meetings, Supplies, Programs, Memberships, Marketing, Postage, Freight, Computer Network & Applications **17%**

Complete Financial Statements are available upon request.
Access Marigold’s 2019 Audited Financial Statements at marigold.ab.ca/About-Us/financial

FINANCE



REVENUE 2019: \$5,823,479

Municipal and Library Board levies paid to Marigold

- **\$6.15 per capita** — Municipalities with library boards
 - **\$10.50 per capita** — Municipalities without library board
 - **\$4.50 per capita** — Library Board
- (all based on 2018 official population)

57%

Provincial Grants

- **\$4.70 per capita** — **Library System Board Operating Grant** to run System & provide services (based on 2016 official population)
- **\$5.55 per capita Rural Library Services Grant** — for population in rural municipalities without library boards where Marigold is the governing board (based on 2016 official population) and redistributed to Marigold Libraries as Services Grants
- **\$10.25 per resident** — **Indigenous Project Grant** (Stoney Nakoda & Siksika Nations) based on 2016 population

33%

Other Revenue

Interest, Donations, Contracts and Sales, Grants

10%

ADVOCACY & COMMUNICATIONS

Marigold advocates its purpose, services, library use trends, and new facility plans to member municipal councils and local library boards.

PRESENTATIONS

- Five **Marigold Board orientations** with 13 participants (CEO Michelle Toombs & Deputy CEO Laura Taylor)
- Four **local library board orientations** with 21 participants (Laura and Consultants)
- Participation in six **local library board meetings** (Michelle and Laura)
- Four **meetings with MLAs** (Michelle, Board Chair Lynda Lyster and local library Directors or Chairs)
- Five **Council presentations** and/or meetings with Councillors (Michelle)

SAIT

In August 2019 Marigold hosted 33 students and two instructors, who toured the facility to learn about regional library systems. Marigold also hosted a practicum student for three weeks in January 2019, and participates on the SAIT LIT Advisory Council.

ADVOCACY COURSE WITH NORTHERN LAKES COLLEGE

Marigold, Peace, and Northern Lights Library Systems continued their collaboration to promote an advocacy course that was developed with a public library focus to provide library staff and Board members with tools, practice, and group learning advocacy. The course was delivered twice in 2019 with 18 staff and Board members from Marigold libraries.

SPREADING THE WORD

Marigold and Cochrane Library Directors consulted with Rocky View Council Recreation staff to develop a proposal for a **satellite library in Bragg Creek** including **remote book lockers**.

Marigold staff organized and delivered 10 **RISE videoconference programs** for the public, including the popular Beekeeping 101 and Living Well on Retirement Income.

Over 750 subscribers worldwide: Marigold's Training and Communications Coordinator Caleigh Haworth's Professional Development Resources Newsletter has increased nationally and internationally. This newsletter has information about webinars, workshops and articles.

HEALTH AND SAFETY

- No major safety incidents and no traffic accidents
- Workplace Health and Safety Committee met four times
- Marigold staff participated in WCB's "Take a Walk" event
- Employee Assistance Program (AEP) was set up for part-time staff members
- Health and Safety program was completed with policies and procedures for the 10 mandated elements, plus violence and harassment prevention plans, revised hazard assessment form and position reviews
- Staff who drive Marigold vehicles took part in AMA driving courses
- Continuous advocacy and training for a highly effective health and safety culture at Marigold
- Marigold Administrative Assistant & HR Coordinator Nora Ott assists member libraries with OH&S materials, information, and standards advice.

Canadian Occupational Health and Safety legislation requires employers to have a health and safety program in their workplace.



CONSORTIA PARTNERS

BEHIND THE SCENES WITH OUR CONSORTIA PARTNERS



The Regional Automation Consortium

TRAC is a society in good standing that manages the finances to support a shared catalogue, integrated library system application, shared eResources, and online customer conveniences. TRAC members are the four regional library systems (Peace Library System, Northern Lights Library System, Yellowhead Regional Library, and Marigold Library System) and 180 libraries. The members collaborate to develop new library applications, such as the online catalogue app (in development) and an integrated Cloud Library in partnership with Parkland Regional Library System.

Advisory Council

- Meets once per year with representatives from up to three member libraries from each of the four partner library systems, as well as directors and staff

TRAC
Advisory
Council

TRAC
Directors

TRAC Directors

Met by videoconference & in person in 2019:

- Approved budget, TRAC levy, and gave final approval on TRAC Operational Guidelines
- Investigated a replacement for the TRACpac app
- Met with Innovative Interfaces Inc (Polaris software provides)
- Increased Polaris licenses
- Surveyed stakeholders and prepared Plan of Service

ACCESS

13,825,880 visits to the TRACpac catalogue

tracpac.ab.ca

mobile friendly

access to 3.3 million items

- ... search for, order and renew library materials
- ... see bestsellers and other lists to find great books and audiovisual materials
- ... access downloadable eBooks and Audiobooks
- ... search through a wide variety of eResources

PSG met via videoconference and in-person to:

- Ensure procedures are in place for effective daily operations and circulation activities of member libraries
- Encourage discussion and development of customer-centered projects that positively affect library services
- Maintain TRAC Operational Guidelines document for member libraries

Public
Services
Group (PSG)

Bibliographic
Services Group
(BSG)

BSG met by videoconference and in person to:

- Collaborate with Polaris, CollectionHQ and BookNet Canada on collection development
- Review workflows in key areas of cataloguing and acquisitions to create the most efficient use of ILS (Polaris)
- Enhance discoverability with 'patron first' cataloguing practices in library catalogue

Systems
Administrators
Group (SAG)

SAG

Met via videoconference or teleconference; in-person

- Review library services workflows in system administration to create the most efficient use of all technology in TRAC
- Share technology innovations and experiences to extend and/or enhance library service
- Ensure best practices have been developed and are being followed by end users

BEYOND OUR BORDERS

Marigold staff have an active role with other boards and organizations in Alberta.

TRAC—Marigold CEO Michelle Toombs is the president of The Regional Automation Consortium (TRAC). Marigold staff members that are TRAC working groups leaders: Jessie Bach, Kristine den Boon, Richard Kenig, and Lynne Price.

SAIT LIT Advisory Council—Michelle Toombs and Bibliographic Services Manager Jessie Bach are members of the SAIT LIT Advisory Council and continue to strengthen the partnership with the Southern Alberta Institute of Technology (SAIT).

TAL— Deputy CEO Laura Taylor is the Chair of The Alberta Library Licensing Committee.

LAA— Training and Communications Coordinator Caleigh Haworth is involved in conference planning with the Library Association of Alberta.

PLSB's Delivery Review Committee—Marigold's Director of Service Delivery Lynne Price is a member of this committee, whose report to PLSB will influence the future design of delivery services in Alberta.

Polaris Idea Lab—Lynne Price and Jessie Bach are moderators, idea tagger, and expert reviewers.

PCP—Accounting Administrator Alida Pituka acquired the Payroll Compliance Practitioner (PCP) designation with the Canadian Payroll Association

STRENGTHENING COLLABORATIONS

Enhancing collaborations within and outside of Alberta

Partnerships inspire innovative services

- Calgary Public Library
- Calgary & Area Public Purchasing Group (PPG)
- Northern Lakes College
- RISE Network
- SAIT Library Information Technology Advisory Council (LIT)
- The Alberta Library (TAL)
- The Regional Automation Consortium (TRAC) - Marigold, Peace, Northern Lights, and Yellowhead library systems
- Town of Strathmore and Wheatland County
- The Western Irrigation District (WID)

National and international connections

- American Library Association (ALA)
- Innovative Users Group (IUG)
- Ontario Library Association (OLA) Super Conference
- Pacific Northwest Library Association (PNLA)
- Public Library Association (PLA) - division of ALA

Colleagues at conferences and trade shows

- Alberta Association of Library Technicians (AALT)
- Alberta Public Library Administrator's Council (APLAC)
- Alberta Urban Municipalities Association (AUMA) trade show
- Canadian Federation of Library Associations (CFLA)
- Library Association of Alberta (LAA) organizes the Alberta Library Conference (ALC) in Jasper
- Rural Municipalities of Alberta (RMA)
- Southern Alberta Library Conference (SALC)