

RECREATION, PARKS & COMMUNITY SUPPORT

TO: Public Presentation Committee

DATE: September 14, 2022

DIVISION: All

FILE: N/A

APPLICATION: N/A

SUBJECT: Marigold Library Annual Update

POLICY DIRECTION:

The purpose of the Public Presentation Committee (PPC) is to ensure that Rocky View County provides a forum for members of the public and stakeholder groups to present information and updates to the County to ensure the County understands the needs and concerns of its communities. One of the Committee's functions is to hear presentations from organizations such as the Marigold Library.

EXECUTIVE SUMMARY:

Lynne Price, CEO from Marigold Library System, will present to the Public Presentation Committee, highlighting the collaborative partnership between Rocky View County and Marigold Library, and will be available for questions and discussion following the presentation.

DISCUSSION:

The purpose of this presentation is to provide an annual update on new collaborative library projects and innovate services, support, and programs offered through the Marigold Library System.

The Marigold Library System was established in 1981 and provides a wide range of resources and services to directly support public libraries and residents. Revenue from municipal levies and provincial grants are pooled to ensure that all residents have access to state-of-the-art public library services that complement the aspirations and needs of each community.

Rocky View County has been a supporter of the Marigold Library System for over a decade and provides annual funding to libraries that are members of the Marigold Library System.

This presentation aligns with Council's strategic objectives as the partnership with the Marigold Library System expands community service delivery by enhancing the types of services Rocky View County provides, and embraces partnerships, which allows County residents to access a value-added library system.

BUDGET IMPLICATIONS:

There are no budget implications at this time.

OPTIONS:

Option #1: THAT the Marigold Library annual update presentation be received as information.

Option #2: THAT alternative direction be provided.

Administration Resources

Cheryl Cresine, Recreation, Parks & Community Support



ROCKY VIEW COUNTY

Respectfully submitted,

“Brock Beach”

Acting Executive Director
Community Services

DL/rp

Concurrence,

“Dorian Wandzura”

Chief Administrative Officer

ATTACHMENTS:

ATTACHMENT ‘A’ – Presentation from Marigold Library



MARIGOLD
LIBRARY SYSTEM

Supporting Exceptional Library Experiences in Rocky View County

Lynne Price, CEO & Laura Taylor, Chief Operating Officer
September 14, 2022



Library service is essential!

- Eliminate barriers to technology & connectivity
- Contribute to health & wellness
- Serve as a community gathering place
- Improve preschool literacy & school preparedness
- Provide affordable programs and services to all ages



Behind the Scenes – Library Collections



- Marigold adds 80,000+ new collection items each year!
- Placing orders & receiving
- Managing publisher delays
- Adding to library catalogue for patron discovery
- Processing for patron circulation
- Budget monitoring



Behind the Scenes – Library Collections



3.2 Million



Physical Items
\$25 average cost
of library item

645,236



eBooks
\$35 average cost
of library item

154,102



eAudiobooks
\$42 average cost
of library item



Behind the Scenes – Vendors & Working Groups

- Vendor contracts & licensing
- Software development
- Vendor working groups
- Provincial committees
- TRAC Consortium working groups:
 - System Administration
 - Customer Service
 - Collection Services
 - Training



Supporting Exceptional Service – We Come to You!



- Van delivery 5 days a week
- Collections
- Equipment & supplies
- Recycling



Supporting Exceptional Service – We Come to You!

- Project work
- Recycling & decommissioning equipment
- Library programs & activities
- Training



Technology at the Speed of Life

Email

SuperNet
Admin

Software
Installs &
Upgrades

Network
Infrastructure

Payment
Software

File Storage
& Backup

Remote
Support

Ticketing
Platform

Cyber
Security

Training



A photograph of two women in a library setting. One woman with glasses is seated and looking at a computer monitor, while the other woman stands behind her, also looking at the screen. The background shows a modern library interior with wooden and white panels.

Technology at the Speed of Life

- Patron account management
- Resource sharing
- Vendor interfaces
- Patron options (e.g. reading history)



Technology at the Speed of Life

Marigold IT saves the Library so much time and money. We can call Marigold IT experts and troubleshoot and resolve problems on the spot, and the IT guys will come to the library and do work that would cost the library a fortune!

- Sheep River Library

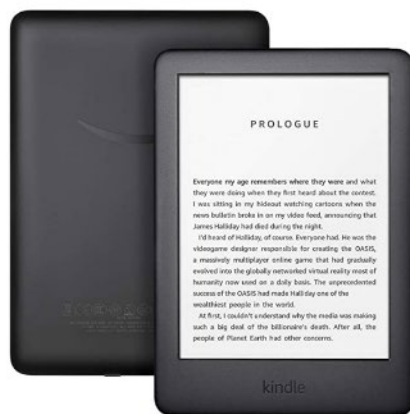
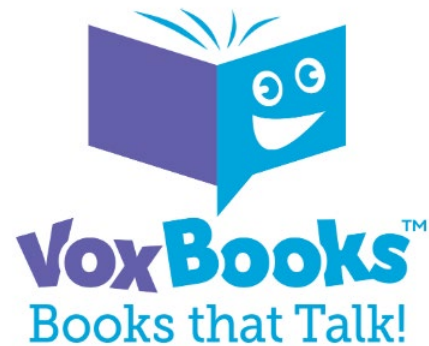


Eresources 24/7 for Rocky View County cardholders

- Use Tumblebooks to prepare for school
- Improve grades with Solaro test prep & study guides
- Take online courses to improve skills
- Use CreativeBug to explore crafts & hobbies
- Find credible information on Consumer Reports or Ancestry
- Download magazines, stream movies or music



Marigold provides access to the Library of Things!



Bragg Creek Lending Lockers

- Collaboration between Rocky View County, Bragg Creek Community Centre & Marigold
- Self-service holds pickup & returns
- Popular reads
- Weekly van delivery
- IT support
- Marketing materials



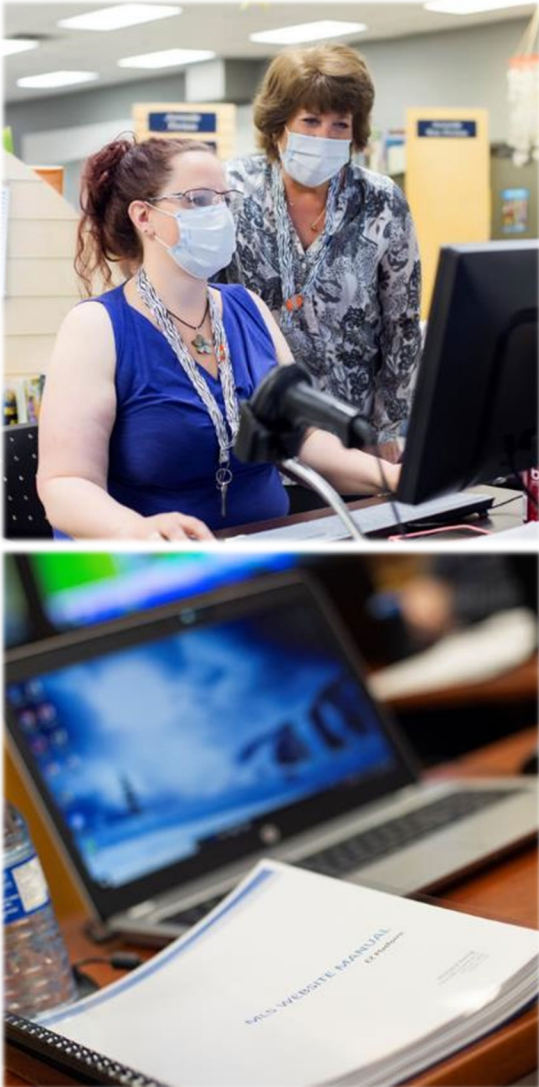
“I just picked a book from the Bragg Creek Satellite Library. The book was one I had ordered before, but I didn’t finish two of the short stories before I had to return it. I reordered it, and much to my surprise not only was the book in the bag but also my book marker! Thank you so much for returning it to me! That is definitely beyond excellent customer service and so very thoughtful.”



- Sandra



Support for Langdon Community Library



Before opening:

- Liaising with stakeholders
- Liaising with vendors
- Preparing database & library cards
- Preparing new collection materials
- Onsite IT installations
- Training for Langdon staff
- Facilitated use of Cereal collection & furniture



Support for Langdon Community Library

- Professional advice & support
- Partial services grant for 2022
- Services grants for 2023
- Existing Marigold policies
- Support for statistics & reporting
- 2023 Plan of Service



Administrative Support for Langdon Community Library

- Bulk discounts e.g. IT equipment & supplies
- Marigold insures collection materials
- Professional promotional material
- Quality marketing displays to promote products & services
- LibraryAware marketing software for library staff



Consultation, Training & Programming Support





MARIGOLD

LIBRARY SYSTEM

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