



**RECREATION, PARKS & COMMUNITY SUPPORT**

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**TO:** Public Presentation Committee

**DATE:** September 14, 2022

**DIVISION:** All

**FILE:** N/A

**APPLICATION:** N/A

**SUBJECT:** Marigold Library Annual Update

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**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.

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**Administration Resources**

Cheryl Cresine, Recreation, Parks & Community Support



Respectfully submitted,

“Brock Beach”

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Acting Executive Director  
Community Services

DL/rp

**ATTACHMENTS:**

ATTACHMENT ‘A’ – Presentation from Marigold Library

Concurrence,

“Dorian Wandzura”

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Chief Administrative Officer



**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



## 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*

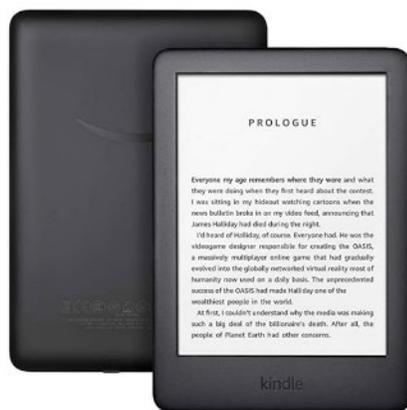
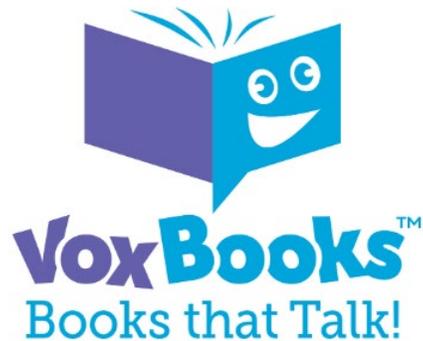


# Eresources 24/7 for Rocky View County cardholders

- 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

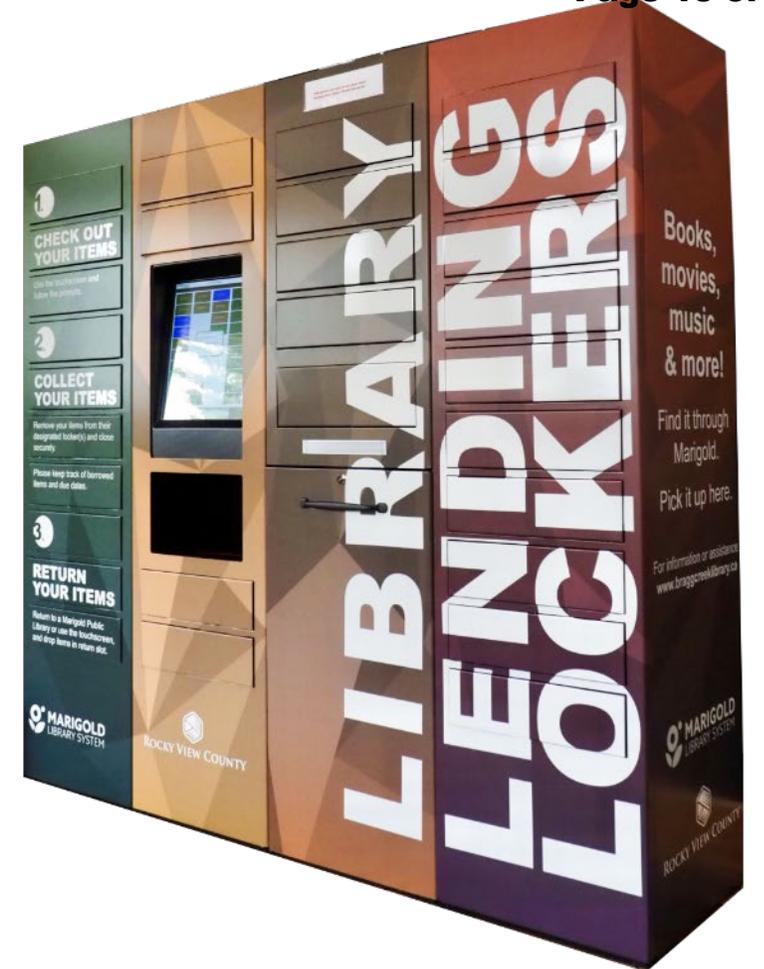


# Marigold provides access to the Library of Things!



# 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



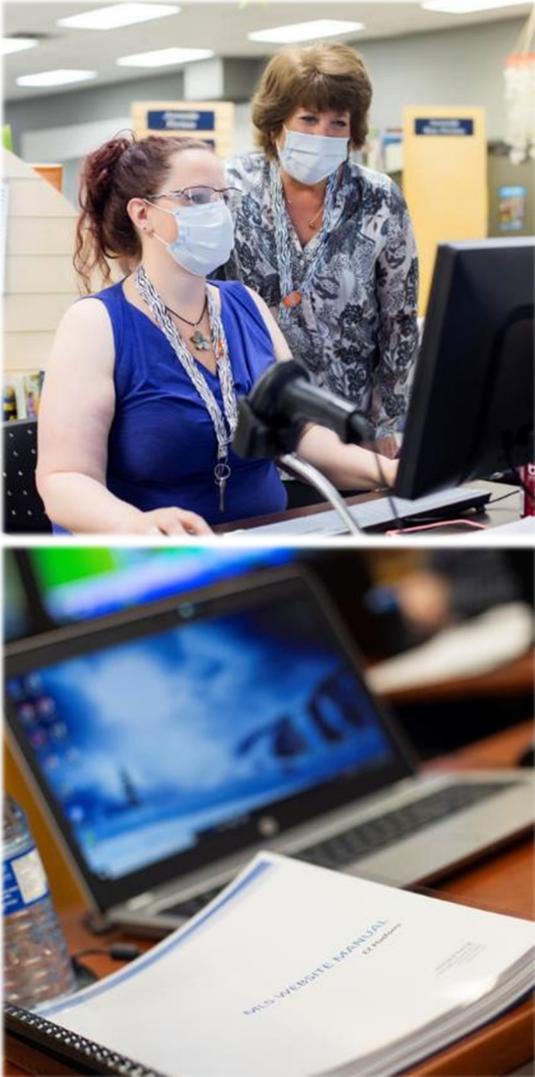
*“I just picked a book from the Bragg Creek Satellite Library. The book was one I had ordered before, but I didn’t finish two of the short stories before I had to return it. I reordered it, and much to my surprise not only was the book in the bag but also my book marker! Thank you so much for returning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



- Sandra



# Support for Langdon Community Library



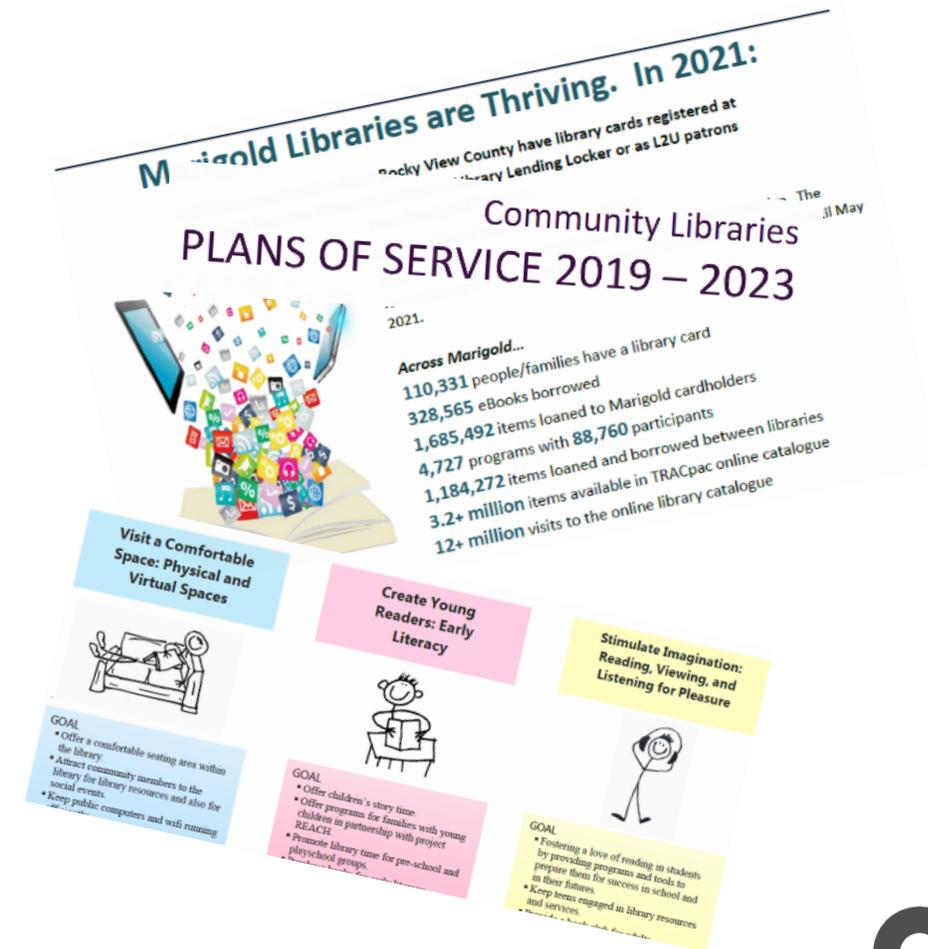
## Before opening:

- 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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