



REGULAR MEETING OF COUNCIL

Council Chambers, Irricana Centennial Centre, 222 2 Street

Date: May 6, 2024 Time: 7:00PM

A. **ATTENDANCE**

B. **CALL TO ORDER**

C. **AGENDA**

D. **PRESENTATIONS**

E. **MINUTES**

Item E1: Minutes from April 15, 2024 Regular Meeting of Council

F. **CORRESPONDENCE FROM PREVIOUS MEETING**

G. **COMMITTEE REPORTS**

Item G1: Rocky View Foundation (Mayor Bryson)

Item G2: Aqua 7 Regional Water Commission (Councillor Fleming)

Details to be discussed in Items L1 and L2

H. **OLD BUSINESS**

I. **NEW BUSINESS**

Item I1: People & Community Services Update

Item I2: Proposed Changes to Utility Account Administration

J. **COMMUNICATION / INFORMATION**

Item J1: Alberta Transportation – Highway 791 Construction

Item J2: Marigold Library System – Annual Report, Quarterly Report

K. **COUNCILLOR UPDATE**

L. CLOSED SESSION

Item L1: Water Conservation Policy, Closed per Sections 23(1) and 24(1) of the Freedom of Information and Protection of Privacy Act.

Item L2: Aqua 7 Update, Closed per Sections 24(1) and 25(1) of the Freedom of Information and Protection of Privacy Act.

M. ADJOURN

Item E1

Minutes from April 15, 2024 Regular Meeting of Council

REGULAR MEETING OF COUNCIL

Council Chambers, Irricana Centennial Centre, 222 2 Street

Date: April 15, 2024 Time: 7:00PM

A. ATTENDANCE

Mayor: Jim Bryson
Deputy Mayor: Julie Sim
Councillors: Nathaniel Fleming, Lisa McAree, Kim Schmaltz
CAO: Doug Hafichuk
Staff: Patricia Malthouse

B. CALL TO ORDER

The meeting was called to order by Mayor Bryson at 7:03 pm.

C. AGENDA

(i) Adopt Agenda

47:24 Moved by Councillor Fleming to adopt the Agenda, as presented.
CARRIED

D. PRESENTATIONS

(i) None

E. MINUTES

(i) Minutes of the Regular Meeting of Council for April 2, 2024

48:24 Moved by Councillor Fleming to accept the Minutes of the Regular Meeting of Council for April 2, 2024, as amended.
CARRIED

F. CORRESPONDENCE FROM PREVIOUS MEETING

(i) None

G. COMMITTEE REPORTS

- (i) None

H. OLD BUSINESS

- (i) None

I. NEW BUSINESS

- (i) Item I1: Chief Administrative Officer Report

49:24 Moved by Councillor McAree that the Chief Administrative Officer Report be received for information.
CARRIED

J. COMMUNICATION / INFORMATION

- (i) None

K. COUNCILLOR UPDATE

- (i) Roundtable Discussion

L. CLOSED SESSION

- (i) L1: 2024 Operating Budget
- (ii) L2: Town Utility Administration

50:24 Moved by Mayor Bryson that Council go into Closed Session at 7:40 pm to discuss the following:

Item L1: 2024 Operating Budget as per Section 24(1) of the Freedom of Information and Protection of Privacy Act; And

Item L2: Town Utility Administration as per Section 24(1) of the Freedom of Information and Protection of Privacy Act.

51:24 Moved by Councillor Fleming that Council reconvene to the Public portion of the meeting at 8:38 pm.
CARRIED

M. ADJOURN

- (i) Adjournment

52:24 Moved by Councillor McAree to adjourn the meeting at 8:38 pm.

Jim Bryson
Mayor

Doug Hafichuk
Chief Administrative Officer

Item G1

Committee Report – Rocky View Foundation (Mayor Bryson)

Board of Directors Dashboard

April 2024

Rocky View
Foundation



Lodge Stats

	Lodge				Last Month
	APL	BHL	RVL	Total	
Number of Units	93	74	65	232	232
Occupied Units	85	66	65	216	208
Vacant Units	8	8	0	16	24
% Occupied	91%	89%	100%	93%	89%
Waitlist	9	3	2	14	15

Manager's Notes

Abrio Place Lodge:

1 person moving in second week of May. 1 person moved out & 2 residents passed away. 9 people are waiting for subsidized units.

Highlights: We had a lovely visit from Mayor Peter Brown. Easter egg decorating, lots of bus trips, residents started a new Drama club, Terrariums made, monthly Pharmacy presentations, Volunteer recognition tea.

Challenges: Shortage of casual staff. We had an annual inspection from Sprouse and have some deficiencies we need to get completed as soon as possible

Big Hill Lodge

Highlights: Since March we have had 5 new residents move in. We have three applicants on the wait list all scheduled to be in this spring. Our Easter Tea was a big success. We had a full house of family and community. Our Team Appreciation Day was held in Canmore on the 12th. Cochrane Chamber of Commerce Trade Show May 4th and 5th.

Challenges: We are still waiting to hear from the Summer Student Program for summer support our landscaping needs.

Rocky View Lodge:

1 resident is moving to Abrio Place on April 25th creating 1 vacancy.

Highlights: Our activities coordinator was supervising a recreational student for 7 weeks. This was a positive experience, and we are hoping to welcome students in the future.

Challenges: RVL has been having issues with the master keys. Unfortunately, we don't have the key codes and are therefore not able to properly cut any keys resulting in worn-out keys that aren't fully functioning anymore.



Self Contained Housing Stats

	SCH—Manors					Last Month
	DWM	DJ M/S	CRM	EGM	Total	
Number of Units	24	32	8	22	86	86
Occupied Units	23	31	7	22	83	83
Vacant Units	1	1	1	0	3	3
% Occupied	96%	97%	88%	100%	97%	97%
Waitlist	41	110	16	58	144	145

Rental Assistance Benefit Stats

	Rental Assistance Benefit				Projected by May '24
	Jan 24	Feb 24	Mar 24	Apr 24	
Number of Recipients	102	106	110	110	117
Amount Distributed	\$70,123	\$73,989	\$77,724	\$78,215	\$83,193
Revenue for Admin Costs	\$3,162	\$3,286	\$3,410	\$4,400	\$4,680

Crossroads Manor (Beiseker)

New tenant move in date of May 1st.

Diamond Jubilee Manor and Suites (Airdrie)

Obtaining a quote to replace the hot water tanks as they were last replaced 14 years ago.

Dr. Whillans Manor (Crossfield)

One vacant unit.

Evergreen Manor (Cochrane)

Our maintenance personnel for the building resigned April. Will be conducting the interview and hiring process over the next week.

Rental Assistance Benefit:

Currently have 110 clients. We are in the process of adding 7 new clients that are the greatest in need for May 1st. Have received our new budget for 2024 and should be able to have around 137-140 total clients. The goal is to have our client list to this amount for August 1st as we added a lot of clients at the end of 2023 and this will even out agreement end dates for the program.

To: Mayor and Council
From: Chief Administrative Officer
Date: May 6, 2024
Purpose: **Provided for Information**
Subject: People & Community Services Update

Summary:

This report summarizes key information and outcomes for the first quarter of 2024 by People & Community Services.

Background and Discussion:

People & Community Services delivers services and programming which promote and enhance the well-being of residents, including FCSS, community events, and emergency management.

Starting in 2023, FCSS and community events have been delivered under a collaborative model with the Village of Beiseker; Under the model, Irricana provides strategic and management level support for both communities, while Beiseker provides on-the-ground support for program delivery.

The collaborative model has helped maximize regional relationships (e.g., Closer to Home, Boys & Girls Club, Rocky View Schools), avoid duplication of services, and expand programming access while still emphasizing each community's local needs.

January – March 2024 Update

1. People & Community Services continues to successfully chair quarterly inter-agency meetings. The meetings provide the communities and agency partners with a regular opportunity to discuss local needs and program availability, while supporting the continuous evolution of programming.
2. Brook Swanson supported the Rural Mental Health Program by serving as a 2024 Grant Adjudicator. Serving as an adjudicator was a great way of gaining insight into other community programming ideas, continuing to build meaningful peer relationships, and sharing her own knowledge with the team.

3. Approvals were sent to 2024 FCSS funding applicants, alongside the necessary reporting metrics and program surveys required for provincial reporting. Nine different organizations are receiving direct FCSS funding in 2024, delivering 14 different programs.
4. The Canadian Mental Health Association's "Push-Up Challenge" was delivered from February 1 to February 23, challenging participants to complete 2,000 push-ups in recognition of the 20% of Canadians who experience a mental illness each year. 14 participants registered in the program to show their support and to help build a 'stronger' community.
5. The Cup of Joy program continues to be incredibly popular, with the February and March sessions attracting 65 participants. Cup of Joy is facilitated and coordinated by Cathryn Hagel, with funding generously provided by the Rural Mental Health Project.

Another grant for \$18,700 has also recently been approved by the Rural Mental Health Project to deliver 2024 programming, with activities expected to begin in June.

6. The 2023-2024 Snow Angel Program successfully paired 7 amazing volunteers with residents in need of some help. While the program was a wonderful success, there was no shortage of less formal arrangements as well, with neighbors helping neighbors throughout the winter.
7. Irricana FCSS celebrated Family Day by creating Family Fun Kits. The kits included various family-friendly activities designed to promote positive family engagement. 25 kits were distributed through the Town Office between February 20 and 23.
8. Closer to Home and Irricana FCSS partnered to deliver a trio of free youth-oriented programs:
 - Food and Mood; A cooking program for ages 11 to 17 that helps incorporate a connection between what we eat and how we feel in our body.
 - Walk 'n Talk; A youth mentoring program for ages 8 to 15 where youth gain access to mentoring and mental health supports.
 - Girls Talk; A program where girls ages 12 to 17 can talk all about friendship, wellness, and self-care.
9. People & Community Services attended the Beiseker Community School for 'Parent-Teacher Night', connecting with nearly 30 individual residents and sharing information on the various local programs and services available to them.

10. The annual Easter Egg Hunt and Family Dance brought together a dozen community organizations and more than 250 residents for one of Irricana's most popular family events.

Financial Implication(s):

No financial implications. The report is provided for information only.

Recommendation:

Administration recommends that the report be received for information.

Recommendation Motion(s):

Option #1:

Motion #1: **THAT** Administration's report be received for information.

Option #2:

As determined by Council.

Respectfully submitted,

"Doug Hafichuk"

Chief Administrative Officer

ATTACHMENTS:

No Attachments

To: Mayor and Council
From: Chief Administrative Officer
Date: May 6, 2024
Purpose: Request for Decision
Subject: Proposed Changes to Utility Account Administration

Summary:

Administration is proposing changes to how utility accounts are managed and is seeking Council's endorsement prior to proceeding. This report describes the proposed changes and anticipated timelines.

Background and Discussion:

Administration is focused on delivering high-quality services to residents, maximizing the value of each ratepayer dollar, and protecting the interests of the municipality.

To that end, Administration is recommending three changes to current utility billing and collection practices to help (a) deliver a more consistent and predictable service, (b) manage the cost of those services, and (c) improving the municipality's financial health.

Recommendation #1: Change to Monthly Utility Account Billing

Utility expenses (Water, Solid Waste & Recycling) are pre-paid by the municipality each month and billed back to utility customers on a bi-monthly basis. While bi-monthly billing requires less labor and processing costs than a more traditional monthly process, it also presents unique challenges:

Non-typical billing frequency complicates household planning

The average bi-monthly utility bill is approximately \$245.00. While a small number of customers choose to deposit funds into their account monthly, most customers choose to pay for services once fully billed.

Billing for a 'lesser' amount on a more frequent monthly basis will help utility customers plan for the expense, as it may be easier for customers to budget for a \$125 monthly bill than for a \$250 bi-monthly bill.

Identifying potential issues or negative trends is more challenging

Under the current process, water consumption data is collected bi-monthly, and the prolonged period between readings significantly increases the chance that a leak (or other common issues) may go undetected.

While bi-monthly billing, as envisioned, will only fully benefit customers who have installed a new (radio-enabled) water meter, as those numbers rise, so does the ability to proactively identify and respond to potential issues.

Further, providing customers with data on a more frequent basis improves their ability to continually assess their usage, identify potential issues, and adjust consumption habits to meet their individual circumstances.

Pre-paid expenses significantly impact municipal cashflows

The municipality typically carries between \$50,000 and \$100,000 in pre-paid expenses at a time, resulting in significant fluctuations in available operating capital.

Switching to monthly billing reduces those fluctuations and unlocks significant amounts of working capital. Depending on the time of year and needs of the municipality, those funds can be used to generate investment income, mitigate against borrowing costs, or fund programming.

Cash Flow Impacts for Bi-Monthly Billing Cycle												
	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12
Prepaid	\$50,000.00	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00
Invoiced		\$100,000.00		\$100,000.00		\$100,000.00		\$100,000.00		\$100,000.00		\$100,000.00
Collected			\$100,000.00		\$100,000.00		\$100,000.00		\$100,000.00		\$100,000.00	
Carrying	\$50,000.00	\$100,000.00	\$ 50,000.00	\$100,000.00	\$ 50,000.00	\$100,000.00	\$ 50,000.00	\$100,000.00	\$ 50,000.00	\$100,000.00	\$ 50,000.00	\$100,000.00

Cash Flow Impacts for Monthly Billing Cycle												
	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12
Prepaid	\$50,000.00	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00
Invoiced	\$50,000.00	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00
Collected	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00
Carrying	\$50,000.00	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00

Billing Cycle #01
Billing Cycle #02
Billing Cycle #03

Recommendation #2: Change to Electronic Billing as Default Billing Method

The cost of producing a utility bill is comprised of two separate activities; The cost of acquiring water reads from each customer location and the cost of producing the utility bill itself.

While the cost of acquiring water reads from each customer is being addressed through the Water Meter Replacement Program, and will decrease over the

program's 18 to 24 month span, the cost of producing utility bills can be largely eliminated at any point in time.

After factoring in material, labor, and postage costs, each hardcopy utility bill costs the municipality approximately \$3.00 to produce. With 520 customers receiving 6 bills per year, the total cost of producing utility bills is approximately \$9500.

To help incentivize the early adoption of eBilling, Council authorized a \$5.00 credit (per bill) for early adopters, and more than 30% of customers have switched to eBilling since it was made available. Further, (effectively) all new customers opt for eBilling when setting up their accounts.

While the incentive was helpful in getting customers to try eBilling, the cost of providing the credit is approximately \$2000 per year more than the cost of producing hardcopy bills, bringing the total spent on billing to approximately \$11,500 (or roughly 2% of total water delivery costs).

With a third of customers already receiving bills electronically through a well-established process, Administration recommends transitioning to eBilling as the default method for all account holders and applying a \$5.00 surcharge to accounts choosing to receive a hardcopy bill.

To avoid inadvertently penalizing early adopters, customers currently receiving a \$5.00 credit will continue to have the credit applied to their account until water rates are established and implemented in the 2025 Master Rates Bylaw (January 1, 2025).

Recommendation #3: Adopt an Assertive Stance on Account Delinquencies

Utility account delinquency remains a persistent issue, with utility account arrears routinely totaling between \$50,000 and \$70,000 at any given time. Given that these costs are pre-paid (and not optional for the municipality), the burden of unpaid utility bills are ultimately borne by other ratepayers.

Most recently, the municipality has taken a passive stance on collection, opting to incentivize payment by levying a 2% penalty on account arrears. Unfortunately that tactic has not produced tangible results and account delinquencies have remained largely the same over the past 18 months.

Administration recommends updating existing bylaws and policies to take a more assertive stance on account collection, including the use of additional tools in a consistent fashion, to recover the funds owed to the municipality and protect the financial interests of ratepayers.

Throughout the proposed process (described below), the municipality should be prepared to offer payment arrangements of up to 12-months, with no additional penalties or fees charged if the payment terms are maintained. Should the terms

of the arrangement not be maintained, the process would resume from the step in which it was originally halted.

Account is...	Action taken...
One -Billing Cycle in Arrears	<ul style="list-style-type: none"> • 2% penalty applied to account
Two -Billing Cycles in Arrears	<ul style="list-style-type: none"> • 2% penalty applied to account • Reminder notice issued to account holder <i>(\$10.00 surcharge applied to account)</i>
Three -Billing Cycles in Arrears	<ul style="list-style-type: none"> • 2% penalty applied to account • Reminder notice issued to account holder <i>(\$10.00 surcharge applied to account)</i>
Four -Billing Cycles in Arrears	<ul style="list-style-type: none"> • 2% penalty applied to account • Reminder notice issued to account holder <i>(\$10.00 surcharge applied to account)</i> • Water service may be reduced or disconnected <i>(\$75.00 surcharge applied to account)</i> • Account passed to external collections
Six -Billing Cycles in Arrears	<ul style="list-style-type: none"> • Water service disconnected <i>(\$75.00 surcharge applied to account)</i> • Solid waste & recycling service discontinued • Arrears transferred to the property tax roll • Utility account closed

Generally speaking, the *vast majority* of account delinquencies are expected to be resolved early in the process, and service reductions or disconnections are likely to be rare.

The practice of disconnecting service is used other municipalities (e.g., Calgary via Enmax, Edmonton via EPCOR) and information from the Alberta Utilities Consumer Advocate has been included in this report (Attachment 'A') as a basic primer on the topic.

In cases where an account has been closed for persistent non-payment, a property owner may create a new account, however, the new account will have to be pre-paid and require a substantial deposit.

An initial review of current bylaws indicates that these changes can be implemented immediately, however, Administration recommends delaying until an updated Utilities Penalty Bylaw is approved and a detailed information campaign can be delivered for ratepayers. Administration recommends planning for implementation on January 1, 2025.

Anticipated Timelines for Implementation

Change to Monthly Billing	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24
Processes & Procedures									
Customer Communication									
Implementation									
Change to eBilling	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24
Processes & Procedures									
Customer Communication									
Implementation									
<i>Paper Copy Surcharge</i>									
<i>Existing Credit Phased Out</i>									
Account Delinquencies	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24
Processes & Procedures									
<i>Bylaw/Policy Update</i>									
Customer Communication									
Implementation									

Financial Implication(s):

The proposed changes are expected to result in the following financial outcomes:

1. Improve operating cash flow by approximately \$50,000.
2. Decrease utility cost-of-service by approximately \$11,500 annually.
3. Reduce persistent utility account delinquencies to \$15,000 by June 2025.

Recommendation:

Administration recommends approval subject to conditions by Council.

Recommendation Motion(s):

Option #1:

Motion #1: **THAT** Council endorses the recommendations made in the report and directs Administration to proceed as described.

Option #2:

As determined by Council.

Respectfully submitted,

"Doug Hafichuk"

Chief Administrative Officer

ATTACHMENTS:

Attachment 'A' – AUCA Information on Utility Disconnection

Item 12

Attachment 'A' – AUCA Information of Utility Disconnection

Utilities Disconnection

What Happens When You Miss A Utility Payment?

If you have an overdue balance on your utilities account(s) and received a Pending Disconnection Notice from your utility provider, you should immediately contact your provider. To prevent disconnection you can make a payment, request a payment arrangement or report any payments you have made

When a utility customer does not pay their bill by the due date, several steps are taken before utilities are disconnected.

A retailer will often put a late fee for the missed payment onto the next month's bill, along with the unpaid balance. If your bill is still unpaid, your utility provider will provide you with notice of a missed payment (typically within 30 days). If the provider does not receive a response, they may reach out again. If the customer still does not contact the utility provider, utilities may be disconnected if it is outside of the Winter Rules period.

If you need financial assistance there may be local organizations offering support, you can learn more [here](#).

Winter Rules

Winter Rules are designed to keep Alberta residents' power on during the cold winter months. The disconnection rules do not apply to commercial meters or for water utilities. If you are facing utility disconnection during the winter months, please visit the [AUC Winter Utility Reconnection Program](#) page for more information.

Load Limiters

If you have unpaid bills, a load limiter may be installed on your meter. This is a device a distribution company can install on your meter after receiving a request from your retailer.

To learn more about load limiters, [head here](#).

How do I prevent my utilities from being disconnected?

If you have an unpaid balance, it is important to reach out to your provider to make a payment, request a payment arrangement or report any payments you have made to avoid a full disconnection of service and additional charges. If you need assistance, [contact a mediation officer](#).

How do I get my utilities reconnected?

If your utilities are disconnected, there are steps you

Hello! How can I help you?



For electricity and natural gas customers your power will not be fully restored until:

You pay your account in full

Your provider accepts a payment plan and chooses to restore the utilities based on this payment arrangement. If you break your payment arrangement, your utilities may be disconnected.

Reconnection typically takes up 48-72 hours, which does not include weekends or holidays. After reconnection, your first bill may include a reconnection fee and a possible security deposit. If a distributor can reconnect you on the same day, you may need to pay a higher reconnection fee. Talk to your provider about any extra charges before you ask for a same day reconnection.

And remember, it can be costly to reconnect after a period of disconnection.

If your natural gas service has been off for at least six months, you may need an inspection and gas permit before your services can be reconnected. First, a bonded and licensed contractor (e.g. a plumber or pipe fitter) must assess your gas line, and then a municipal inspector must do an inspection. The distributor may also require access to your property to reconnect services.

Contact your natural gas distributor for the reconnection requirements in your community.

How The UCA Can Help

The Utilities Consumer Advocate's mediation officers can share advice on comparing utility rates, as well as provide information on utility issues and help settle disputes with your provider. Contact us toll-free at 310-4822, email at ucahelps@gov.ab.ca, or visit the [Contact a Mediation Officer](#) page for more information.

Hello! How can I help you?



Item J1

Province of Alberta – Highway 791 Construction

Highway 791 (Pavement Rehabilitation)

Overview

Rehabilitation Work on Highway 791 is scheduled to begin on May 3, 2024 and span until June 10, 2024. Work will span from Highway 567 to Highway 72.

Project Details

The project will span 20 kilometres in length. Work will include

- Minor grading, including sideslope improvements.
- Crack repairs.
- Asphalt overlay.
- Line and Message Painting,
- Crash Barrier replacement,
- Replacement of Permanent Highway Signage,
- The construction of milled rumble strips.

Work will occur during hours of daylight. No work will occur on Long Weekends.

Asphalt trucks will haul material to site from the Beiseker Pit. The material will be brought to the project using Highway 72.

As work advances, the Contractor will attempt to keep motorists informed as to what work will be taking place and when. The Contractor will operator during daylight hours with the exception of scheduled days off and holiday weekends:

Daytime Work – 6:00 AM to Dark
Holidays – No Work

Our project team asks local residents for their patience and understanding as there may be traffic delays and increased levels of noise and dust during construction.

Traffic Impacts

As with any construction project, travelers may experience speed reductions, lane closures and minor delays. Signage with additional information on construction timing will be posted on site a week before construction begins. **No detours are anticipated.** A traffic accommodation strategy is also in place to mitigate the impacts to travelers. This includes additional signage, delineation, and if required, illumination. Please watch for all and obey all construction zone signage. For up to date information on this project, please call 5-1-1 toll free or visit 511.alberta.ca

Need more information?



Please contact us directly:

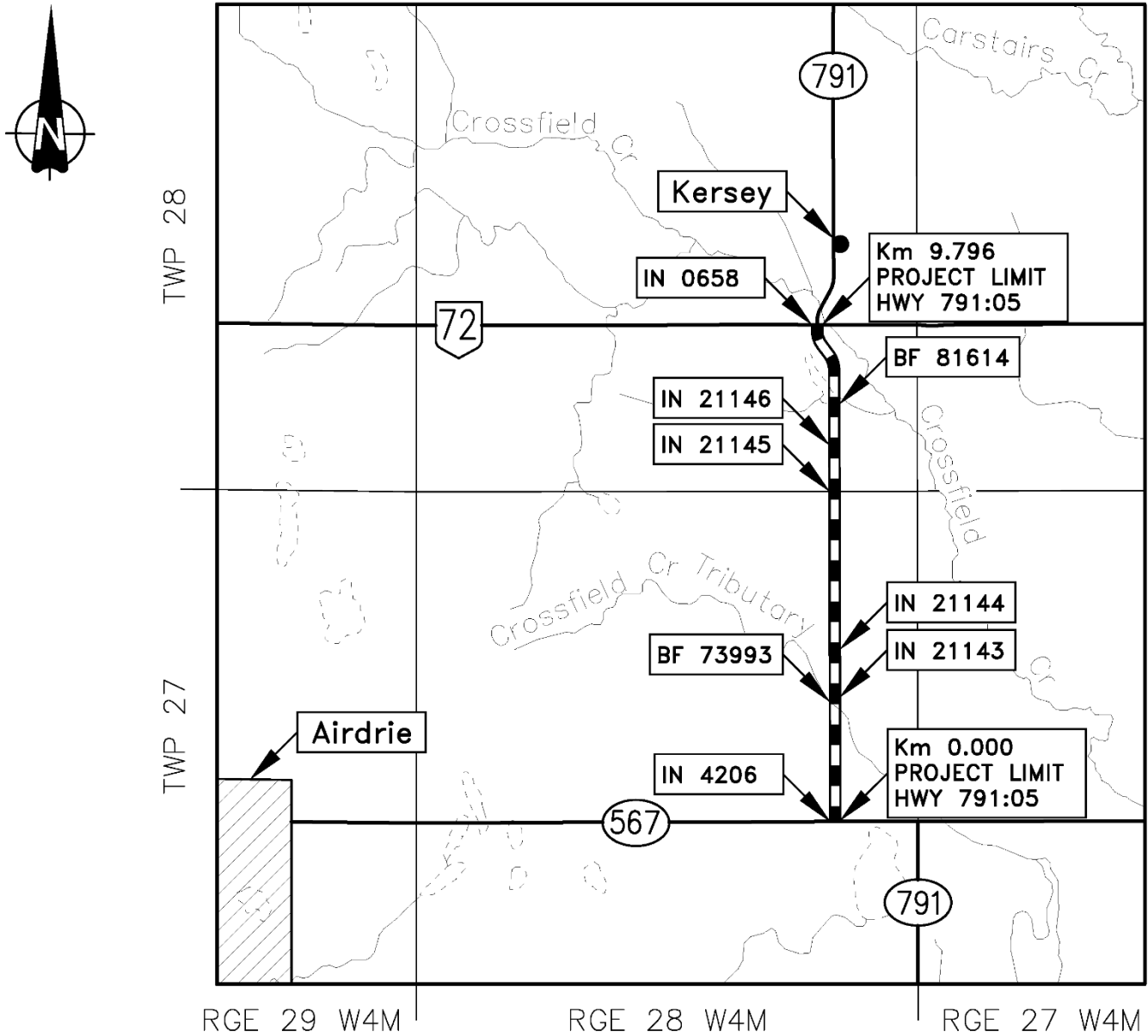
Hasnain Baloch, P. Eng.
Construction Engineer, Alberta Transportation
Phone: 403-297-7680
Email: hasnain.baloch@gov.ab.ca

Justin Sciarra, P.Eng.
Project Engineer, Eagle Engineering
Phone: 403-949-9116
Email: justin.sciarra@eagleengineering.ca

Evan Rezansoff, PMP Project
Manager, Aecon Transportation West
Phone: 587-839-6068
Email: erezansoff@aecon.com

For up to date road information, call 5-1-1 toll free, visit 511.alberta.ca or follow [@511Alberta](https://twitter.com/511Alberta)

Highway 791 (Pavement Rehabilitation)



 INDICATES PROJECT AREA

For up to date road information, call 5-1-1 toll free, visit 511.alberta.ca or follow @511Alberta

Item J2

Marigold Library System – Annual Report, Quarterly Report



MARIGOLD
LIBRARY SYSTEM

2023 Annual Report

We are pleased to present the 2023 Annual Report for Marigold Library System. It was an exciting year as two new service points officially opened in Langdon and Mîniî Thnî. Community members increased their use of library service across Marigold in 2023, as evidenced by system-wide library cardholders and circulation statistics. We are excited to see more and more people discovering, exploring, and connecting through public library service.

As the operational hub for the system, our services, expertise, and support do not overlap with what public libraries provide to

their communities. Marigold provides an IT helpdesk, completes licensing and contracts for software, services, and digital content, training for library staff, and more. We get the latest books into people's hands and on their screens. Marigold maximizes the financial investment of our members by pooling resources and capitalizing on partnerships to obtain the most valuable products and services at the lowest cost. We deliver more than any one library or municipality could achieve, and at a fraction of the cost of doing it alone. Marigold strives to enrich public library service to all member communities, no matter what size.

**114,675 people/families
have a library card!**



**4,182 hours of IT support
and service**



**337 kits & games loaned for
member library programs**



**393,254 eBooks borrowed
by Marigold member library
patrons**



**245,000 KMS driven by
Marigold staff for deliveries,
library service & support!**



Find out more at marigold.ab.ca

Message from Leadership

2023 was a year of new directions and member engagement following the completion of our 2023-2025 Plan of Service. Marigold demonstrated resiliency, stability, and fiscal stewardship, and continues to evolve as a collaborative and highly efficient organization. We extend a heartfelt thank you to the Marigold Library Board and Marigold staff for your vital roles in the delivery of sustained, topical, and relevant public library service for member communities.

In 2024, we are focusing on building community awareness of the value of public library service, supporting a connected library community that maximizes sharing and dialogue, and provide training and resources for staff and trustees that are needed the most. We will generate opportunities to connect library staff to each other, and to the larger library community. We will position Marigold for a sustainable and impactful future, and invite new audiences to learn about everything public libraries have to offer. We will continue to share stories with the province and municipalities that demonstrate the value and importance of public library service to thriving communities. We look forward to another year of growth and change shaped by the resourcefulness and creativity of staff, the governance of a committed Board, and, most importantly, the needs of Marigold's members.



John Getz, Chair



Lynne Price, CEO



Laura Taylor, COO



MARIGOLD
LIBRARY SYSTEM

Participating Municipalities & Board Members (as of March 2024)

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

Maxine Booker* (Vice Chair)
Daniel Leronowich
Natasha Roberts*
Manuela Olibera-Dorn
Sharon King
Libby McMenamon
Norah Bonsteel
Michelle Lomond
Daina Barbary
Christopher Gillespie*
Michael Beier
Luke Brennan
Melody Christofferson
Ian Huffman
Margaret Nielsen*
Kelly Burgess
Eleanor Chinnick
Corinne Smith
Sandra Murphy
Laurette La Plante
Kristen Anderson*
Alexandra Parkinson
Teresa Cameron

Kananaskis I.D.
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
Waiparous Summer Village
Wheatland County
Village of Youngstown

Vacant
Carrie Fobes
Cynthia Klassen
Vacant
Alenda Gridley
Leslie Landon
Nicole Kiefuik*
Ed Hogan
Tyler Henke
Nicholas Wiebe*

Helen Veno
Elaine Michaels
Jodi Kurek
John Getz* (Chair)
Lil Morrison*
Melissa Langmaid*
Miriam Kirk
Jenny Lyver
Janine Jevne
Donna Biggar
Renee Laughlin

*Member of Executive Committee

Marigold thanks the following members for serving on the Board in 2023: Jennifer MacAulay, Lynne Thornton, Carol Best, Amber Link, Faye McGhee, and Jan Dyck.

Marigold Library Board

4 Board Meetings

January, April (AGM), August & November

17 Executive & Committee Meetings



16 Trustees at Orientation & Training Sessions

Board Committees

Committees develop policies and make recommendations to the Board. Staff support policy development through research on service, technology, governance, programs, and advocacy. Committees are catalysts for growing new ideas and ensuring regular policy review that embraces sustainability and accountability.

Executive Committee

Ensures that the organization has the necessary resources to be able to respond to new opportunities, financial, and environmental trends. Policies are presented to the Executive before being presented to the Board.

Standards & Services Committee

Reviews resource distribution through policy and schedules, and provides governance in the areas of programs and services to members.

Governance Committee

Ensures that governance of Marigold is practical, efficient, and functional. Governance Committee work includes policies for community libraries and member agreements.

HR (Human Resources) Committee

Reviews HR policies to support sound business practices and safe workplace that complies with employment standards and health and safety legislation.

Ad Hoc Nominating Committee

Brings forward the names of Marigold Board members willing to stand for Chair and committee positions.



Financial Overview

The Annual Report provides information regarding Marigold's finances for the purpose of providing quality services and ongoing operations.

Expenses 2023: \$5,928,535

Salaries & Benefits 35%

Marigold employs 29 staff (26.5 FTE). Staff organize and deliver services to member libraries and residents. Includes salaries, benefits, payroll expenses, and training.

Materials & Delivery 24%

Library collections including ebooks and eresources (e.g. Ancestry.com), print books, audiobooks, DVDs/blu-ray, video games, large print materials, and more. Physical items are delivered shelf-ready to member libraries for patron browsing and checkout.

Transfer Payments/Operating Grants 13%

Cash payments assist member libraries with resource sharing.

TRAC Contract, Computers & Software 4%

TRAC includes library software license and support that enables patron service, account management, inventory and reporting, and ebook purchases.

Computers & Software 3%

Maintenance agreements, network and applications, server, and operational hardware.

Facility (includes old HQ and new HQ) 2%

Caretaking, insurance, maintenance, and utilities.

Other Expenses 19%

Professional fees, travel, meetings, supplies, programs, memberships, marketing, postage, freight, furniture, and equipment.

Revenue 2023: \$6,446,330

Municipal & Library Board levies paid to Marigold (based on 2022 population) 59%

\$6.35 per capita: Municipalities with library boards

\$10.85 per capita: Municipalities without library boards

\$4.50 per capita: Library Board

Provincial Grants (based on 2019 population) 33%

\$4.75 per capita: Library System Board Operating Grant to run System and provide services

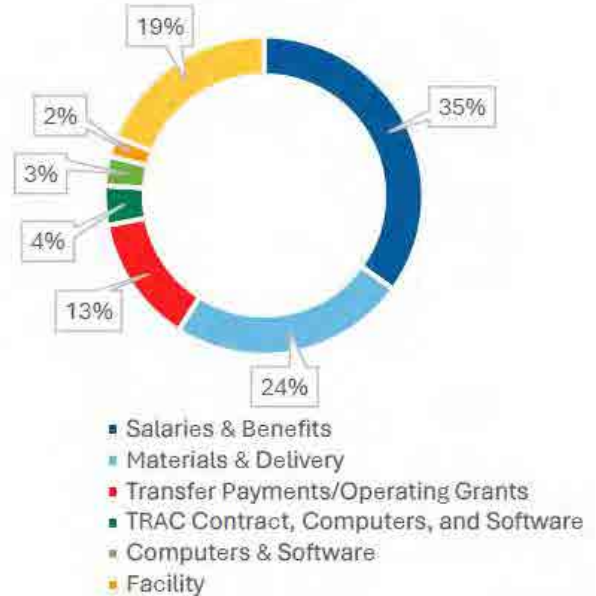
\$5.60 per capita: Rural Library Services Grant for populations where Marigold is the governing board. Pooled and redistributed as operating grants and services.

\$10.35 per resident for Indigenous Project Grant (Stoney Nakoda and Siksika Nations)

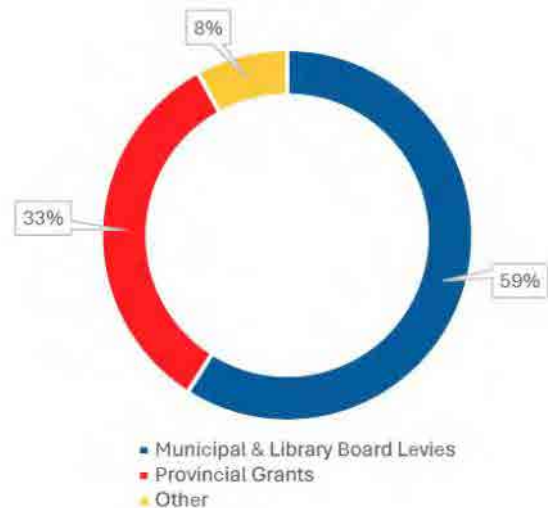
Other Revenue 8%

Interest, donations, contracts, and grants.

Expenses



Revenue



Find out more at:
marigold.ab.ca



eResources & Digital Content

475,927

eBooks, eMagazines &
eAudiobooks circulated

\$349,718

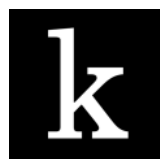
Spent on eResources & digital
content

72,459

eBooks, eAudiobooks &
eMagazines titles available in
Libby & Cloud for member
library patrons!

Marigold provides a wide range of digital collections for reading, watching, listening, and learning! Your residents have access to **eBooks, eAudiobooks, eMagazines, streaming movies, music, newspapers, early literacy resources, training videos, school study prep**, and more.

Marigold negotiates licensing and platform contracts with vendors and obtains better value by pooling revenue. We provide libraries with training on use and access, statistics and troubleshooting, and we create and provide marketing materials and videos for patrons to learn how to use digital collections.



..and more at

marigold.ab.ca/eresources

Marigold's membership in TRAC stretches dollars by sharing **Overdrive/Libby and Cloud Library eBooks and eAudiobooks, eMagazines, and eResources like Novelist.**

Marigold's membership in **The Alberta Library** allows us to obtain the best pricing on eresources and digital content, such as **Ancestry.com, Consumer Reports, and Solaro online study help for grades 3-12.**



Collection Services

Marigold orders, receives, and processes new materials for member libraries to maximize vendor discounts. Professional cataloguing makes it possible for patrons to locate and request **popular books, video games, movies, equipment, and more** in the online catalogue or app. New materials are delivered to member libraries ready for patrons to check out with barcoding, mylar protection, durable cases for AV, and labeling.

Collection use is increasing!!

2,143,271

Items checked out by patrons
at Marigold member libraries



4.42% increase from last year!



The number of unique patrons
borrowing items from libraries
increased by **12%!**



17 library staff members met with Marigold Collections Services staff to learn about acquisitions and collections services.

75,684

New items added
to library collections

\$968,942

Marigold spent on new physical
library materials

2,952,108

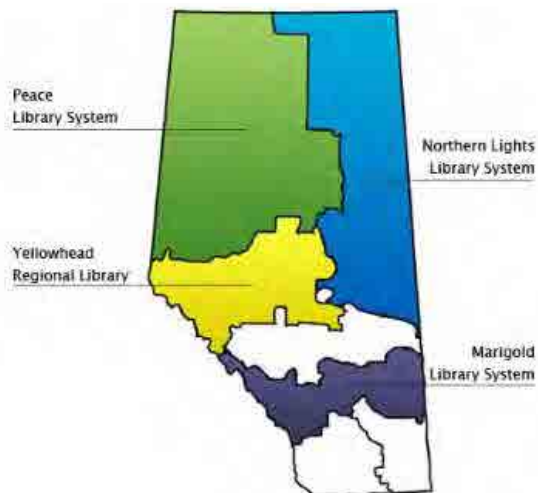
Items available for your patrons to
borrow at tracpac.ab.ca!

**It's the Library of Things!
Check out a guitar, cordless drill,
or blood pressure monitor.**

Marigold staff assist libraries with making non-traditional collections ready for residents to borrow by adding them to the library catalogue! 2023 additions included a carbon dioxide monitor, a code-reader for vehicles, an air fryer, massage gun, and more!



The Regional Automation Consortium (TRAC)



TRAC is a society formed by Marigold Library System, Peace Library System, Yellowhead Regional Library, and Northern Lights Library System that finances and supports a shared library catalogue, eBooks, and some eResource collections.

Patrons from Marigold member libraries can access over 3 million physical items in over 185 public libraries across Alberta!

The TRACpac online catalogue and app allow your patrons to place holds on an item anywhere in Alberta and have it delivered to their local library through Marigold van delivery.

12 million visits to
tracpac.ab.ca in 2023!

<p>Patrons browsed and placed holds in over 1,661,256 sessions on tracpac.ab.ca</p>	<p>763,298 items loaned to Marigold patrons by TRAC libraries</p>		<p>Over 3 Million items Available on tracpac.ab.ca for patrons to borrow!</p>
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TRAC working groups represent the four member systems:

TRAC Directors

Meet with Clarivate (Polaris software provider), negotiate with vendors, collaborate with other regions to maximize cost-effectiveness.

System Administrators Group

Reviews technology for TRAC, enhances authentication services for patron access, implements best practices for end users.

Public Services Group

Reviews procedures for patron accounts and circulation of library materials, shared eContent selection.

Bibliographic Services Group

Reviews workflows in shared cataloguing and acquisitions, database quality and initiatives (e.g. decolonizing subject headings).

Training Group

Reviews TRAC communication, procedures and best practices.



Delivery Services & ILL



Interlibrary holds requested by patrons pass through Marigold headquarters for sorting, and are transported to their destination through Marigold van delivery. Likewise, items being sent out for loan at other libraries and library systems are transported to Marigold for sorting before going on to the next location, either by Marigold van, provincial courier (other systems) or by mail (e.g. academic libraries).

Hold requests placed by patrons are delivered to member libraries and lending lockers for patron pickup via weekly van delivery from Marigold. Drivers also deliver new collection materials, kits, games, supplies and promotional materials to member libraries.

1,222,652

Patron interlibrary loans via HQ!

3,024

Delivery stops at member libraries

245,000

KMs driven for ILL delivery!

7 vehicles driven 1,921

times for deliveries, IT site work, programs, & consultation support!



**Increased
by 43.1%!**

In addition to TRAC items, cardholders from Marigold member municipalities can register online to access nearly 20 million items from public libraries across the province.



Consultation & Professional Support

“We've made substantive improvements to our collection based on the reports and assistance [our Marigold Consultant] provided”



Marigold *Library Services Consultants* provide advice and solutions for member libraries, including:

- Library Manager Training
- Professional Development
- Program Planning & Support
- Outreach Program Development
- Collection Development
- Weeding & Inventory
- Board Development
- Policy Development
- Standards and Best Practices
- Performance Measures
- Space Planning... and MORE!

Trustee Orientation & Training

at Carbon & Airdrie

124 Consultation visits with member library managers and staff

5 Virtual *Coffee Chat* Meetings



482 Hours of In-Person *Consultation*

Library Manager Orientation at

Acadia, Carseland, Chestermere, Crossfield, Langdon, Linden & Three Hills

Inventory, Weeding & Collections Projects at

Chestermere, Crossfield, Hanna, Langdon, Sheep River, & Three Hills

Marigold Conference & Making a Difference Award Winners!



The Marigold Conference was held on May 10th, 2023. The theme of the 2023 Conference was ***It Starts With Us***. It was Marigold’s most attended conference to date, with **212 people attending**, including library staff, trustees, and guests.

The 2023 keynote speaker, Professor Timothy Caulfield presented on “The Role of Social Media in the Spread of Misinformation,” with many attendees saying his session was the highlight of the conference. The conference also hosted two lightning talks for the first time with three presenters speaking to the themes of “Inclusion Starts With Us,” and “Responding to Public Pushback.”

Marigold Making a Difference Awards

These awards acknowledge the excellent work taking place at member libraries in programming, outreach, advocacy, public relations, and partnerships. Thank you to the Marigold Board Advocacy Committee for reviewing the submissions and selecting the winners.

2023 Winners

Chestermere Public Library

Test Drive a Hobby Kit

Three Hills Municipal Library

E-Scooter Program

Bighorn Library

Exshaw Parent Play Drop-In

Honourable Mentions

Okotoks Public Library

Blackfoot Language Nature Scavenger Hunt

Irricana & Rural Municipal Library

Know Your Community—Newcomer’s Package

Rockyford Library

Magical World of Muggles Event



Training & Professional Development

Marigold supports member library staff in growing their knowledge, skills, and abilities. Training is provided in the best way for library staff to access it, whether in-person at member libraries, at Marigold headquarters, virtually, or by webinar!

In 2023:

82 library staff attended webinars and virtual training sessions on eResources, Biblioboard, and websites.

58 library staff attended in person training sessions on eResources, Leap, Websites, LibraryAware, and Services for Patrons with Print Disabilities.

150 participants completed 11 eResources challenges to learn about our online digital content.

22 library staff and trustees attended an accessibility workshop at Marigold's annual Library Leaders event in September.



Marigold staff provide training for:

- Polaris & Leap (patron & circulation software)
- Collection Development & Management
- Simply Reports (reporting & inventory software)
- Relais (Interlibrary Loan software)
- Website Editing
- Library Apps
- LibraryAware (promotional & marketing materials)
- Using eBooks and eResources

First Nations' Services



2,617

**People/families
have library cards**



149

**Books purchased for the
Mîni Thni Book Deposit**



2

**Story Walks installed at
Nakoda Elementary School**

With money from Alberta Government grant for public library service to Indigenous communities, Marigold continues to provide public library services to two First Nations reserves—Stoney Nakoda and Siksika Nation.

A highlight in 2023 was the opening of the Mîni Thni Book Deposit in May. While Marigold had a presence in Mîni Thni with the Three Bands Library, the items in this space were only made up of donations. The name was generated through feedback from a community Knowledge Keeper to be more reflective of the community. New books were purchased for the book deposit, curated by Marigold's Indigenous Outreach Specialist Rose Reid. On May 24, a Grand Opening Coffee Event was held to announce the official opening of the book deposit. The Rotary Club of Canmore donated books for the occasion and the Rocky Mountain Outlook sent a reporter; they covered the event in an article which can be found [here](#).



Booklets created from archival documents from the Whyte Museum of the Canadian Rockies have continued to be popular. Copies of the booklets have been donated to Elders/Knowledge Keepers, given out as prizes at local events, and copies placed in the book deposits. Stoney Nakoda Nation members not only enjoy seeing their history, maps with traditional place names, and stories referencing their ancestors, but these documents are a useful tool when they need to provide proof of family members being Residential School survivors.



Marigold has formed partnerships with schools on the reserves which have allowed us to provide students with library cards and teach them about the various eResources that are available to them. On one trip, staff member Rose was informed that the students had just learned about a popular music listening app being blocked at the school and were upset about this. Rose was able to change their day around by promoting Freegal to them. When the Green Screen is brought along to these presentations, the students love getting their photos taken with fun backgrounds, and their parents love receiving print photos of their children. We installed a permanent StoryWalk at the Nakoda Elementary School and have been switching out the story on a bi-annual basis. The current book was written by a member of the Goodstoney First Nation.

During the summer, a member of the Stoney Nakoda Nation was hired to help run three programs: Summer Fun, Wednesday in the Woods, and a Ribbon Skirt program. Summer Fun was a Marigold run weekly program at the building the Mîni Thni Book Deposit is located in. Wednesday in the Woods was a partnership with a local organization in Mîni Thni. Both programs provided crafts and activities for local children. The Ribbon Skirt program was created by the summer student with the hope to run this program at the libraries located near the Stoney Nakoda reserve.

IT Support & Services

Libraries need the right equipment, the right software, the right network, and the expertise to put it all together.

336

Hours of onsite work at Marigold member libraries



1001

Remote support sessions



1268

Hours providing remote support for library staff



Marigold IT strives to deliver a positive patron experience. Internet and wifi available to patrons and staff at member libraries is provided by Marigold on a robust, secure fibre-optic network. Patrons can access online library services like downloading ebooks and placing holds because IT ensures patron accounts are sustained in a safe and secure environment.

Member libraries rely on the IT team to offer remote support, monitor bandwidth, implement firewall and security protocols, troubleshoot connection issues, perform software and onsite equipment upgrades, and help library staff plan for the lifecycle of their computer equipment.



Networked services includes email hosting, cloud-based file storage, library software (Polaris ILS), software licensing, file sharing, and a toll-free telephone system.

Patron & Direct Services

2,854 Items mailed to Marigold patrons via Library to You (L2U)!

L2U is a free mail service for those who face physical or geographic difficulties in visiting their public library in person. For patrons across Marigold, Marigold staff fill holds for homebound or remote patrons and mail items to the patron with a free return label.

487 New Large Print books, audiobooks, high demand movies & more!

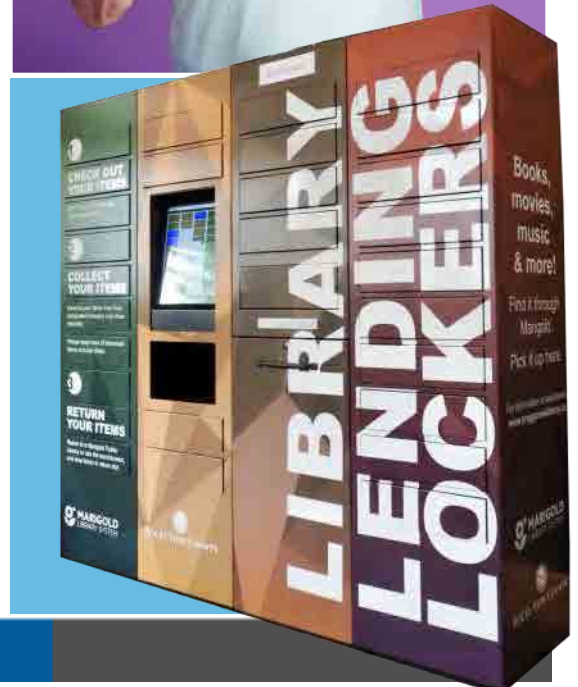
These expensive collections are shared with libraries and rotated to ensure fresh browsing material for patrons. Libraries also collaborate with senior's lodges to provide Marigold collection large print materials for residents.

2,070 New books for Book Deposits!

Book Deposits are located in small communities across the Marigold region. Marigold staff support local volunteers in maintaining these honour-system collections. Each month, the deposit receives new popular material from Marigold and the collection is replenished annually.

3,741 holds picked up by patrons at Bragg Creek & Hussar Lending Lockers!

Patrons place holds using tracpac.ab.ca or the TRACpac app to pick up library materials in Hussar (Credit Union), Bragg Creek (Community Centre), or Airdrie Genesis Place. Marigold staff service the Hussar and Bragg Creek lockers, and the patrons receive automated messages that their items are ready for pick up.



Collaborations

SAIT

Marigold has a long-standing partnership with the SAIT Library & Information Technology (LIT) program!

- Marigold hosted practicum students from the SAIT LIT program in April and October. Each practicum lasted three weeks.
- In September, the SAIT LIT class toured the Marigold facility to learn more about Marigold's operations and opportunities for LIT's in regional library systems.



Canadian Urban Libraries Council (CULC)

Marigold is a member of CULC, an organization open to libraries that serve an urban region of 100,000 people or more. CEO Lynne Price participates on a national listserv of CEOs to share ideas and discuss emerging issues. COO Laura Taylor participates on CULC's Futures Lab, and attended the CULC Director's Meeting in Toronto.

The Alberta Library (TAL)

As a member of The Alberta Library, Marigold's CEO Lynne Price serves on the TAL Board. COO Laura Taylor works closely with TAL for licensing many of our eResources at TAL's discounted rates.



Staff Represented Marigold at the Following Conferences:

- Ontario Library Association (OLA) - February 1—4
- Southern Alberta Library Conference (SALC) - March 3
- Alberta Health & Safety Conference - April 26—27
- Social West - June 5—7
- The American Library Association (ALA) - June 22—27
- Research Institute for Public Libraries (RIPL) - July 23—26
- Stronger Together - November 9—10

Advocacy & Marketing Support

Website Templates

Marigold provides website templates for member libraries to promote everything the public library has to offer! Libraries can engage with community members and provide information on resources, programming and more.



Library Cards

Marigold pays for TRAC library cards for member libraries to issue to patrons!

84,804

brochures were printed at Marigold and distributed to member libraries for staff training and patron use! Brochures promote and inform library staff and patrons on various eResources, using eBook devices, accessing interlibrary loans and more!



Marigold's CEO presented on Marigold services and support to the Town of High River and the MD of Acadia. COO Laura Taylor visited local library boards to provide orientation and training.

Libraries
**VALUE
BEYOND**
words

Regional Systems Advocacy Committee

Board Chair John Getz, and Marigold CEO Lynne Price participate on the Alberta Systems Advocacy Committee, formed by the seven regional library systems in Alberta. The systems collaborated successfully to increase provincial funding for library grants in the 2023 budget. Joint letters were sent to Premier Danielle Smith and Municipal Affairs Minister Rebecca Schulz. Letters were also sent to Minister McIver after his appointment to Municipal Affairs. An advocacy how-to guide and election toolkit were circulated to member libraries. In the coming year, the Committee will focus on assisting libraries with telling their stories to Council about the impact and value of public library service.



Demand for public library service continues to grow!



MARIGOLD
LIBRARY SYSTEM

Across Marigold...

114,675 people/families have a library card

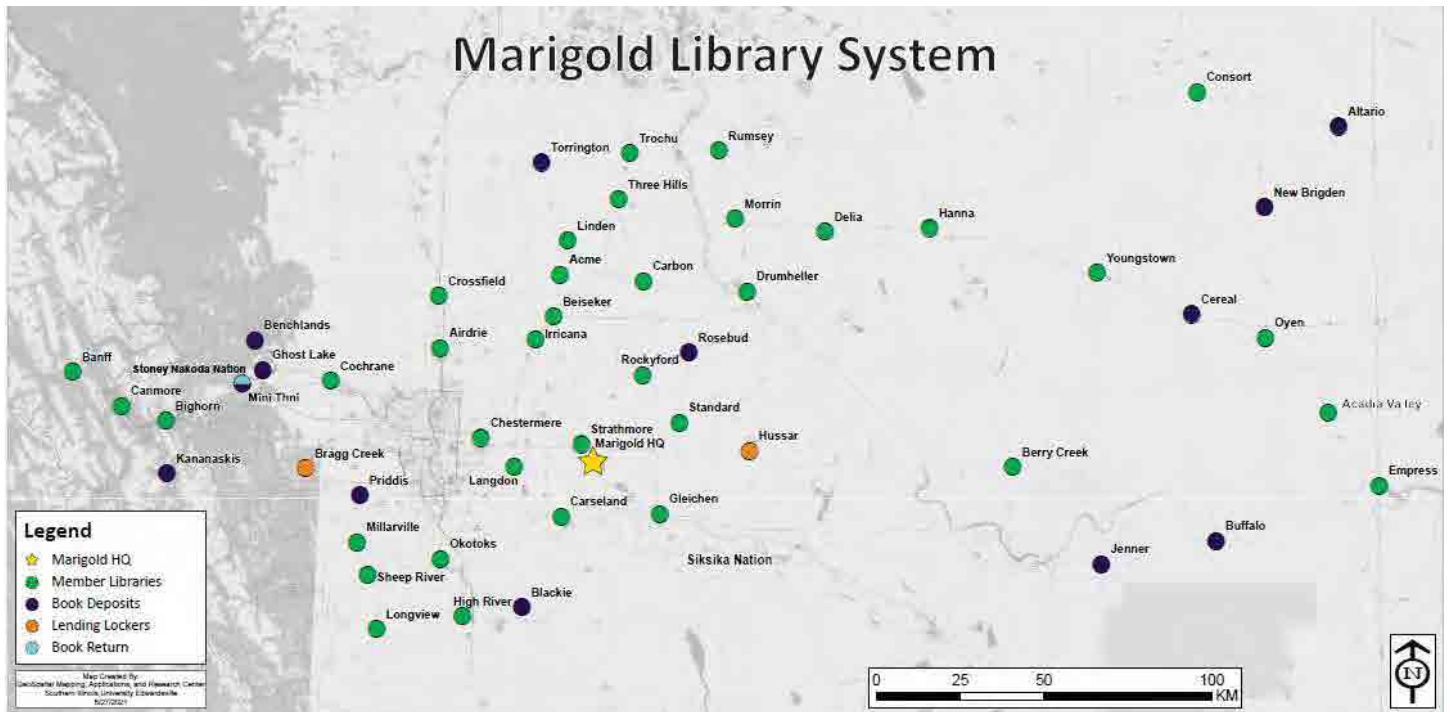
393,254 eBooks borrowed

2,143,271 items loaned to Marigold cardholders, a 4.42% increase over 2022!

8,229 programs with 117,109 participants

75,684 new items added to Marigold library collections

11 million visits to the online library catalogue



Find out more at marigold.ab.ca!

Notes to Council



April 20, 2024 AGM & Board Meeting Highlights

Audit

2023 Audited Financial Statements were presented by auditors Gregory, Harriman & Associates and approved by the Marigold Board. It was a clean audit and Marigold is in a stable financial position.

Financial Statements

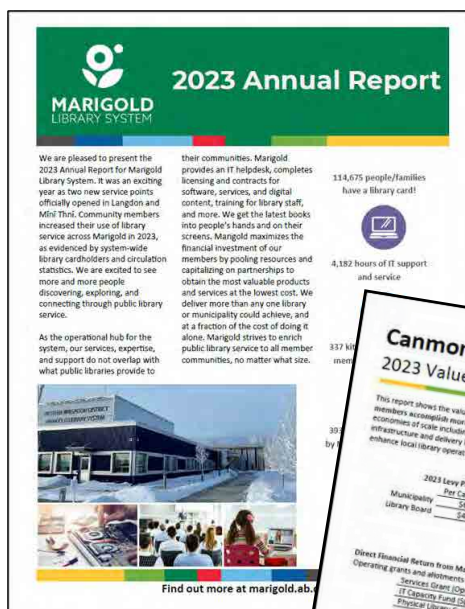
Unaudited financial statements to March 31, 2024 were accepted as presented.

Value of Your Investment Reports

Communications & Engagement Manager Jessie Bach presented the Value of Your Investment Reports on behalf of Chief Operating Officer Laura Taylor. This report is distributed annually to demonstrate the value of services provided by Marigold Library System. It reflects what it would cost to recreate Marigold services at the local library level, and showcases the value of Marigold's bulk purchasing power and centralized operations in getting more for each dollar.

2023 Annual Report

The Board approved the 2023 Annual Report as presented, for distribution to stakeholders. The report can be accessed online at: <https://marigold.ab.ca/About-Us/Publications>



2023 Levy Payments from Canmore to Marigold (2023 Alberta Population)	
Municipality	56,350
Library Board	24,500
Contribution	282,265.50
Levy Payments from Canmore to Marigold	363,115.50
TOTAL	558,983.00

Direct Financial Return from Marigold to Canmore Municipal Library	
Operating grants and allocations from Marigold to the member library	\$36,325.00
Services Grant (Operating Grant from Marigold)	\$1,000.00
IT Capacity Fund (Operating Account from Marigold)	148,252.00
Physical Library Collection Allocations & Recharges	148,252.00
SUBTOTAL	\$334,839.00

Financial Value of Marigold Services	
Operating grants and allocations from Marigold to the member library	\$36,325.00
Services Grant (Operating Grant from Marigold)	\$1,000.00
IT Capacity Fund (Operating Account from Marigold)	148,252.00
Physical Library Collection Allocations & Recharges	148,252.00
SUBTOTAL	\$334,839.00

Direct Financial Return & Value of Marigold Services TOTAL	
	\$1,253,926.52

2023 Total Levy Payments from Canmore to Marigold	
	\$363,115.50

2023 Total Direct Financial Return & Value of Marigold Services	
	\$1,340,076.52



Upcoming Board Meetings:

Saturday, August 24, 2024 9:30 AM
Marigold Library System & Western Irrigation
District Community Room, Strathmore

Saturday, November 23, 2024 9:30 AM
Virtual TEAMS Meeting

Questions?

Contact CEO Lynne Price
lynne@marigold.ab.ca

Marigold Library System

B 1000 Pine Street
Strathmore Alberta, T1P 1C1 | 1-855-934-5334
marigold.ab.ca

Notes to Council—April 20, 2024

Policy Approval & Decision

Policies reviewed & approved:

- Board Member Compensation Policy
- Orientation for Marigold Board Members Policy
- Policy Development Policy
- Resource Sharing Policy
- Transfer Payments Policy—Schedule A

Governance Statements reviewed & approved:

- Marigold Library System Mission & Values

Levy Rates for 2024

- Official population as published by Municipal Affairs will be used for the levy rates in 2024 and beyond.

Board & Staff Service Recognition

Board members recognized for long service:

- Nicole Kiefuik from the Town of Okotoks—5 years
- Eleanor Chinnick from Foothills Counts—10 years
- Elaine Michaels from Special Area #3—15 years

Staff members recognized for long service:

- Clara Cao, Cataloguer—15 years
- Nancy Smith, Direct Services Clerk—15 years

Information & Updates

Board Chair John Getz presented information about the recent Reserve Fund Study that was completed by the Pine Street Condo Corp and brought to the March Executive Committee meeting. The Reserve Fund will seed funding for future condominium building repairs and/or replacements.

CEO Lynne Price shared information about recent Board Orientation sessions, Schedule C for 2025/2026, the Annual Reports for Marigold and the community libraries, and staffing updates. In TRAC news, the consortium is exploring options to improve design and functionality of the online catalogue, and inviting feedback from Library Directors.

Director of Service Delivery Kristine den Boon provided an update on the content expansion packs recently added to Kanopy, that include Documentaries, British Cinema & TV, and Kanopy Kids.



Irricana & Rural Library

2023 Value of Your Investment



This report shows the value of services provided by Marigold Library System. **Working together, Marigold members accomplish more than any one library or municipality could achieve alone.** Members benefit from economies of scale including bulk purchasing and streamlined operations from centralized workflows, IT infrastructure and delivery logistics. Marigold provides essential and community-focused services that enhance local library operations and the experience of library patrons.

2023 Levy Payments from Irricana to Marigold (2022 Alberta Population)

	Per Capita Levy	Population	Contribution
Municipality	\$6.35	1,259	\$7,994.65
Library Board	\$4.50	1,259	\$5,665.50
Levy Payments from Irricana to Marigold TOTAL			\$13,660.15

Direct Financial Return from Marigold to Irricana & Rural Municipal Library

Operating grants and allotments from Marigold to the member library.

Services Grant (Operating Grant from Marigold)	\$3,500.00
IT Capacity Fund (Spending Account from Marigold)	\$1,000.00
Physical Library Collection Allocations & Bestsellers	\$5,175.00
SUBTOTAL	\$9,675.00

Financial Value of Marigold Services

These amounts indicate what it would cost your library to offer the same standard of service to meet community needs and interests. Details on following pages.

SUBTOTAL **\$146,834.57**

Direct Financial Return & Value of Marigold Services TOTAL **\$156,509.57**

2023 Total Levy Payments from Irricana to Marigold

\$13,660.15

2023 Total Direct Financial Return & Value of Marigold Services

\$156,509.57

Irricana & Rural Library

2023 Value of Your Investment



Financial Value of Marigold Services

These amounts indicate what it would cost your library to offer the same standard of services to meet community needs and interests.

Collections

Collections Discounts for Your Library

\$2,632.00

Marigold's bulk purchasing power provides deep discounts for new collections allotted to your library. Without membership in Marigold, your library would spend more to purchase the same collection materials. Marigold staff save library staff time by assisting with collection selection.

Marigold's membership in TRAC (The Regional Automation Consortium) gives **your library patrons access to over 3.3 million items in over 185 public library collections across Alberta**. The TRACpac online catalogue and app allow your patrons to place holds on an item anywhere in Alberta and have it delivered to their local library through Marigold van delivery.

Cataloguing & Processing of New Materials by Marigold

\$2,050.00

Professional cataloguing makes it possible for patrons to locate and request popular books, video games, movies, equipment and more in the online catalogue or app. New materials are delivered shelf-ready to your library with barcoding, mylar protection, durable cases for AV and labelling.

Unique eBook & eAudiobook Titles Borrowed by Your Cardholders

\$50,103.51

Marigold provides a wide range of digital collections for reading, watching, listening and learning! The average cost for an eBook is \$36 and \$53 for an eAudiobook. Marigold's membership in TRAC provides your patrons with access to shared Overdrive/Libby and Cloud Library collections.

Kits, Games & Travelling Displays Borrowed from Marigold

\$420.00

Libraries save money by borrowing kits, games and displays from Marigold, such as craft and makerspace kits, travelling book displays, a karaoke machine, life-size games like Snakes and Ladders, and more.

Collection Insurance

\$1,198.70

Marigold insures the physical collections at member libraries.

Irricana & Rural Library

2023 Value of Your Investment



Delivery & Resource Sharing

Unique Physical Titles Borrowed from Other Libraries by Your Patrons \$29,175.00

As a member of TRAC and an Alberta Public Library Network Partner, patrons registered at Marigold libraries can request an item through tracpac.ab.ca or the TRAC app from any of the 185+ libraries in TRAC, plus other libraries across the province.

Library to You (L2U) is a free mail service for those who face physical or geographic difficulties in visiting their public library in person. For patrons across Marigold, Marigold staff fill holds for homebound or remote patrons and mail items to the patron with a free return label.

Weekly Van Delivery Service \$13,745.33

All interlibrary holds requested by patrons pass through Marigold headquarters for sorting, and transportation to their destination through Marigold van delivery. Likewise, items being sent out for loan at other libraries and library systems are transported to Marigold for sorting before going on to the next location, either by Marigold van, provincial courier (other systems) or by mail (e.g. academic libraries). Drivers also deliver new collection materials, kits, games, supplies and promotional materials to member libraries.

IT

IT Site Visits, Helpdesk, Remote Support & Consultation \$6,715.93

IT staff provide remote support, troubleshooting, cyber security training, and onsite installations and upgrades for your library, with the goal of reliable IT support for library staff and a positive patron experience. Marigold helps library staff plan for the lifecycle of their computer equipment.

Marigold IT manages the network of computers, devices, and systems that connect member libraries and library service to the world. Member libraries can rely on our team to offer technical support, monitor bandwidth, implement firewall protocols, troubleshoot connection issues, and perform software updates.

Equipment, Software, Licensing, and Library Software \$22,450.45

Libraries need the right equipment, the right software, the right network, and Marigold provides the expertise to help put it all together. Networked services include email hosting, cloud-based file storage, software licensing, file sharing, a toll-free telephone system, and patron access to library collections and digital content in a safe and secure environment. Marigold staff negotiate complex IT vendor contracts on behalf of the system.

Irricana & Rural Library

2023 Value of Your Investment



Supernet & Internet

\$6,342.80

Internet and wifi available to patrons and staff at member libraries are provided via Marigold on a robust, secure fibre-optic network. The Alberta Public Library Services Branch (PLSB) pays for monthly SuperNet costs for libraries that are members of Marigold. Marigold pays for monthly internet costs (bandwidth).

Website

\$9,197.37

Marigold provides a website for your library to share information on everything your library has to offer! The websites allow libraries to engage with community members and provide information, resources and services to the public. Marigold staff are available to assist libraries with website updates.

Training, Professional Development & Consultation

Training Sessions (in-person & webinars)

\$0.00

Marigold provides training to library staff on topics such as using eBooks for mobile devices, or using eMagazines, eResources and library apps.

Marigold Conference & Professional Development

\$367.20

Marigold pays for up to two library staff to travel and attend the Marigold Conference, which featured keynote speaker Timothy Caulfield in 2023, in addition to a day of sessions and networking with peers. Marigold also organizes and pays for library staff to travel and attend Library Leaders training in September, which featured sessions on accessibility and how to create a salary grid in 2023.

Consultation, Support & Expertise

\$2,009.45

Each member library is assigned a consultant from our team of professional librarians. Our consultants have a wide range of skills and backgrounds and are experts in problem-solving and teamwork!

Your Library Services Consultant provides advice, solutions and support for library manager and staff training, personnel management, needs assessments, professional development, program planning and support, outreach program development, collection development, weeding and inventory, board and policy development, standards and best practices, reference questions, performance measures and space planning.

Irricana & Rural Library

2023 Value of Your Investment



Marketing Materials & Supplies

Paper and Supplies for Local Collection Processing	142.83
Marigold provides a paper allocation to support resource sharing and the cost of interlibrary loans. For eligible items added by library staff into the library catalogue, Marigold provides a supply of barcodes, spine labels and library location stickers.	
Customized Plastic Library Cards	\$0.00
Marigold pays for new batches of library cards, which require a special numbering sequence for each library.	
Printing of Promotional & Training Material	\$284.00
Marigold prints custom promotional materials on behalf of your library. Marigold develops and provides professional quality publications, displays and marketing software to promote resources, events and services available at the library.	

Marigold Programming at Member Library

Marigold Staff Led Programs	\$0.00
Marigold staff delivered 41 programs at 30 libraries to 337 participants in 2023, saving libraries staff time and money.	

Financial Benefit TOTAL **\$146,834.57**