



Board Meeting ***October 19, 2021***

Part 1: Business Agenda

- 3.0 Approval of the Agenda
- 4.1 Approve of the September 2. 2021 minutes
- 4.2 Approval of the September 21.2021 minutes
- 5.1 Board Strategic Goal Review
- 5.2 **Confidential** Finance – 2021 Budget Update
- 5.3 **Confidential** Finance – Reserve Transfers
- 5.4 Policy & HR – Board Self Assessment
- 5.5 **Confidential** Board Recruitment Process
- 5.6 2021 Patron Satisfaction Survey

CITY OF SPRUCE GROVE LIBRARY BOARD MEETING

October 19, 2021, 7:00 p.m.
Spruce Grove Public Library

AGENDA

1. Call Meeting to Order
 - 1.1 Land Acknowledgement:
"We acknowledge that Spruce Grove Public Library sits on Treaty 6 Territory and express gratitude and respect for this land we use with the pledge that this organization will actively work to end systemic racism, continue to participate in truth and reconciliation, and partner with our neighbouring First Nations—Alexander Cree, Alexis Nakota Sioux, Enoch Cree, and Paul—to improve Indigenous programming, services, and resources in our community."
2. Introduction of Guests
3. Approval of Agenda
 - 3.1 Consent Calendar
 - 3.2 Additions or Deletions of the Agenda
 - 3.3 Approval of Agenda
4. Approval of the Meeting Minutes
 - 4.1 Approval of the September 2, 2021, Meeting Minutes
 - 4.2 Approval of the September 21, 2021, Meeting Minutes
5. Business Action Items
 - 5.1 Board Strategic Goal Review – A. McArthur
 - 5.2 Finance – 2021 Budget Update– T. Zeglen
 - 5.3 Finance – Reserve Transfers – T. Zeglen
 - 5.4 Policy & HR – Board Self Assessment – G. Crawford
 - 5.5 Board Recruitment Process – A. McArthur
 - 5.6 2021 Patron Satisfaction Survey – L. Myggland- Carter
6. In-Camera
 - 6.1 Policy & HR – Director Evaluation Report – G. Crawford
 - 6.2 HR Matter Update – A. McArthur
7. Business Arising from In-camera (If any)
8. Around the Table
9. Motion to Adjourn

Next Meeting Date Tuesday, November 16, 2021

Mission: Provide leadership through governance and advocacy in order to sustain a level of excellence in library service.

Vision: Open Doors and Inspire Minds

SPRUCE GROVE LIBRARY BOARD MEETING

The City of Spruce Grove Library Board Meeting

September 2, 2021 7:30 p.m.

Spruce Grove Public Library

Trustees Present:

Adam McArthur	Grant Crawford	Wing Witharana	Anthony (Tony) Zeglen	
Tom Slater	Lori Porter	Jan Gillett	Jeff Acker	Wayne Rothe

Also Present: Leanne Myggland-Carter, Library Director

Absent: Rudy Zacharias

Guest: Andrew Paterson, DDC Lawyers LLP

1. Call the Meeting to Order

A. McArthur called the meeting to order at 7:34pm and opened with SGPL's Treaty 6 Land Acknowledgement.

2. Introduction of Guest

A. McArthur welcomed and introduced Andrew Paterson from DDC Lawyers LLP.

3. Approval of Agenda

068L-21 G. Crawford **MOVED** that the Agenda be approved as presented.

CARRIED

4. In-Camera

069L-21 W. Rothe **MOVED** to go in- camera at 7:37 PM

CARRIED

070L-21 L. Porter **MOVED** to come out of in-camera at 10:06 PM

CARRIED

5. Business Arising from In-Camera (If any):

071L-21 T. Slater **MOVED** the Board Chair to proceed as directed.

6. Motion to Adjourn

072L-21 J. Gillett **MOVED** to adjourn at 10:07 PM.

CARRIED

Next Meeting Date is **Tuesday, September 21, 2021**

SPRUCE GROVE LIBRARY BOARD MEETING MINUTES

The City of Spruce Grove Library Board Meeting

September 21, 2021 7:00 p.m.

Spruce Grove Public Library

Trustees Present:

Grant Crawford	Adam McArthur	Jeff Acker	Wing Witharana (7:15 PM)	Anthony (Tony) Zeglen
Lori Porter	Tom Slater	Wayne Rothe	Jan Gillett (7:06 PM)	Rudy Zacharias

Also Present: Leanne Myggland-Carter, Library Director; Tiffany Gamboa, Board Secretary

1. Call the Meeting to Order

A. McArthur called the meeting to order at 7:03PM and opened the meeting with a Treaty 6 land acknowledgement.

2. Introduction of Guest

No guest was present at this meeting.

3. Approval of Agenda

The following amendments were made to the agenda:

- A. McArthur requested to delete item *5.3 Board Retreat* from the agenda
- A. McArthur requested on behalf of W. Witharana that item *5.2 2022 Board retreat* be deleted from the agenda
- T. Zeglen requested that agenda item *5.1 Finance- Budget presentation Follow Up* be moved to in-camera as item 6.1

059L-21 R. Zacharias **MOVED** that the Agenda be approved as amended.

CARRIED

4. Approval of Minutes

The following amendment was made to the minutes:

- Change the word *budget* to *presentation* in the motion of agenda item 5.1

060L-21 T. Zeglen **MOVED** that the June 15, 2021 Board meeting minutes be approved as amended.

CARRIED

5. Business Action Items

5.1 Finance- Budget Presentation Follow Up

Agenda item has been moved to in-camera.

5.2 Policy & HR – Statutory Holiday Policy Revision

G. Crawford introduced the recommendation to amend the statutory holiday policy to include and recognize Truth and Reconciliation Day. L. Myggland-Carter communicated that in discussion with the Policy & HR Committee, the recommendation has changed. She recommends that the library closes this September 30th and that the Statutory Holiday policy remains the same. By closing the library this year, SGPL will recognize this important day in adherence to current COVID restrictions. All Trustees supported the recommendation to close the library this year. They equally supported the recommendation to remain open in the coming years as it offers an opportunity for SGPL to become a centre of learning and reflection on this date. Administration will be creating a communication plan that will include virtual programming and resources leading up to the day.

061L-21 G. Crawford **MOVED** that the Library close on September 30, 2021 in recognition of the Truth and Reconciliation Day.

CARRIED

5.3 2022 Board Retreat

This item was removed from the agenda.

5.4 Board Strategic Plan Review

This item was removed from the agenda.

6. In-Camera

6.1 Finance – State of the Follow Up

6.2 Board Opening, Term Expirations, and Recruitment Strategies

062L-21 T. Slater **MOVED** to go in-camera at 7:24PM

CARRIED

063L-21 G. Crawford **MOVED** to come out of in-camera at 7:55PM

CARRIED

7. Business Arising from In-Camera (If any):

064L-21 J. Acker **MOVED** that the Board identify and recruit potential candidates to fill up to three trustee positions.

CARRIED

065L-21 L. Porter **MOVED** the SGPL Administration advertise for Board openings.

CARRIED


8. Around the Table

9. Motion to Adjourn

067L-21 L. Porter **MOVED** to adjourn at 8:13PM.

CARRIED

Next Meeting Date is **Tuesday, October 19, 2021**

 Spruce Grove Public Library	SPRUCE GROVE PUBLIC LIBRARY	
	Strategic Goals Review	
	October 13 2021	NA
	Include this in the board package as (check one)	
	Information Item	<input checked="" type="checkbox"/> Business Action Item

Agenda Item #: 5.1

Agenda Item Title: October 13, 2021, Strategic Goals Review: Summary

Confidential Item: NO

Committee Members Present:

Lori Porter, Grant Crawford, Tony Zeglen, Wing Witharana, Adam McArthur

Meeting Date & Location:

Chair's Meeting

August 9, 2021

8 30 pm

Remote via Zoom

Agenda

1. Call to Order
2. Strategic Goals Discussion
3. Adjournment

Meeting Summary

Strategic Goals Discussion Review

This meeting serves as the Strategic Goals Review to be presented by the Chair at the October 2021 Board Meeting:

Goal 1: Obtain sustainable optimal funding.

Where we are: Our budget document speaks to the numbers, and I will speak to our goal. This goal is a work in progress and there *is* progress. The Finance Chair reports that there is reason for optimism in respect to our current operating revenue request. We think there is a reasonable chance that the COSG Administration will recommend that Spruce Grove City Council approve the amount that was requested. This same outcome would need to be achieved moving forward in as many years as possible.

The Government of Alberta funding continues to be flat. Parkland County Revenue fluctuates from year to year, and we feel it does not align with the usage levels of Parkland County

Submit this form and any supplementary information to the Board Secretary for inclusion in the board package as per deadline in the Board Calendar.

residents. These two sources of funding are part of the sustainable optimal funding. There is work to be done, particularly with the Parkland County funding model.

The Board and Administration has done well to take advantage of the Rural Relief and Recovery Loan and the Alberta Jobs Now Program are meaningful source of funds and ways to leverage funds.

Items such as room rentals, late fees and fundraising also fluctuate as part of our budget and do contribute to reaching the goal.

We are edging closer toward the Provincial standards on service delivery

Going Forward: There could be a need to significantly revise this goal based on the outcome of the proposed Civic Centre project and will the SGPL space change as described. The idea of casting our Budget in both Operational and Capital terms could very well need to take shape in the next 6-12 months. In either scenario, we will need to continue to advocate for the SGPL and ideally, it's specific financial needs and will need present to the Friends of the SGPL to make sure they understand where we are and what are needs are moving forward.

Goal 2: Achieve recognition that SGPL is integral to the high quality of life in the community.

Where we are: We think that the current pandemic has created renewed appreciation for the contributions of the SGPL and is integral to the quality of life in this community.

The proposed outcomes of this goal are framed in more of a non-pandemic environment however there are certainly partnerships that have been of mutual benefit and lead to a better outcome for something like the Family Fair in August 2020 and the continued work with the Friends of the SGPL being able to pull together a mix of volunteers from both groups for the Casino weekend in September.

Going Forward: There is work to be done on identifying and developing strategic partnerships. There is also more opportunity to develop such partnerships should the additional space in the Civic Centre be approved. The timeline from approval to opening does allow for this work to be a focus of Advocacy moving forward.

Goal 3: Be A Strong and Effective Board

Where we are: This majority of this goal is achieved. It is the type of goal where we can fall after achieving success.

Submit this form and any supplementary information to the Board Secretary for inclusion in the board package as per deadline in the Board Calendar.

If we have a downfall currently, it is that we keep finding things that need to get done faster than we can get the most recently discovered thing that needs to be done, done.

A succession plan while half the current Board departs in the next three months is challenging. However, all remaining Trustees will have been a committee Chair, Vice Chair, or Chair in the past two years.

Our Boards composition has changed in the past 3 years which impacted its diversity. We do need to continue to keep this front of mind as new Trustees are recruited as we become stronger because of the effort.

The Board in its current make up has also been tested in the last two years with various challenges and opportunities and has grown because of it.

Going Forward:

We need more protocols. We have some policy needs but we really need more protocols for recurring activities that take up lots of time for Board members and ends up impacting Administration.

We need to recommit living our Strategic Goals, all of them, on a month-by-month basis. Sub committees should frequently align their activities with these goals and reposition their activities if they were to stray significantly.

As a Board, we should be optimistic for our future. We should welcome change and be stronger because of it. We also need to continue having everyone with their oar in the water. It makes a tremendous difference when the workload ramps up, which it does regularly and sometimes unexpectedly.


Impact on Budget, Policy, etc.:

N/A

Notice of Motion or Recommended Action (if applicable):

_____ moves to accept the Chairs Committee Strategic Goals update as presented.

Submit this form and any supplementary information to the Board Secretary for inclusion in the board package as per deadline in the Board Calendar.

 Spruce Grove Public Library	SPRUCE GROVE PUBLIC LIBRARY	
	Board Self-assessment	
	Policy/HR Committee	October 14, 2021
	Include this in the board package as (select one box)	
	Information item	X Business Action Item

Agenda Item: 5.4

Agenda Item Title: Board Self-assessment

Confidential Item: No

Background & Purpose:

The SGPL Board in accordance with the Boards Strategic Goals is conducting a self-assessment by its trustees to identify and inform where it is functioning well and possible areas for improvement. This information is obtained by a survey of the trustees. This item presents both the information on the survey and the questions considered.

Key Discussion Points:

1. Review the attached questions,
2. Note attached question bank of past questions asked. This is a good reference when answering the survey questions, and
3. A final copy of the survey will be circulated following the board meeting.

Impact on Budget, Policy, etc.:

None, at this point in time.

Submit this form and any supplementary information to the Board Secretary for inclusion in the board package as per deadline in the Board Calendar.

Board Self-Assessment Bank of Questions by Category

Prepared by, T Slater
October 13, 2021

The following is extracted from the bank of questions considered from 2019 to 2021.

Board

- The board initiates strategic planning, participates in developing a strategic plan, identifies and works toward achieving its vision, mission, goals, and objectives, and actively monitors progress toward completion of its goals and objectives.
- The Board creates goals, objectives, and action plans, based on the strategic plan.
- The Board reviews the progress of the strategic plan on a regular basis
- The board has developed capital and operating budgets that reflect the enhance level of service to align with Best Practices for Public Libraries in Alberta (Goal 1.1).
- The board has created action plans and tasks to achieve its budget targets (Goal 1.2).
- The board makes and maintains connections with government funders, Friends of the Library, the corporate community, and other appropriate funding partners
- The board advocates for the SGPL within all areas of the community.
- The board recognizes and measures its performance, productivity and satisfaction on an annual basis and celebrates its accomplishments
- The board fulfills all of its statutory responsibilities
- The Board has plans in place for trustee attraction, retention, and succession
- The Board has a regular process to review its strategic plan and revise it as necessary
- The board clearly lives out its mission.
- The board's vision is foremost in all board decision-making, planning and actions.
- The board does its job effectively and fulfills its role and function as a board.
- The board follows its own strategic plan and governance policies.
- The board has accurate and up-to-date information it needs to make sound and effective decisions.
- The board is given sufficient lead-in time to discuss budget issues and make wise fiscal decisions.
- The board understands the impact of its financial decisions on the enhancement of services.
- The board is prepared and motivated to defend and promote its budget requests and its annual budget to funders, influencers, and other decision-makers.
- The board assists in setting fundraising goals and is actively involved in fundraising.
- The board works with administration and relevant stakeholders to initiate fundraising campaigns with the cooperation and support of the Director.
- The board is aware of the funding needs of the SGPL.
- The board is active in ensuring the organization has the financial resource it needs to succeed.
- The board pursues advocacy initiatives year-round - before, during and after municipal or provincial elections.
- The board develops a long-range plan for advocacy on a year-round basis (and beyond).
- The board works with its key partners, encouraging them to voice their support for, and on behalf of, the SGPL.
- The board has clear and robust policies and protocols in place.
- The board is well-versed in its policies and protocols.
- The board - and individual trustees - can articulate the underlying principle(s) that a policy is addressing and is able to defend all of its policies
- The board analyzes decisions and examines their impact before making them.
- The board examines and updates its policies and protocols on a regular basis.
- The board has sufficient information to make sound decisions.
- The board makes good decisions in a realistic timeframe and without excessive delay.
- Trustees are given adequate opportunities to improve their performance.

- The board identifies what it needs for professional development opportunities (collectively or individually) and makes it a priority by including it in its annual planning processes
- Problems, grievances, or conflicts are named, addressed, and solved - either during the meeting or subsequently, in a timely manner
- The board gives clear direction to the director (through the Board Chair) on a consistent basis.
- The board and the director understand and respect each other's distinct roles and responsibilities.
- The Board initiates strategic planning; participates in developing a strategic plan; identifies and works toward achieving its vision and mission; defines SMART goals and objectives; and actively monitors progress toward completion of its goals and objectives.
- The Board develops capital and operating budgets that reflect enhanced levels of service to align with *Best Practices for Public Libraries in Alberta* (Goal 1.1).
- The Board creates and implements realistic action plans and tasks to achieve its budget targets (Goal 1.2).

Trustees

- Trustees communicate these connections to the Board.
- Trustees understand and actively carry out their roles and responsibilities.
- Trustees are familiar with all applicable legislation.
- Trustees understand the structure and bylaw of the Board and its relationship to the municipality and to the province.
- Trustees are familiar with the history of the SGPL
- Trustees are familiar with the history, as well as the roles and responsibilities, of the Friends of the Library.
- The board chair and trustees monitor the conduct of their fellow trustees and addresses any concerns promptly and respectfully.
- Trustees are treated with respect and have opportunities to express their views without prejudice.
- Trustees understand the difference between the board's and administration's roles (and responsibilities).
- Trustees accept and respect that the board chair is the lead spokesperson for the board.
- Trustees make connections to with relevant leaders and the corporate community and communicate these connections to the board.
- Trustees understand how to set, read and monitor the organization's budget (trustees understand the budget-planning process).
- Trustees are cognizant of the political process and the manner in which the Board can impact decision-making at higher/other levels
- Trustees have clear, strong key messages and are equipped with consistent talking points for advocating for the library in the community
- Trustees are given the necessary information and key messages to engage with elected officials during the year.
- All trustees take an active part in advocacy.
- The board - and individual trustees - can articulate the underlying principle(s) that a policy is addressing and is able to defend all of its policies
- Trustees consider in detail the options available in making a decision.
- Trustees review the agenda, and any supporting information, prior to the regular board meetings, in order that they can make effective decisions.
- Trustees report back, and share with the board, adequate and relevant information from professional development opportunities in which they have participated.
- Trustees participate fully in the meeting(s).
- Trustees are prepared (e.g.: reading board agenda packages and other information) for all board meetings.
- The behaviour of trustees and staff participating in meetings reflect mutual respect and understanding of each other's roles and views (the board lives out its Respectful Workplace Policy).
- Trustees attend meetings regularly and also attend, and participate in, assigned board committee meetings regularly

Committees

- The board is provided with full and accurate information regarding the SGPL's finances and budget throughout the year.
- The Finance Committee fulfills its duties as they relate to the board
- The Advocacy Committee fulfills its duties as they relate to the board
- The Policy and HR Committee fulfills its duties as they relate to the board.

I

- I am aware of, and understand the Board's strategic plan
- I am able to articulate the Board's vision and mission to others in the community
- I understand how the work I do as an individual trustee, and the work the board does collectively helps the board fulfill its strategic plan.
- I understand how the Board's Strategic Plan relates to and helps fulfill, the SGPL Plan of Service.
- I am aware of the liabilities of the board and the liabilities of an individual trustee.
- I understand the difference between the board's role and the administration's role.
- I understand the board's Advocacy Plan and how it relates to, but differs, from marketing efforts of SGPL administration
- I understand, and fulfill, my advocacy responsibilities as an individual trustee.
- I understand the difference between a board policy, a board protocol, and an administrative procedure and how the three relate to, but are distinct from, each other; trustees can distinguish between policy/protocol-setting and administrative procedures
- I feel comfortable expressing my opinions.
- I experience frustration(s) during the meeting(s). If so, what do you find frustrating, and what could be done to prevent or improve this situation
- I am generally satisfied with the board and its performance.
- My skills, knowledge, and experience are being used to the best advantage by the board and by the organization.
- I am treated with respect by the board chair, other trustees, and the director. The board is free from - and does not tolerate - BAHD (bullying, abuse, harassment, discrimination) behaviour(s)
- All Trustees are treated with respect by other Trustees and the Director. The Board is free from – and does not tolerate – BAHD (bullying, abuse, harassment, discrimination) behaviour(s) (the Board follows its *Respectful Workplace Policy*).
- Reasonable demands are placed on my time, energy, and skills
- I feel I understand: the organization as a whole, its programs and services, its funding model, finances and Board governance and board policies and protocols
- I am enjoying being a trustee on this board

Meetings

- Meetings are run efficiently.
- Meetings are scheduled at a convenient location, day and time.
- The duration of the meetings is appropriate.
- The board chair sets a clear agenda, which is circulated to trustees well in advance of each meeting.
- I am satisfied with the agenda(s) and how items are prioritized.
- (All Trustees have the opportunity to ask questions and to express their views and opinions without prejudice.) Discussion on important items is open, honest, and direct
- Meetings have a tone of collegiality and respect.
- The majority of meeting times is spent discussing the most important items
- Generally, important items are completely dealt with in a relatively appropriate timeframe.
- Minor items on the agenda(s) are dealt with quickly and efficiently

- There is opportunity for all trustees to ask questions and to express views and opinions without prejudice; trustees feel comfortable to do so.
- Differing opinions are welcomed and acknowledged.
- The board chair leads the meeting efficiently.
- The board chair summarizes the discussions and calls for a vote on items that require one. The board chair identifies goals for the meetings and summarizes progress on business at the end.
- Following the discussion and vote, I am clear on what the board's decision is and what action steps, if necessarily, are required
- When necessary, action plans are developed after decisions are made (who will do what by when).
- The rules of Robert's Rules of Order or a similar official parliamentary guide are consistently followed; trustees understand the process and follow it.
- The meeting(s) could be improved. Please provide comments below
- Information is received: in a timely manner and in a form/format that is readily understandable in a reasonable volume/quantity and in an easily accessible manner

Misc.

- The current board strategic plan is provided to new trustees as part of the orientation package in the new trustee on-boarding
- Conflicts of interest are declared, discussed and effectively resolved.
- New trustees are given an adequate board orientation
- Draft minutes of each board meeting are available shortly after the meeting(s).
- The director provides the board with sufficient, accurate and up-to-date information that it requires to make sound and effective decisions
- The director and the board share a positive, healthy, and effective relationship
- The director and the board treat each other with respect.
- The director works with the board to develop strong key messages and clear talking points.
- The director is honest, forthcoming, and complete in her presentation of information
- The board completes a performance appraisal for the director, on-time and using the official process developed for this purpose

2021 SGPL Board Self-Assessment Questionnaire

Please respond to the questionnaire as it is important for a board to continually evaluate its performance and that of the trustees who sit on it. The results inform the next board on its quest of providing their best leadership.

In completing this form some things to note,

- The questions are divided by category,
- Accompanying this document is a document containing all the questions considered in recent previous surveys presented by the same categories. Referring to them might help you in thinking of how to respond to each question.

The survey will be circulated in the next day or two.

The following are the questions and some background information.

YOUR INPUT IS ESSENTIAL, PLEASE REPLY BY OCTOBER 30.

BOARD

The SGPL Board is a governance board providing leadership to The SGPL Library. The Board's areas of operation are guided documents that state their important responsibilities include,

The Alberta's Library Act states that

“Every board that operates a library service point shall, in addition to establishing policies under subsection (1), establish policies with respect to the following:

(b) selection, acquisition, purchase and disposition of library resources, including a policy respecting gifts and donations;

The Alberta Library Regulation note that among the Board's responsibilities *“The Board is responsible for*

- *Securing funding by requesting funds from stakeholders and applying for provincial grants,*
- *Ensuring adequate funds from government and other sources to carry out the goals and objectives,*
- *Participating in the organization and implementation of marketing plans and activities.*

The ALTA Trustee Handbook states one of the responsibilities of a Board is, *“ensuring adequate funds from government and other sources to carry out the goals and objectives and participating in the organization and implementation of marketing plans and activities”.*

Therefore, keeping the above in mind please provide your thoughts on the 2021 boards operation.

1. Is the board functioning as you expect of a governance board?
2. Does the board follow what you consider good practices of an effective board?
3. A key role of the board is to ensure a sustainable library. Is the board fulfilling this obligation?
4. Does the board have all the policies it requires in place to be successful, if not what is missing?

5. The board is clear in ensuring trustees understand what is expected of them, if not why and possibly where and holds them accountable?
6. Is the board receiving the leadership it needs from its chairs?
7. Does the board always understand the implications of their decisions on the library's operation?
8. Does the Board have the tools, needed to meet its responsibilities? Examples, IT, timely information, quality of information, training/courses, understanding how the library operates, how the board operates

TRUSTEES

In good governance trustees are held accountable for their performance as it relates to the standards expected by their fellow trustees and the board.

1. Do you think your fellow trustees live up to the minimum expectations of them and if not, what should be done to address this?
2. Do you believe the board expects too much of trustees and why?
3. Do the trustees have the tools needed to meet their responsibilities including what areas do trustees need more information and/or training?
4. Trustees are key advocates for the library and have an important role in fundraising. Do you think the trustees have accepted these responsibilities?

COMMITTEES

The Board has four standing committees, Finance, Policy and HR, Advocacy, and the Chairs Committee. Each are provided duties and responsibilities by the Board and are accountable to the Board for their actions and results.

1. Are the committees meeting your expectations and if not why?
2. Is too much work being placed on committees?
3. Does the board need to consider any additional committees?
4. Are the committees getting the support they require from the library?


MEETINGS

Meeting is where decisions are made. How well this occurs is critical to a board's success.

1. Are you satisfied with all aspects of board meetings, examples, date, timing, structure, content, atmosphere, process, decisions, etc. and if not in any areas why?

OPPORTUNITY

This space is left for you to add any comment you want included but not covered by the questions.

 Spruce Grove Public Library	SPRUCE GROVE PUBLIC LIBRARY	
	AGENDA ITEM COVER SHEET	
	LIBRARY ADMINISTRATION	October 15, 2021
	Include this in the board package as (check one)	
	<input type="checkbox"/> Information item	<input checked="" type="checkbox"/> Business Action Item

Agenda Item: 5.5

Agenda Item Title: SGPL-CoSG Trustee Recruitment Process

Confidential Item: YES

Background & Purpose:

To ensure all SGPL Trustees are aware of the SGPL-CoSG Trustee Recruitment Process as it has been in the past and how it can evolve at this time with respect to the three forthcoming vacancies. Following is a sample timeline that reflects the City's proposed procedure, as received from CoSG Administration, that will be the foundation for Council-Appointed Board policy that is currently in development:

- Week of October 12 – SGPL submits “job description” or recruitment profile with a proposed advertisement
- Week of October 12 – CaPS Manager signs off advertisement to be posted by CoSG Admin
- Week of October 18-22 – CaPS Library Liaison, Library Director, and City Clerk develop interview questionnaire with weighting criteria and reference questions (using input from SGPL Board)
- Week of October 18-22 – Establish interview panel to include CaPS Manager, Library Director, and City Clerk/HR Representative
- November 1 -5 - Interviews scheduled by City Clerk/HR Admin
- Nov 8-10 - References check completed by City Clerk/HR Admin
- Nov 12 - Slate provided to Library Board (Library determines process from there)
- Nov 16 - Library Board makes recommendations and SGPL Admin submits them to CoSG
- Nov 17-30 - RFD Package prepared for December 13th by City Clerk/HR Admin after signed off by CaPS Manager
- Dec 14 - Notification to Library Board of recommended members – Letter from Council/Mayor
- Dec 14 - Notification to applicants of recommendations – City Clerk office

Library Legislation dictates that library boards are appointed by the municipality, and the above CoSG proposed approach includes SGPL Board input the recruitment profile, advertisement, and final decision- making from the slate.

The majority of like-sized libraries in Alberta use a process similar to this CoSG proposal. It is important to note that the City does not **have** to include participation by or input from the library board; if they so chose, they could just take over the process altogether.

Submit this form and any supplementary information to the Board Secretary for inclusion in the board package as per deadline in the Board Calendar.

Impact on Budget, Policy, etc.:

Policy Snip below:

BOARD RECRUITMENT

Philosophy

We want to recruit trustees

- who are passionate about the value of public library service and promote its benefits to the community
- who are committed to learning and practicing principles of effective governance
- who are future-focused and strategic in their thinking
- who can work collaboratively in respect of diverse backgrounds and viewpoints
- and who reflect, represent, and engage the public whose trust they must uphold

Strategy

We will recruit trustees by

- having a fair and transparent process for recommending trustee appointments to city council
- creating an ecosystem around the library that produces qualified, well-informed, interested trustee candidates
- assessing a trustee candidate's understanding of the governance function in the context of public libraries
- engaging all currently serving trustees in recruitment and evaluation of trustee candidates
- proactively recruiting on an ongoing basis to ensure a full complement of trustees is maintained despite regular and unexpected turnover

Updated September 10, 2020

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-
- Conducting a regular inventory of the board's recruitment needs

Notice of Motion:

_____ **MOVED** that the SGPL-CoSG Trustee Recruitment Process be accepted as information.


OR

_____ **MOVED** that the SGPL-CoSG Trustee Recruitment Process update be approved as presented/amended.

OR

_____ **MOVED** _____.

Submit this form and any supplementary information to the Board Secretary for inclusion in the board package as per deadline in the Board Calendar.

 Spruce Grove Public Library	SPRUCE GROVE PUBLIC LIBRARY	
	AGENDA ITEM COVER SHEET	
	LIBRARY ADMINISTRATION	October 1, 2021
	Include this in the board package as (select one box)	
	<input type="checkbox"/> Information item	<input checked="" type="checkbox"/> Business Action Item

Agenda Item #: 5.6

Agenda Item Title: Patron Satisfaction Survey

Confidential Item: NO

Background & Purpose:

Public Library Services Branch does not require us to do an annual Patron Satisfaction Survey; however, Administration feels it is a successful tool to solicit feedback on various initiatives and services.

Key Discussion Points:

- SGPL conducts Program Outcome survey on a quarterly basis. The third quarter responses are attached in the consent agenda.
- Administration removed the question “would you like to find out how you can support the library” as this has been a yearlong focus for events related to the 60th anniversary of the library.
- To generate more responses, the number of open-ended questions has been reduced to one generic statement, where community members are invited to provide any type of feedback or comments they want to share.

Impact on Budget, Policy, etc.:

N/A

Notice of Motion or Recommended Action (if applicable):

_____ **Moved** that the 2021 patron satisfaction survey be accepted for information.

OR

_____ **Moved** that the 2021 patron satisfaction survey be accepted as presented/amended.

Submit this form and any supplementary information to the Board Secretary for inclusion in the board package as per deadline in the Board Calendar.



Library Satisfaction Survey

The Spruce Grove Public Library wants to give *you* the best possible library service. Please let us know how we are doing and what you suggest we can improve! The information provided will be used to make the library better today and as we plan. It will only take a couple of minutes to fill out.

Please answer the following questions using this rating system:

(1=not at all satisfied, 2=very little satisfied, 3=moderately, 4=very satisfied, 5=completely satisfied, NA=does not apply to me)

A) How satisfied are you with...

1. Library staff customer service? (skills, knowledge, helpfulness, etc.)	1---2---3---4---5—NA
2. The Library's collection of physical materials? (books, kits, movies, music, etc.)	1---2---3---4---5—NA
3. The Library's electronic resources? (e-books, digital magazines/newspapers, etc.)	1---2---3---4---5—NA
4. The Library's electronic services? (computers, wi-fi, printing/scanning, faxing, etc.)	1---2---3---4---5—NA
5. The Library's space and access to support personal learning?	1---2---3---4---5—NA
6. The variety of programs offered? (did you find a program of interest?)	1---2---3---4---5—NA
7. The Library's presence in the community and at community events?	1---2---3---4---5—NA
8. The Library's hours of operation?	1---2---3---4---5—NA
9. The Library's physical location, facility and space?	1---2---3---4---5—NA
10. Question to be provided by Library Board	1---2---3---4---5—NA

Thank you very much for contributing to our survey. Your input is very much appreciated!



Board Meeting ***October 19, 2021***

Part 2: Consent Calendar

- 4.1.1 September Managerial Report
- 4.1.2 September Statistics Report
- 4.1.3 Financial Reports
- 4.1.4 Q3 Program Outcome Survey Report
- 4.1.5 Advocacy Committee Report
- 4.1.6 Finance Committee Report
- 4.1.7 Policy & HR Committee Report
- 4.1.8 2022 Board Retreat Info
- 4.1.9 **Confidential** Matrix Engagement Letter ending December 31, 2021
- 4.1.10 Correspondence


SECTION ONE: Director's Report

Below is a table that reviews goals with respect to SGPL's COVID Response Plan and any current updates.

Goals

Leadership	Model the Way: Build and nurture a culture of engagement and belonging	Outcomes
Objective 1 Actions	Prioritize health and wellness and provide opportunities for work-life balance for staff 1. create equitable schedules; 2. develop fair accommodations; 3. offer ongoing training	<ul style="list-style-type: none"> The staff have received their fall schedules that reflects the needs of our diverse employees including student hours flexibility, family responsibilities, and personal/professional development opportunities. The feedback has been positive thus far with expressed excitement over the new Tuesday and Thursday curbside pickup hours that require 3 staff members to be on site after closing doors to public from 6-8:30pm.
Objective 2 Actions	Build organizational resilience and strengthen stakeholder trust for the Board 1. champion for change by promoting industry trends and supporting the process 2. envision short- and long-term growth by strengthening relationships with the CoSG 3. grow Board's networking ability by including trustees in key collaborations	<p>The Tech Tank was once again closed due to the current public health regulations; the program team is working on a cohort-based registration system that would allow members of the same household to book the space (for free) and still be in compliance with current Public Health Order.</p> <ul style="list-style-type: none"> Civic Centre conversations continue with this month's focus on FFE (Furniture, Fixings, and Equipment). Details remain very high-level at this point; I look forward to reporting more in November after the decision to proceed has been decided by Council. Community Programmer

		Courtney Entner supported the Board's MEP Committee and their networking with Municiple Candidates through the development and distribution of SGPL information kits.
Objective 3 Actions	Practice and promote diversity, equity, and inclusion (DEI) throughout the organization 1. propose policy to Board; 2. approve procedures for staff; 3. interact with community	I have been engaging in conversations with Wheels for Change and Cohesive Communities concerning accessibility considerations for the Civic Centre that have resulted in improvements to our current location including reachers for bookshelves and lap desks for study area. ● Resulting from my Stronger Together presentation, the Director and Lead Librarian of Chestermere Public Library met with me to discuss how they could implement DEI into their policy, practice, and procedures.
Finance	Envision the future and enlist others: Acquire sustainable funding	Outcomes
Objective 1 Actions	Oversee approved departmental budgets and expenditures of the staff 1. establish department allocations; 2. review expenses; 3. approve expenses	As reported in the finance reports, the majority of spending is on track with any anomalies noted. After reviewing YTD budget numbers with the Finance Committee, however, areas of revenue that are not performing due to continuation of the pandemic will result in reallocation of some spending plans and will be subject to motions as per this month's agenda.
Objective 2 Actions	Establish new City of Spruce Grove and Parkland County revenue sources for the Board 1. create accurate predictive budgets by regularly engaging with Metrix accountant 2. maintain and strengthen relationships with CoSG Admin with effective meetings 3. connect trustees to Parkland County Library Board with assistance from PCL Director	At the request of the Finance Committee, I am drafting letters to the Chair of the Parkland County Library Board and Spruce

		Grove's MLA to request increase in funding by 3% in 2022-2024 as presented in our State of the Library presentation.
<p>Objective 3</p> <p>Actions</p>	<p>Establish local corporate sponsorships and fundraising support in the community</p> <p>1. recognize sponsors and donors; 2. engage with GPRC ; 3. participate in CCBA activities</p> 	<p>All those who purchased tickets to the Gala have finally begun to receive their refunds—I have registered my dissatisfaction to Canada Helps in how this was handled. • Vote for our entry into the CCBA's scarecrow contest: the Fairy Godmother from Shrek!</p>
Advocacy	Search for opportunities, experiment, and take risks: Achieve recognition for SGPL	Outcomes
<p>Objective 1</p> <p>Actions</p>	<p>Oversee manager-approved departmental marketing strategies developed by staff</p> <p>1. apply organizational public relations; 2. review campaigns; 3. approve campaigns</p>	<p>The current campaign to raise awareness about Tuesday and Thursday evening curbside hours is in full swing, and marketing staff are working on strategies for Giving Tuesday which takes place on November 30.</p>
<p>Objective 2</p> <p>Actions</p>	<p>Increase collaborative opportunities with stakeholders and partners for the Board</p> <p>1. increase SGPL's community presence by attending committee and other meetings</p> <p>2. engage new people to advocate for SGPL by participating in community events</p> <p>3. create a place of comfort and belonging by welcoming all community members</p>	<p>With thanks to PLSB and the funding they provided to YRL, the tri-regional libraries are collaborating on Indigenous programs and events that will opportunities during the first three months of 2022 for our boards to connect with each other as well as their respective communities.</p>

<p>Objective 3</p> <p>Actions</p>	<p>Establish SGPL as <i>the</i> charity of choice with increased awareness in the community</p> <p>1. participate in community events; 2. recognize partners; 3. develop new networks</p>	<p>Discussions continue with local businesses continue to ensure that we deliver a successful silent auction in celebration of our 60th Anniversary. A complete <i>Funding Summary & Project Budget Highlights</i> report will be included in November's Consent Agenda.</p>
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Policy	Foster collaboration and strengthen others: Be Diverse, Equitable, and Inclusive	Outcomes
<p>Objective 1</p> <p>Actions</p>	<p>Oversee training and implementation of new DEI procedures for staff</p> <p>1. invoke Board Policy; 2. apply Personnel Policy; 3. seek out industry-leading DEI PD</p>	<p>With great appreciation for Alberta's Jobs Now Grant, SGPL has received funding that will allow us to employ an Indigenous Knowledge Keeper who will not only provide library customer service but also lead Indigenous protocol, programming and training.</p>
<p>Objective 2</p> <p>Actions</p>	<p>Ensure SGPL policy are DEI as well as relevant, concise, and clear to support the Board</p> <p>1. prioritize governance's role by regularly reviewing policies 2. identify policy gaps by researching industry trends and responding to current events 3. copy edit policy documents (public) by suggesting revisions, deletions, and additions</p>	<p>Administration continues to support & Policy Committee with its review of policy and suggestions for change while applying a DEI lens to each component.</p>
<p>Objective 3</p> <p>Actions</p>	<p>Deliver programs and services designed to stop systemic racism in the community</p> <p>1. identify areas for improvement; 2. practice DEI daily; 3. provide PR to community</p>	<p>SGPL continues to take an active role on the Indigenous Connections Committee which is currently exploring opportunities for an Indigenous-led cultural and gather space for the tri-region. Additionally, SGPL's Indigenous Reads webpage is reaching more and more people each month.</p>
<p>Human Resources</p>	<p>Recognize contributions and celebrate values and victories: Attract and retain staff</p>	<p>Outcomes</p>

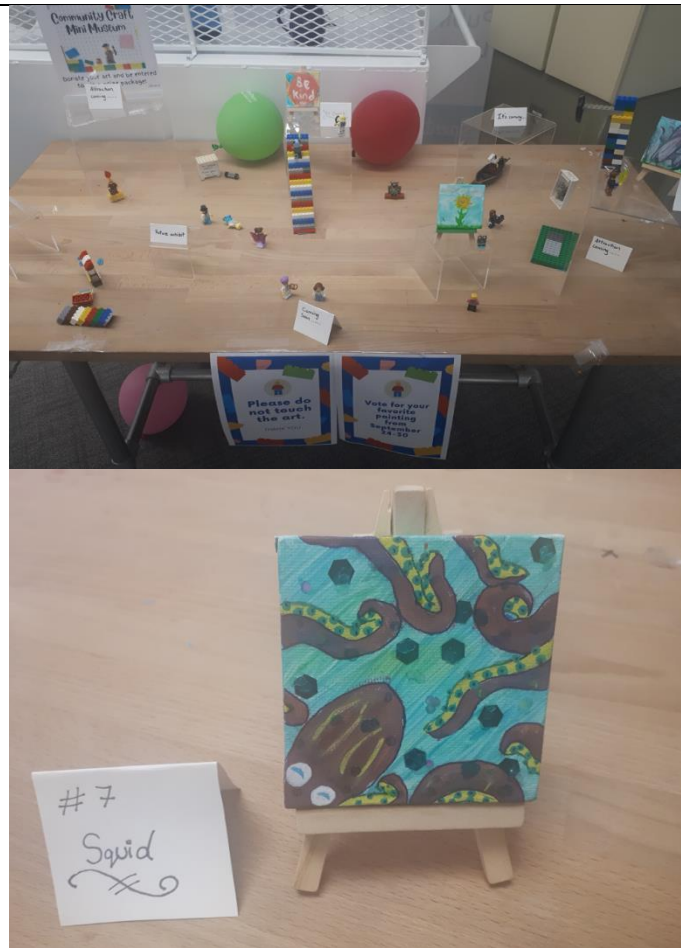
Objective 1 Actions	Prioritize psychological safety of and encourage innovation from staff 1. Oversee safety program; 2. commend staff regularly; 3. guide performance reviews	The Leadership Team has been exploring the role personal values have in the workplace to better understand one another and consequently are better equipped to oversee workplace wellness.
Objective 2 Actions	Do not micromanage staff and do perform high-level operational duties for the Board 1. be available to the Board by supporting managers and supervisors in their operations; 2. increase awareness of the Board's initiatives when engaging with stakeholders; 3. guide trustees to by concentrating on the importance of future visioning of the library	Staff continue to go above and beyond in their creation and delivery of new and improved programs and services including a visit to the Calgary Zoo and a visit to the Drumheller Dinosaur Museum .
Objective 3 Actions	Celebrate consistency of staff who make SGPL the place for everyone our community 1. model customer care; 2. practice SGPL values; 3. respond to escalated complaints	Along with the Management and Leadership Teams, I am planning a staff meeting that includes individual staff recognition; this will take place on a Monday in late November or early December.
Professional Development	Course Information	Progress
Executive Coaching	Laurie Hillis and I have met 12 times since our first session on April 30, 2021. Currently, we are meeting weekly while I complete the Dare to Lead® certification program as a part of the existing Executive Coaching Agreement that was included in last month's consent agenda.	A summary of these sessions is included in this month's consent agenda.
Finance & Best Practices	Review of my course notes from the 8 "fundraising during difficult times" workshops/sessions I have completed since October 2020.	Improved communication with donors and more direct recruitment of supporters including approaching new businesses in the community.
Human Resources	Webinar with HRDownloads that presented the improved breadth of trainings that are available to employers specific to Alberta Legislation, working from home, and wellness in the workplace.	This software will be used excessively between October 1, 2021-October 1, 2022 to produce tangible results for my staff wellness goals.

SECTION TWO: Plan of Service – Strategic Priorities for 2019-2023

Visit a Comfortable Place: Community members of all ages will have barrier-free access to welcoming physical and virtual spaces		
Goal	Community members will have barrier-free access to SGPL, from anywhere, to pursue their personal interests.	Results Achieved
Objective 1.1	Annually, a minimum of 50% of all library programs will be offered online .	<ul style="list-style-type: none"> During September, 15 of 39 programs (not including the Tech Tank) offered were available online for a total of 38%. This percentage is lower than in some months over this past year as we started off the month with in-person programming and had to pivot mid-month due to the new temporary public health measures. Many programs were cancelled or had to move to an online format once again. The Adult Virtual Reading Club theme for the month of September was Indigenous Reads, which correlated to the Truth and Reconciliation new holiday celebrated in Canada. There were 54 webpage visits in total for the month. For Alberta Culture Days, we hosted a Virtual Blanket Exercise with KAIROS to educate our community about the history of Canada through the eyes of the Indigenous people. Ultimately, we had 19 participants registered but the program had to cancel the day of, due to low attendance.
Objective 1.2	Annually, 80% of library participants when surveyed will be satisfied with the library's facility and physical spaces .	<ul style="list-style-type: none"> Staff and volunteers weeded items from the Fiction and Non-fiction sections of the library to make browsing easier and more accessible. Brittney Neunzig, accessibility advocate, conducted an interview with CTV News in the library about the library space, in particular the new "reachers" we implemented to make reaching material off higher/lower shelves easier for those with mobility issues. With restrictions implemented on September 21, the library continues to operate at reduced capacity and enforcing mask use, with a near perfect compliance rate.

		<ul style="list-style-type: none"> • Patrons continue to complement the new layout and say the place feels welcoming and they like how open the front area is.
Objective 1.3	Annually, 80% of library participants when surveyed will agree that they increased their awareness of library resources.	<ul style="list-style-type: none"> • Unfortunately, the Outcome Survey results were inadmissible this quarter due to an extremely low response rate. Only two participants completed the survey. • The Tech Tank re-opened in mid-September after its long closure due to covid and with unfortunate timing had to close once again with the new temporary health measures. Logistics make it challenging to 'police' the space to remain compliant, but we are currently looking into options to make it manageable for staff and accessible to the community. Patrons regularly ask about it and clearly miss this library staple. • For Alberta Culture Days we had a take and make craft called Paint a Song. Participants could grab a kit with all the materials to paint a picture. Everyone was encouraged to borrow music from our collection and play a song while they painted. This activity was inspired by the artist Melissa McCracken who is a synesthete and paints what she hears. All 50 kits were gone well before the end of the month. • The Walking Book Club was finally able to start this month. Participants are led through the trails of Spruce Grove by library staff. During the walk, they talk about library services, books to read and love the opportunity to engage and talk with community members. 18 participants have joined the walk on Wednesday mornings.
Practice and Promote Inclusion: Community members of all ages will have programs and services that embrace diversity through acceptance, appreciation, and recognition of all people in our community.		
Goal	Community members will have opportunities to participate in library programs and services that provide community connection and support	Results Achieved

Objective 2.1	<p>Annually, 80% of library participants when surveyed will agree that they increased their civic/community engagement by attending a library program.</p>	<ul style="list-style-type: none"> • Unfortunately, the Outcome Survey results were inadmissible this quarter due to an extremely low response rate. Only two participants completed the survey. • This month launched a new program called Dial-A-Story providing story access to patrons of all ages via phoneline. This reduces technology barriers many in our community face without good consistent internet connection or the ability to come into the library in-person. New content is added every 2 weeks including many indigenous readings. We had 32 attendees throughout September. • Our Talking Circle program resumed this month. With new COVID restrictions, the program was taken place outside. This program is a chance for community members to speak openly and honestly with our Indigenous neighbors to develop a sense of community and understanding. For September's Talking Circle, we had 9 participants: including the mayor and members of the City Council. This program was partnered with Spruce Grove FCSS. • For Alberta Culture Days, we had another take and make craft called Mini Museum. Participants could grab a kit from the library, which included a mini easel and paint supplies. Once the participant finished their artwork, they could "donate" their art to the mini museum/Lego display at the library. Then the community could vote on their favorite art piece and the winner would get a Lego prize package. The picture with the most votes was the winner.
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Objective 2.2	There will be a year over year increase in library participants at SGPL.	<ul style="list-style-type: none"> • Output <ul style="list-style-type: none"> ○ Currently, there are 7804 active cardholders which is an increase of 8% compared to last year and an increase of 2% compared to the previous month. Of those cardholders, approximately 6207 reside in Spruce Grove while 1254 reside in Parkland County. 187 reside in Stony Plain, and the remaining 156 reside outside these areas. ○ The library welcomed 9318 patron visits in person, which is only a slight decrease from the previous month where we were not operating in reduced capacity. Our website visits were up, however, as patrons continue to visit and interact with our online presence. ○ Program attendance increased from the previous month, despite having to switch in-person programs to virtual. We had 3901 attendees across 44 programs.
Objective 2.3	On an annual basis, SGPL will partner with community organizations to offer diverse programs and services .	<ul style="list-style-type: none"> • The long popular Tick Tock Time program facilitated by Alberta Parenting for the Future (APFA) returned to the library this month for a 4-week series. The program filled up almost immediately upon registration opening and ran at maximum capacity. • We had the TREX exhibit “Visiting with Memory” by Lindsey Bond at our library. Visiting with Memory is a solo exhibition by Lindsey Bond, which draws on an archive of her family’s photographs to explore a multitude of worlds; human and more-than-human, past, present and future, personal and cosmic. It begins with the story of a single family and unfolds into a much larger conversation surrounding decolonization, human relationships, responsibility to one another and to the land we live on. This exhibit was partnered with the Art Gallery of Alberta, and we had about 1104 individuals view the art.



- For Alberta Culture Days, we partnered with the Allied Arts Council, who hosted two art workshops. One for families and another for adults. The adult workshop was able to be in person, but the family workshop had to switch to virtual due to the new COVID mandates. Overall, 24 participants attended.






Goal	Community members will have opportunities to improve their quality of life and engage in the community through literacy	Results Achieved
Objective 3.1	There will be a year over year increase in the circulation of SGPL collections.	<ul style="list-style-type: none"> Physical circulation decreased by 13% in September with 18921 items, compared to 21759 items in August. Overall, physical circulation has increased by 38% when compared to last year. Digital Circulation was 4966 for September, which is a decrease of 5% from the previous month. This is also a 9% decrease from the previous year. Overdrive and PressReader continue to be the most popular eResources, with use up 14% and 28% respectively when compared to last year.
Objective 3.2	Annually, 80% of library participants when surveyed will agree that they increased their knowledge by attending a library program.	<ul style="list-style-type: none"> Unfortunately, the Outcome Survey results were inadmissible this quarter due to an extremely low response rate. Only two participants completed the survey. Tales Through Time & Space our family storytime also returned in September and had good attendance for the 2 weeks it ran prior to the new covid measures being introduced. Week 1 we had 15 attendees and week 2 had 27 attendees. For Alberta Culture Days we had Patrick Mitsuing (a world champion men's fancy dancer and CEO of the Powwow Times) and his family

perform at Central Park. Patrick wowed and educated his audience by showcasing 7 of the different styles of Indigenous powwow dancing. This included the chicken dance, men's fancy dance, women's fancy shall and jingle dress. The two final dance was a "calling all nations" where the audience could dance with the performers and a round dance (see pic). The mayor and city council members were also in attendance, and we have over 100 community members attend. This event was partnered with the City of Spruce Grove.



		<ul style="list-style-type: none"> For Orange Shirt Day we had a passive, educational program to raise awareness with a book display and webpage on the sgpl.ca website. On the book display, we gave out 400 pins, printed 200 coloring page contest pages (entries would be entered to win an Orange Shirt Day t-shirt and the original book by Phyllis Webstad- we had 8 entries) and 139 webpage visits. Overall, we had 747 participants.  <p>One of the winners picked up their prize recently and here is direct quote from staff: "Faith came by on Sunday...she was so happy and her mom was so happy to have library support and recognize the day itself."</p>
Objective 3.3	Annually, 80% of library participants when surveyed will agree that they increased their digital learning by attending a library program.	<ul style="list-style-type: none"> Unfortunately, the Outcome Survey results were inadmissible this quarter due to an extremely low response rate. Only two participants completed the survey. Minecraft Mania is a new monthly program for this season aimed at tweens. Program registration is full and we currently have a waitlist. The program is limited to a maximum of 10 participants due to the technology as we are unable to use the platform (Minecraft Education) we were originally hoping to utilise that allows larger groups as it is restricted by Microsoft to use only in schools. Due to COVID 19, we had to pivot our Alberta Culture Day, Adult Writing Workshop from in-person to online via Zoom. We had 8 participants ready for in person but once the change took place, only 3 were able to attend.

		<ul style="list-style-type: none"> This month marked the one-year anniversary for the library podcast Behind the Stacks. From September 2020 to September 2021, we have had 527 downloads* alone since we started the podcast. <p>*From the stats overview on Podbean (not including webpage visits)</p>
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September 2021

Social Media Statistics: Total Social Media “likes” and “followers” 5412, an increase of 38% over 2020.

Social Media Statistics	Facebook SpruceGroveLibrary	Instagram sg_library	YouTube SpruceGroveLibrary61	Tik Tok
Fans/Followers	2464 (+20)	1638 (+13)	405 (-2)	1063 (+43)
Engagement/Views	1253 (+675)	738 (+34)	45 (-17)	97 (-202)

Note: Engagement is the sum of reactions, comments and shares received by content associated with our pages. Views applies to YouTube videos.

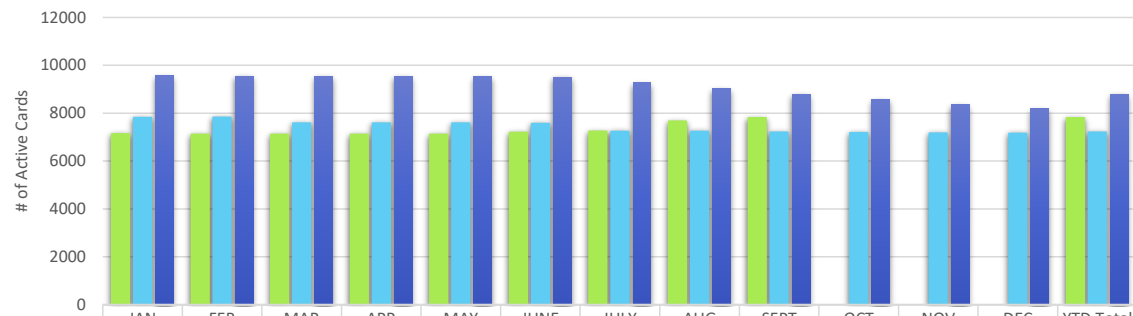
Executive Leadership Coaching with Laurie Hillis: A YTD Summary for the SGPL Board

Submitted by Leanne Myggland-Carter

October 14, 2021

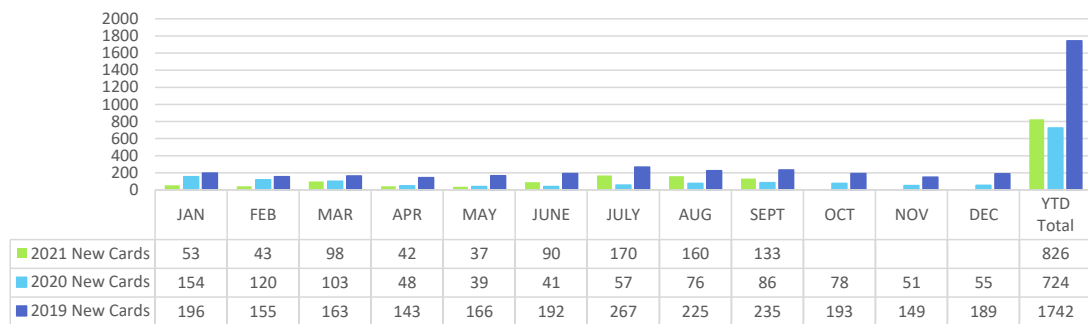
Date	Description	Length	Coaching Summary
30-Apr	Executive Leadership Coaching Session	1 hour	An Introduction to Laurie Hillis and review of self-assessment tools that included a Harrison Report and Saboteur Report that I completed prior to the session, along with pre-assigned readings and goal development (called Discovery Document)
14-May	"	"	Working with, not against, hyper-achievement and avoidance tendencies while examining 6 ways to offload hurt and address emotions in a healthy manner.
07-Jun	"	"	Communication framing and strategic thinking, decision-making, and delegation supported; using the "5 Cs": colour, context, connection, cost, and consequence.
24-Jun	"	"	Experiencing joy while in the flow of my work and examining my visions for SGPL over the next 5, 10, 15 years—Laurie commented later "I have goosebumps still."
29-Jul	"	"	Examination of my Wholehearted Inventory that are organized into ten guideposts for development of daily practices in the workplace as well as at home.
26-Aug	"	"	Development of a holistic list of small, achievable steps I can take to follow the path of healthy self-care during this complex time at work and at home.
09-Sep	Dare to Lead© Module 1	3 hours	(Start of certification course included with coaching) Introduction, Brave Leaders & Courageous Cultures: Lesson 1. The Heart of Daring Leadership AND Lesson 2. Armoured vs. Daring Leadership
16-Sep	Dare to Lead© Module 2	"	Brave Leaders & Courageous Cultures and Rumbling with Vulnerability: Lesson 3. Self-Awareness & Emotional Literacy AND Lesson 4. The Myths of Vulnerability
23-Sep	Dare to Lead© Module 3	"	Rumbling with Vulnerability: Lesson 5. Shame Resilience AND Lesson 6. Armoured vs. Daring Leadership – The Circle Back
28-Sep	Dare to Lead© Module 4	"	Empathy & Living into Our Values: Lesson 7. Empathy & Self-Compassion AND Lesson 8. Living into Our Values
07-Oct	Dare to Lead© Module 5	"	Empathy & Living into Our Values: Lesson 9. Grounded Confidence and Rumbling Skills, Lesson 10. Engaged Feedback AND Lesson 11. Armoured vs. Daring Leadership Review
14-Oct	Dare to Lead© Module 6	"	Braving Trust: Lesson 12. BRAVING Trust AND Lesson 13. Armoured vs. Daring Leadership Review

Total Active Library Cardholders



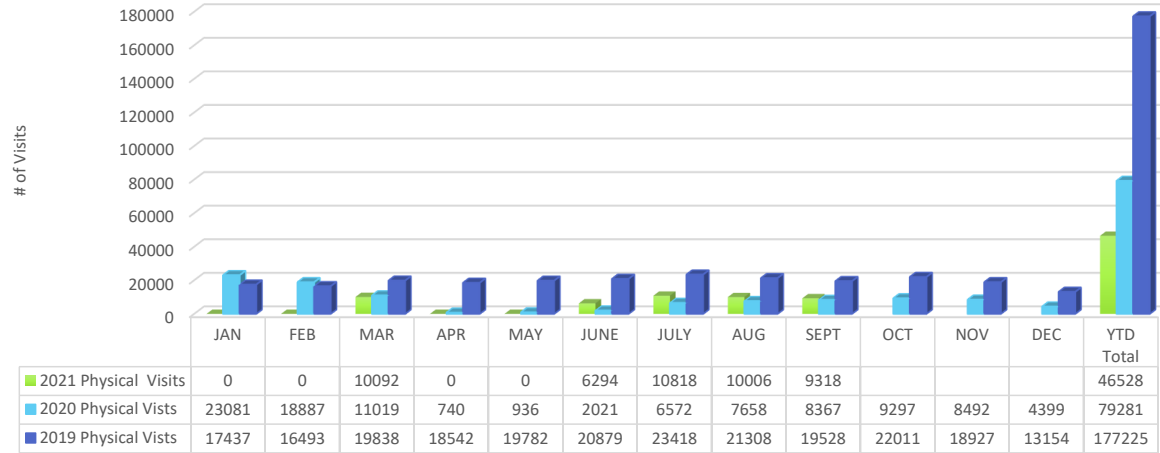
	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	YTD Total
2021 Active Cards	7136	7120	7118	7116	7116	7199	7248	7670	7804	0	0	0	7804
2020 Active Cards	7824	7825	7585	7585	7584	7570	7238	7236	7208	7192	7172	7160	7208
2019 Active Cards	9562	9551	9544	9526	9519	9509	9276	9013	8784	8560	8358	8180	8784

New Library Memberships

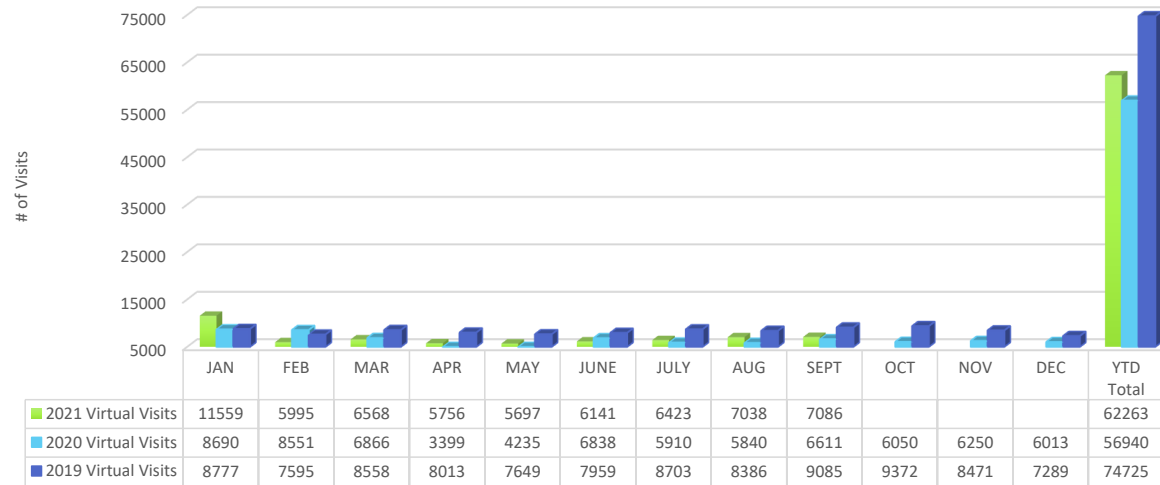


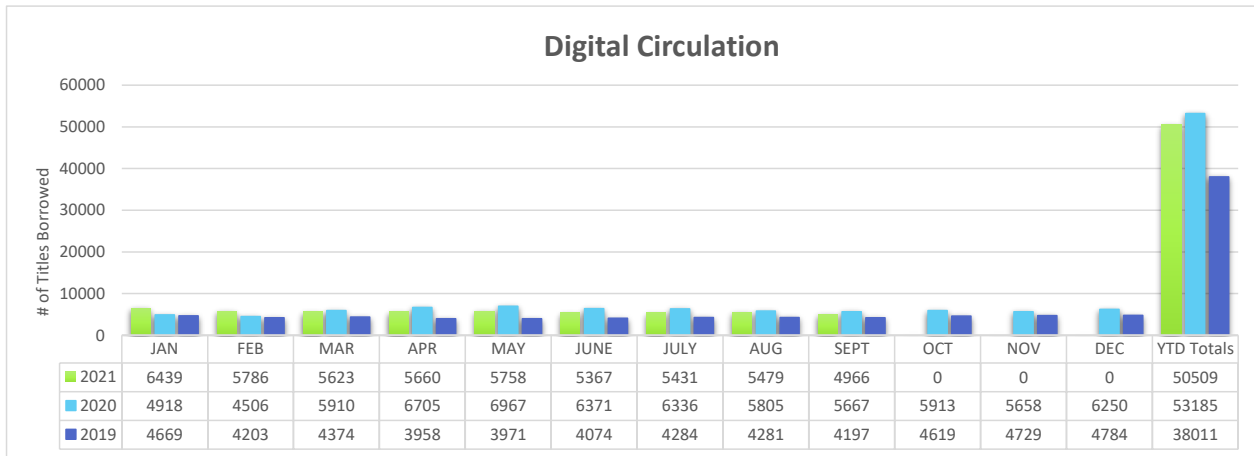
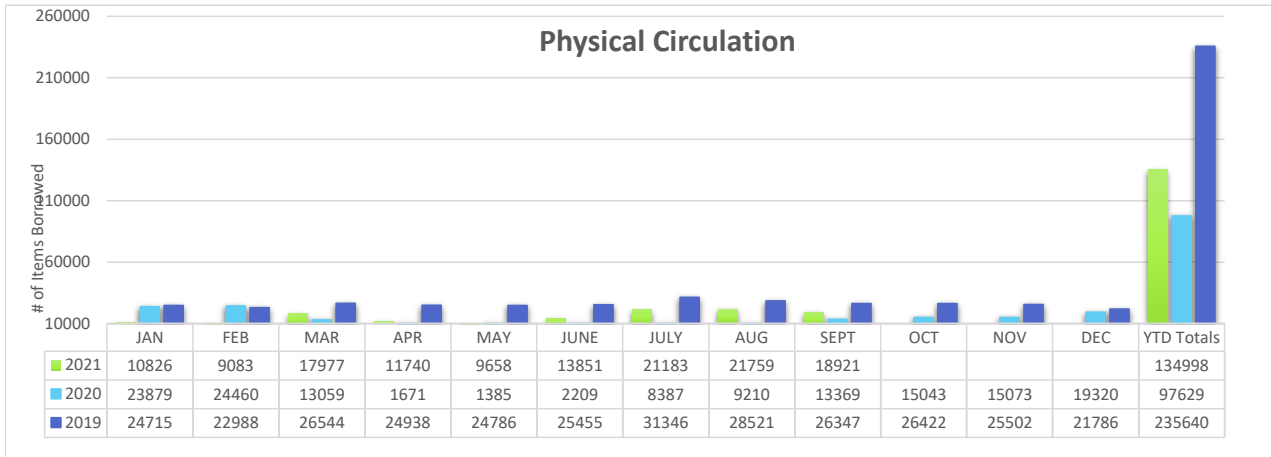
	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	YTD Total
2021 New Cards	53	43	98	42	37	90	170	160	133				826
2020 New Cards	154	120	103	48	39	41	57	76	86	78	51	55	724
2019 New Cards	196	155	163	143	166	192	267	225	235	193	149	189	1742

Physical Library Visits

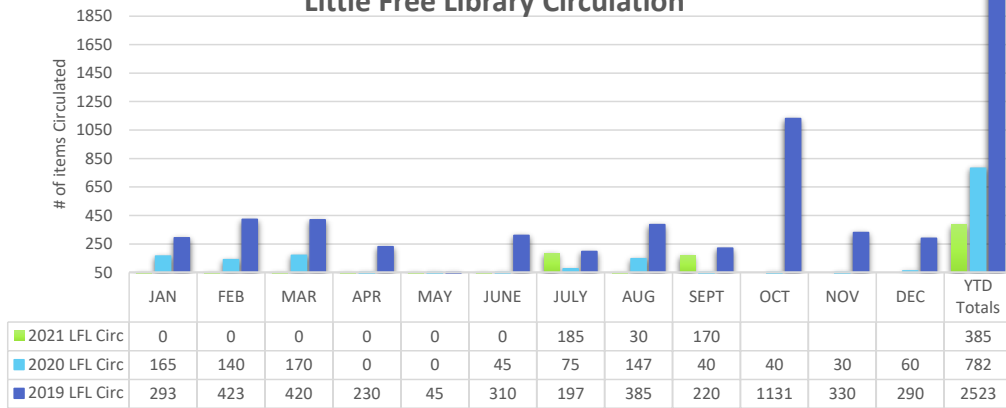


Virtual Visits

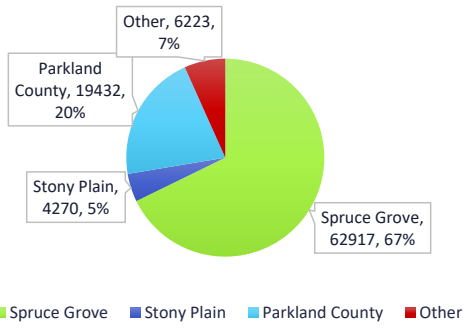




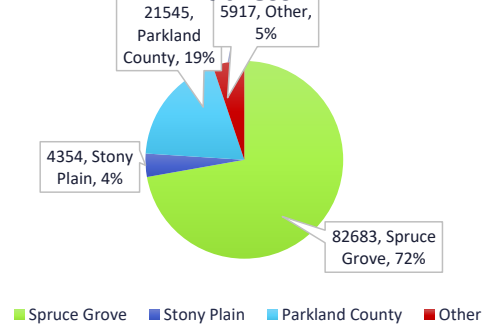
Little Free Library Circulation



2020 YTD Circulation by Home Address

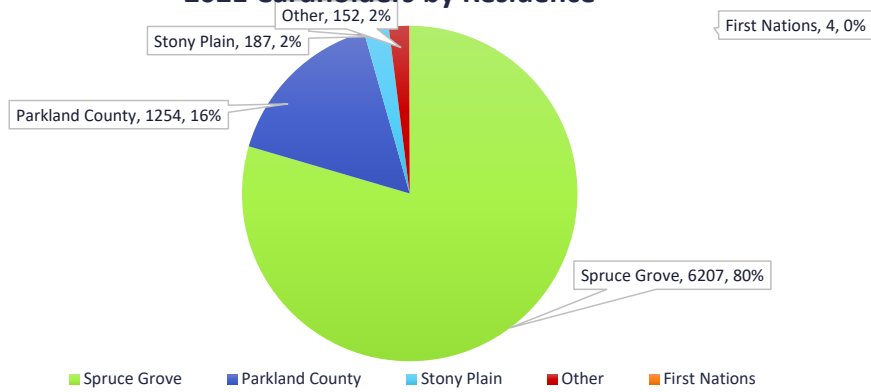


2021 YTD Circulation by Home Address

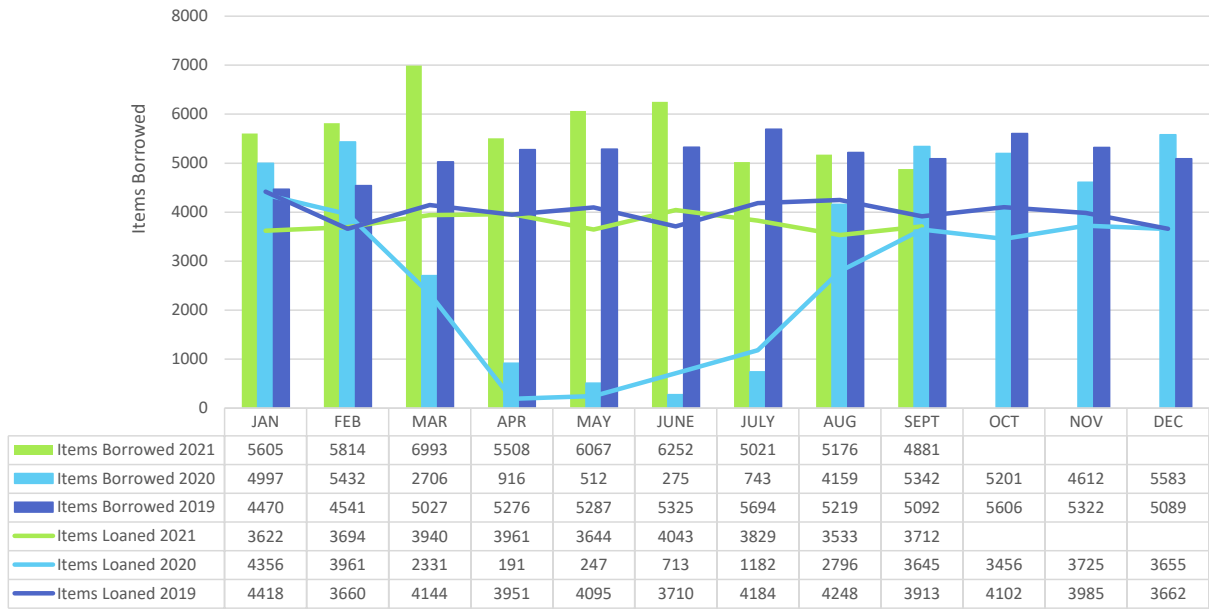


*PCLB funding based on circulation by Home Address

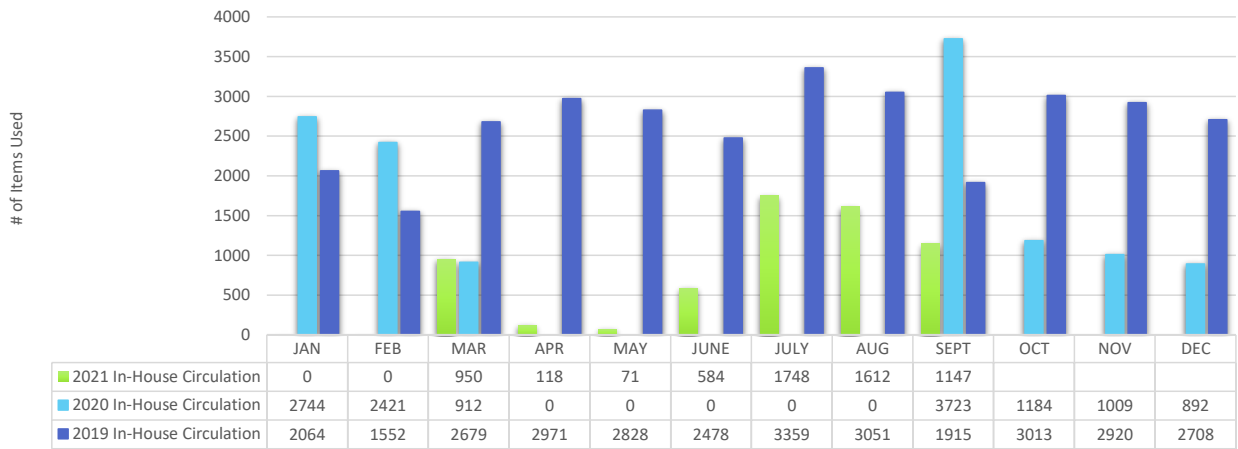
2021 Cardholders by Residence



Intra-Library Circulation: Items Borrowed from TRAC vs Items Loaned to TRAC

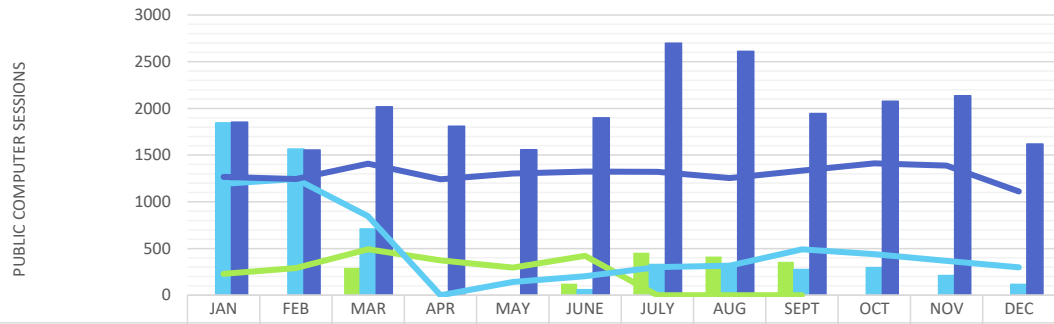


"In-House Use" Total Items Used Within the Library

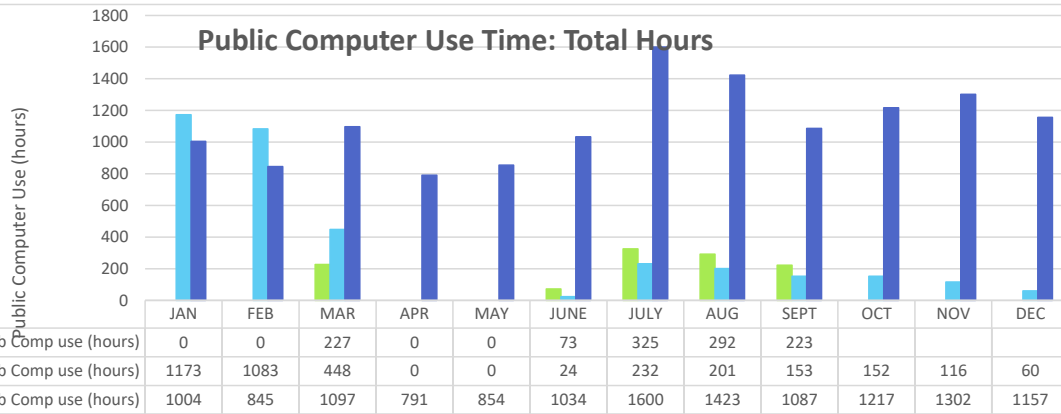


*Took out YTD column for easier viewing

Total Public Computer & WiFi Use

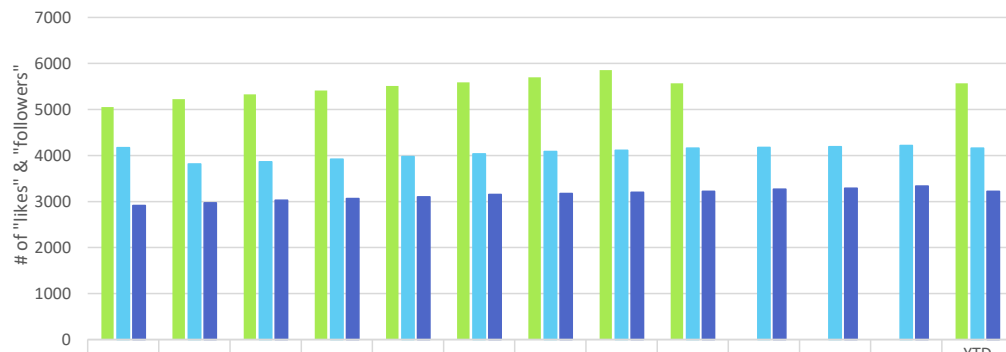


Public Computer Use Time: Total Hours



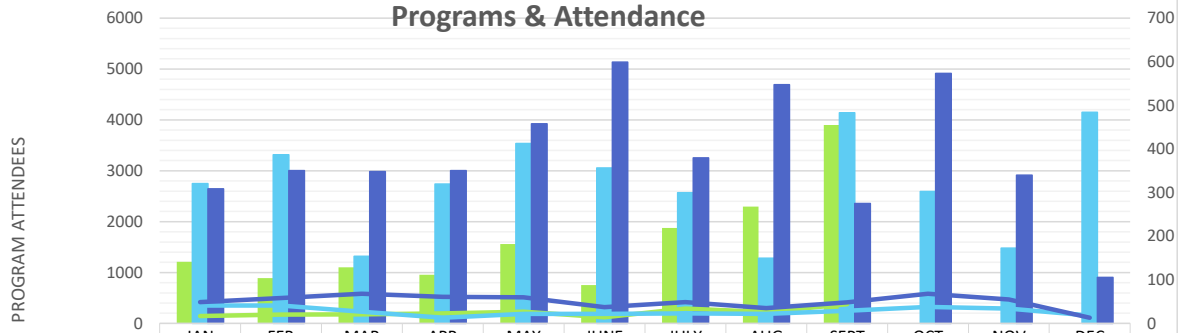
*Took out YTD column for easier viewing

Social Media Total "Likes" and "Followers"



2021 Total "Fans" and "Followers"	5054	5224	5329	5412	5513	5591	5698	5854	5570	0	0	0	5570
2020 Total "Fans" and "Followers"	4170	3817	3865	3921	3980	4033	4090	4113	4159	4174	4193	4217	4159
2019 Total "Fans" and "Followers"	2916	2973	3028	3065	3102	3154	3175	3201	3224	3271	3288	3334	3224

Programs & Attendance



2021 Attendance	1212	888	1102	957	1559	753	1874	2296	3901			
2020 Attendance	2,749	3,315	1,318	2,740	3,535	3,056	2,569	1,284	4,139	2,591	1,478	4,152
2019 Attendance	2,646	3,004	2,986	3,003	3,924	5,138	3,255	4,693	2,355	4,912	2,912	906
2021 # of Programs	17	20	21	23	27	14	34	26	44			
2020 # of Programs	41	41	27	13	22	22	23	22	29	38	34	18
2019 # of Programs	49	58	68	61	60	37	49	35	48	68	55	13

*Took out YTD column for easier viewing

Spruce Grove Public Library
Balance Sheet
As of 30 September 2021

2:48 PM
06-10-21
Accrual Basis
30 Sep 21

ASSETS

Current Assets

1010 - Petty Cash	250.00
1015 - Coin Changer Float	75.00
1016 - Cash Register Floats	160.00
1100 - TD Everyday Business Acct	404,267.84
1101 - TD Investor Acct	158,149.66
1110 - General Operating Conting. GIC	50,750.00
	<u>613,652.50</u>

1200 - Accounts Receivable	2,292.63
	<u>2,292.63</u>

1205 - Accrued Interest	767.51
1300 - Prepaid Expense	9,563.67
	<u>10,331.18</u>

Total Current Assets 626,276.31

Fixed Assets

444,072.45
-385,956.15
317,329.80
-301,975.19
214,444.65
-188,599.27
1,178,772.94
38,420.64
-729,592.63
-31,249.03

Total Fixed Assets 555,668.21

TOTAL ASSETS 1,181,944.52

30 Sep 21

LIABILITIES & EQUITY

Liabilities

Accounts Payable

2001 · Accounts Payable 2,034.16

Total Accounts Payable 2,034.16

Credit Cards

2044 · TD Business Visa - Ana #1239 1,339.61

2051 · TD Business Visa - Sarah #5034 775.33

2052 · TD Business Visa - Silke #3518 573.36

Total Credit Cards 2,688.30

Other Current Liabilities

2005 · Friends of the Library 266.00

2080 · LOAN - Community Futures 60,000.00

2100 · GST Recoverable -2,704.98

Total Other Current Liabilities 57,561.02

62,283.48

Total Liabilities 62,283.48

Equity

207,207.00

451,549.00

136,761.66

324,143.38

Total Equity 1,119,661.04

TOTAL LIABILITIES & EQUITY 1,181,944.52


2:51 PM
06-10-21
Accrual Basis

target 75%

	Sep 21	Jan - Sep 21	Annual Budget	% of Budget	Notes
Contributions of TCA's	797.38	44,960.91	35,000.00	128.46%	Allotment plus material donations
Donations and Fundraising	454.00	15,867.13	14,000.00	113.34%	Sponsor the Stacks and 60th Fundraising Events
Government Grants Misc	1,703.85	5,203.85	1,600.00	325.24%	Spring Lake and AB Culture Days
Government Wage Grants	4,681.00	4,681.00	4,000.00	117.03%	Canada Summer Jobs
Other Income	2,000.00	66,224.25	9,000.00	735.83%	CoSG asset grant & ABCD support, 2020 Deferred revenue Giving Tues
Program Revenue	0.00	0.00	500.00	0.0%	
4005 - City of Spruce Grove Grant	82,571.70	758,525.27	924,469.00	82.05%	Expect to be received in Full early Nov
4010 - Parkland County Operating Grant	31,020.72	119,310.48	119,160.00	100.13%	
4040 - Provincial Operating Grant	0.00	186,702.00	186,702.00	100.0%	
4052 - Miscellaneous Grants	0.00	1,270.79	61,270.00	2.07%	APFA deferred revenue from 2020
4105 - Service Revenue	218.20	1,338.60	9,000.00	14.87%	
4115 - Card Fees	42.00	243.90			
4120 - Extended Loan Fees	2,599.31	11,887.47	36,000.00	33.02%	
4130 - Meeting Room Revenue	175.00	562.50	3,500.00	16.07%	
4205 - Interest Income	34.41	955.75	1,000.00	95.58%	
	126,297.57	1,217,733.90	1,405,201.00	86.66%	

	target 75%				
	Sep 21	Jan - Sep 21	Annual Budget	% of Budget	Notes
	126,297.57	1,217,733.90	1,405,201.00	86.66%	
Board Training & Development	0.00	6,075.00	12,000.00	50.63%	
Computer & Software Expense	1,151.01	13,604.79	25,000.00	54.42%	
ILL Loss and Debt Collection	202.64	1,196.97	2,500.00	47.88%	
Programs and Events	2,391.99	14,918.29	11,270.00	132.37%	Includes ABCD and APFA spending
Salaries and Benefits	83,874.56	768,744.77	1,139,295.00	67.48%	
Staff Training & Development	2,308.35	19,075.04	18,000.00	105.97%	
5019 · Hospitality (Board)	473.22	661.38	1,000.00	66.14%	
5020 · Hospitality	60.01	859.54	4,500.00	19.1%	
5025 · Insurance	0.00	2,015.10	2,500.00	80.6%	
5205 · Office Expense	1,344.94	10,794.05	12,000.00	89.95%	
5210 · Marketing	817.42	5,708.29	8,000.00	71.35%	
5212 · Advocacy/Special Projects	0.00	9,895.93	6,000.00	164.93%	60th Anniversary events
5220 · Professional Fees	0.00	0.00	8,000.00	0.0%	Audit - recorded in Dec
5225 · Interest & Bank Charges	232.69	2,033.87	3,000.00	67.8%	
5515 · Meeting Room Expense	0.00	0.00	2,000.00	0.0%	
5520 · E-Book Expense	0.00	35,000.00	35,000.00	100.0%	
5600 · Contracted Services	0.00	4,407.50	20,000.00	22.04%	HR consultant and Demo circ pod
5800 · Amortization Expense	0.00	0.00	0.00		Calculated at year end
9999 · Suspense	-900.00	-1,400.00			Gala tickets to be recoded or refunded
	91,956.83	893,590.52	1,310,065.00	68.21%	
	34,340.74	324,143.38	95,136.00		
	34,340.74	324,143.38	95,136.00		

Grant Summary		09-Sep			
Funder	Pledge	Intent	Purchases	Spending to date	status
CoSG	\$ 30,000.00	one-time capital purchases	books and materials	\$ 30,000.00	\$30,000 for general Collection spending is rolled up into the entire 2021 Collection spending - will be spent by year end
CoSG	\$ 30,000.00	one-time capital purchases	Public print station, COVID resources	\$ 10,130.00	\$15,000 for Public print station, \$15,000 for COVID specific collection resources
Canada Summer Jobs	\$ 4,791.00	Summer Intern	HR - summer staff	\$ 4,681.00	Summer Student contract ended Aug 14.
Alberta Parenting for the Future	\$ 1,270.00	enhance children's programs & services	program outreach	\$ 1,228.10	Deferred from 2020 as future funding is not guaranteed. No additional funds received in 2021 to date
Alberta Culture Days	\$ 3,500.00	Cultural Programs	writing workshop, art exhibit, inperson performances	\$ 2,094.00	Events held throughout September - still expecting 2 invoices ongoing, no fixed pledge or long term commitment by participants
Sponsor the Stacks	\$ 2,588.00	purchase of library materials by patrons	collection as requested by the patron	\$ 3,002.00	
Misc cash donations	\$ 2,382.97	general revenue		\$ -	*includes one anonymous monthly donor contribution
60th Anniversary events	\$ 3,943.16	to be deferred to 2021 Collection		\$ -	Writing contest entries, March Silent Auction, May Author Visit, August Family Fair. GALA ticket sales are not included yet. Waiting on CanadaHelps for advice re refund/convert to donation
Library Giving Day 2021	\$ 3,948.00	to be deferred to 2021 Collection		\$ -	07-Apr
CanadaHelps Giving Challenge	\$ 2,571.00	to be deferred to 2021 Collection		\$ -	Month of June
	\$ 84,994.13			\$ 51,135.10	

 Spruce Grove Public Library	SPRUCE GROVE PUBLIC LIBRARY	
	AGENDA ITEM COVER SHEET	
	ADMINISTRATION	October 2021
	Include this in the board package as (select one box)	
	<input checked="" type="checkbox"/> Information item	<input type="checkbox"/> Business Action Item

Agenda Item: 4.1.4

Agenda Item Title: Q3 Outcome Survey Results

Confidential Item: No

Background & Purpose:

Throughout the year, the program team administers surveys to program attendees to gather feedback and measure outcomes. Attached are the results from the first quarter outcome surveys.

Key Discussion Points:

Surveys were given on one topic this quarter: Summer Reading Club. In total there were 2 respondents. Due to the lack of responses, we are unable to draw conclusions on how well the services align with our target goals.

Impact on Budget, Policy, etc.:

N/A

Notice of Motion or Recommended Action (if applicable):

N/A

A) Summary of Results

Survey Topics

Surveys were given on one topic this quarter: Summer Reading Club (Child)

- Only two respondents completed the survey neither of which does not provide enough data to draw any conclusions. One respondent “strongly disagreed” with each statement and the comments in the open-ended questions were negative and had nothing to do with the Summer Reading Club.

Submit this form and any supplementary information to the Board Secretary for inclusion in the board package as per deadline in the Board Calendar.

Outcomes Measured








The following outcomes were measured across all surveys:

- *Knowledge* - 50% percent (2.5/5.0) of respondents increased their knowledge.
- *Confidence* - 60% (3/5) increased their confidence about what they just learned,
- *Application / New Skills* - 50% (2.5/5) of respondents intend to apply what they just learned
- *Awareness of Resources* - 30% (1.5/5) of respondents became more aware of library resources available to them.

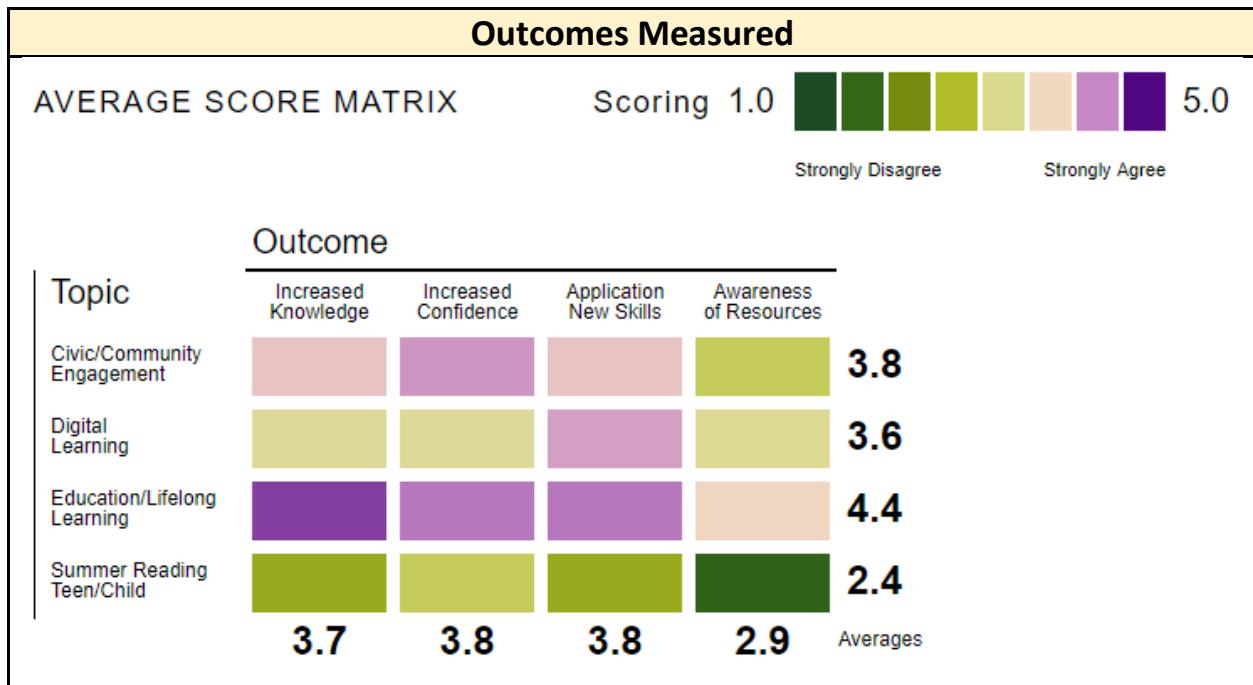
B) Future Considerations

Based on the results of the surveys from quarter two, it is impossible to determine how to improve services and which areas need focused attention as there is not enough data to guide direction.

2021 Outcome Surveys: Q3 July to September

Survey Topics	Outcomes
 <p>Civic/Community Engagement 3.8 Total Survey Responses for System: 3 Peer Average: 0.0 (Total Survey Responses: 0) State/Prov. Average: 3.8 (Total Survey Responses: 168) National Average: 4.1 (Total Survey Responses: 1,199) Total Average: 4.1 (Total Survey Responses: 12,166)</p>	<p>OUTCOME</p>  <p>Knowledge 3.7 Total Responses for System: 21 Peer Average: 0.0 State/Prov. Average: 3.9 National Average: 4.3 Total Average: 4.4</p>
 <p>Digital Learning 3.6 Total Survey Responses for System: 8 Peer Average: 0.0 (Total Survey Responses: 0) State/Prov. Average: 4.2 (Total Survey Responses: 53) National Average: 4.3 (Total Survey Responses: 3,473) Total Average: 4.5 (Total Survey Responses: 32,035)</p>	 <p>Confidence 3.8 Total Responses for System: 21 Peer Average: 0.0 State/Prov. Average: 4.0 National Average: 4.2 Total Average: 4.3</p>
 <p>Education/Lifelong Learning 4.4 Total Survey Responses for System: 9 Peer Average: 0.0 (Total Survey Responses: 0) State/Prov. Average: 4.3 (Total Survey Responses: 241) National Average: 4.4 (Total Survey Responses: 6,722) Total Average: 4.5 (Total Survey Responses: 118,923)</p>	 <p>Application / New Skills 3.8 Total Responses for System: 22 Peer Average: 0.0 State/Prov. Average: 4.0 National Average: 4.2 Total Average: 4.3</p>
	 <p>Awareness of Resources 2.9 Total Responses for System: 22 Peer Average: 0.0 State/Prov. Average: 4.0 National Average: 4.3 Total Average: 4.3</p>

Submit this form and any supplementary information to the Board Secretary for inclusion in the board package as per deadline in the Board Calendar.

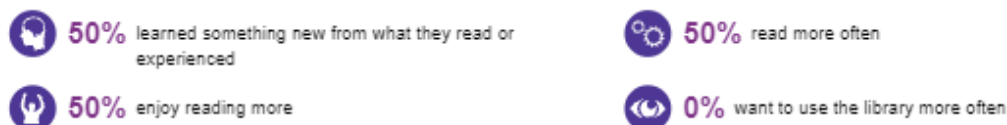


Submit this form and any supplementary information to the Board Secretary for inclusion in the board package as per deadline in the Board Calendar.

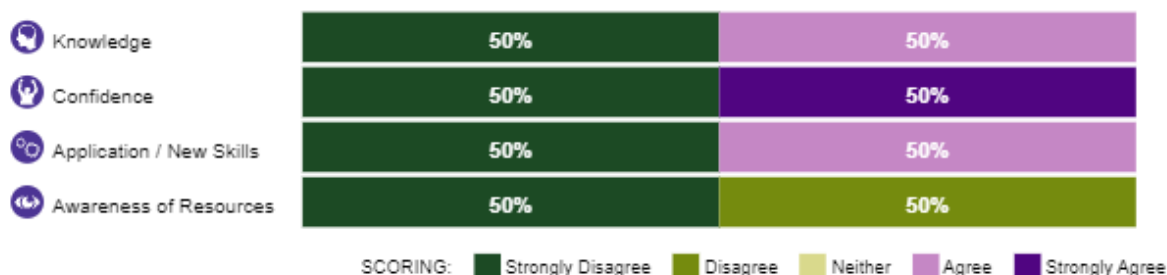
Survey Results: Summer Reading - Child

Results

A total of 2 survey responses were collected. Of the percentage of children or teens surveyed who either **agreed or strongly agreed** that they benefited from the service or program:



The full results of the survey(s) are shown below. (Note that due to rounding, percentages may not add up to 100%)



Survey Comments

Program: Summer Reading Club (Child)

What local program(s) or special event(s) did you participate in?

- “Nothing.”


What could the library do to help you continue to learn more?

- “Give my friend Michael his job back so I’d actually enjoy going to the library.”

What did you like the most about the program/service?

- “Nothing, the staff are fucking tools!”

Submit this form and any supplementary information to the Board Secretary for inclusion in the board package as per deadline in the Board Calendar.

 Spruce Grove Public Library	SPRUCE GROVE PUBLIC LIBRARY	
	ADVOCACY COMMITTEE MEETING	
	Advocacy Committee	October 19, 2021
	Include this in the board package as (check one)	
	<input checked="" type="checkbox"/> X Consent Agenda Item	<input type="checkbox"/> Business Action Item

Agenda Item #: 4.1.5

Municipal Election Committee Advocacy Report

Confidential Item: NO

Background & Purpose:

Inform the Board of results of the most recent activities of the Municipal Election Planning Advocacy sub-committee.

Key Discussion Points:

MEP COMMITTEE UPDATE:

CANDIDATE INFORMATION HANDOUT: Candidates were contacted to receive a copy of the Library Information kits assembled by the committee. Eight candidates responded, with one requesting delivery and the remainder opting to pick up at the library.

ELECTION EDUCATION/AWARENESS CAMPAIGN: Social Media campaign began after the Federal Election (September 21st). Banner on library website promoting our information page for voters is also active.

FORUM: The Chamber declined our offer of partnering for the candidate forum. Recommendation for future elections is for the board to host our own event rather than attempt to partner with other organizations.

CANDIDATE SURVEY QUESTIONS: All candidates were sent a four-question library survey. To date ten have responded. Answers will be placed on the library website for review by patrons.


Impact on Budget, Policy, etc.:

None

Notice of Motion or Recommended Action (if applicable):

None required

Submit this form and any supplementary information to the Board Secretary for inclusion in the board package as per deadline in the Board Calendar.

 Spruce Grove Public Library	SPRUCE GROVE PUBLIC LIBRARY	
	Finance Committee Report	
	2021 Finance Committee	October 13, 2021
	Include this in the board package as (check one)	
	X Consent Agenda	<input type="checkbox"/> Business Action Item

Agenda Item #: 4.1.8

Agenda Item Title: Finance Committee Report

Confidential Item: NO

Background & Purpose:

Inform Board of the Finance Committee meeting activities.

Key Discussion Points:

Allow items discussed to be moved to the Business agenda if a trustee wishes further discussion on any topics covered at the meeting or has questions for the Committee.


Impact on Budget, Policy, etc.:

None

Activities:

1. The Director confirmed that CoSG CAPS Manager's recommendation to council for library operating grant was as the Board requested.
2. We discussed possible mediation results re: budget impact.
3. We discussed and directed the Director to draft letters for signature of the Board Chair to the MLA and Parkland County re: increase funding for 2022 as per State of the Library presentation.
4. The Director confirmed that the YTD 2021 Budget is exactly on track to be balanced year end taking into consideration the loss of \$27,200 in anticipated revenues and reductions in spending of \$27,500.
5. The Director recommended a motion to transfer \$16,277 from TD Business Investor Account to TD Everyday Business Account on/before January 1, 2022, for planned spending on telephone EQUIPMENT in 2022 which was accepted by the committee.
6. The Director recommended a motion to delay \$35,000* planned spending on IT from 2022 to 2023 to extend and maximize the use of staff computers through to the end of 2022 which was accepted by the committee.
7. The Director recommended a motion to transfer \$100,000 from TD Everyday Business Account to TD Business Investor Account on/before January 1, 2022/February 1, 2022, for planned spending on OPERATIONS in 2022 which was accepted by the committee.

Submit this form and any supplementary information to the Board Secretary for inclusion in the board package as per deadline in the Board Calendar.

 Spruce Grove Public Library	SPRUCE GROVE PUBLIC LIBRARY	
	COMMITTEE MEETING	
	Policy/HR Committee	October 14, 2021
	Include this in the board package as (select one box)	
	X Information item	Business Action Item

Agenda Item #: 4.1.7

Agenda Item Title: Policy/HR Committee Activity Report

Confidential Item: No

Background & Purpose:

This report covers the actions of the Policy/HR Committee since the last regular Board meeting

Key Discussion Points:

Sept 28:

1. Director Evaluations: Leanne can find a copy of her self-assessment template and will fill it out and submit it on time. Leanne will pass e-mail addresses for her direct reports to Adam.
Grant will pass the Direct Reports and Trustee evaluation templates to Adam.
2. The committee discussed trustee recruitment at length. Leanne will send the trustee candidate interview questions to the committee and will enquire of the CoSG what process they intend to follow.
3. Grant will grind down the 2019 Board self-evaluation questionnaire results into a list of questions and answer types, then will add the 2020 questions, and propose a set for 2021. We are aiming for shorter this year than last year.
4. After a wide-ranging discussion on Board Orientation Grant was assigned the job of putting something together.

Oct 12:


1. Wing joined the committee for a discussion on Board Orientation. We will likely propose a half-day (?) new-trustee orientation in early January before the Board meeting. Wing will more easily be able to tailor something complementary and not too time consuming during the Board Retreat.
2. Adam will draft a Director's annual report for discussion at next week's Board meeting.
3. Tom produced a draft questionnaire from Grant's homework. We beat on it until we were happy.

Submit this form and any supplementary information to the Board Secretary for inclusion in the board package as per deadline in the Board Calendar.

4. Adam and Leanne discussed where we are with CoSG. It will be difficult to accomplish all that we want to, and all that the CoSG seems to want to in the time we have available. This will be discussed on Tuesday.

Impact on Budget, Policy, etc.:

None, at this point in time.

 Spruce Grove Public Library	SPRUCE GROVE PUBLIC LIBRARY	
	2022 SGPL BOARD RETREAT	
	VICE CHAIR REPORT	October 13, 2021
	Include this in the board package as (check one)	
	<input checked="" type="checkbox"/> Consent Agenda Item	<input type="checkbox"/> Business Action Item

Agenda Item #: 4.1.8

Agenda Item Title: 2022 SGPL BOARD TREAT – PRELIMINARY PLANNING

Confidential Item: NO

Background & Purpose:

Inform the Board of tentative 2022 Board Retreat Date

Key Discussion Points:

After inviting session ideas from Board Trustees, the 2022 Board Retreat is tentatively planned for February 5 and 6, 2022. This will consist of a Friday night social & group building activity. Saturday morning and afternoon will feature 3-4 sessions that focus on topics such as: Board goal development & strategic planning, fundraising and advocacy, committee workplan development. Due to the expected entry of several new Trustees, we want to incorporate some aspects of orientation and rapport building exercises while balancing sessions on important Board topics around policy, advocacy, and financial aspects.

Planning details:

Vice Chair will provide more detailed breakdown of the retreat schedule as the sessions and outline are solidified.

Submit this form and any supplementary information to the Board Secretary for inclusion in the board package as per deadline in the Board Calendar.

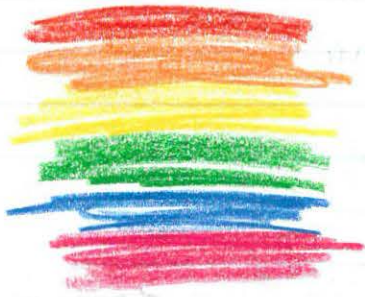
Sep, 26, 21

To SGPI Staff

I just wanna say, this is
NOT a complaint i am a
13 year old teen and visit the
library 1-3 times a week and
have noticed² something's you should
continue FOREVER... 1 the book
sale i LOVE that it is always
there insted of 1 or 2^a a year. 2...
THE PINS i LOVEEE ~~the~~ all
the pins for ^{all the} different subjects
OF pins you guys do, its amazing
and great for collecting... I
know my OPrngn prob wont count
but I hope you guys continue
do-ing all the pins, and That will
make me Happy!

- A Fellow reader

- [REDACTED]



Sinsirany to
SGPL staff.
any staff pls read

Warning Not a Complaint
But a Love thing about
SGPL



Thank you!

Thank you for your contribution to Stronger Together 2021! We are grateful for your willingness to share your knowledge and insight with the Alberta library community.

Parkland Regional Library System
Peace Library System
The Alberta Library
Yellowhead Regional Library