



Northern Lights Library System

We Deliver, Communities Grow

Service Catalogue 2024



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James MacDonald
EXECUTIVE DIRECTOR



Terri Hampson
EXECUTIVE ASSISTANT &
FINANCE OFFICER

CONNECT

Website

www.nlls.ab.ca

Helpdesk

ask@nlls.ab.ca

orders@nlls.ab.ca

Office

780-724-2596

Toll-free

1-800-561-0387

Address

5615 48 Street

Postal Bag 8

Elk Point, AB T0A 1A0

Staff members available Monday to Friday, 8:30AM to 4:30PM.

Online Helpdesk

- ▶ NLLS members have access to troubleshooting and other problem-solving support via Helpdesk
- ▶ Members can email ask@nlls.ab.ca OR orders@nlls.ab.ca
- ▶ Peruse a new and growing collection of FAQs in our ever-evolving knowledgebase. Available 24/hr a day 7-days/week
- ▶ Monitored Monday to Friday
- ▶ We strive to address all requests within 48 hours— but usually far more quickly
- ▶ For more urgent requests call us toll-free at **1-800-561-0387**

Customer Service

- ▶ Realtime communication
- ▶ Real people with in-depth knowledge of libraries and library services
- ▶ Bulk Purchasing: ordering office and library supplies; saves members time in researching pricing, maximizes the value of their dollar, and offers an effective method of delivering items directly to their library via van run
- ▶ Online payments accepted



Tracy Paradis
OPERATIONS SPECIALIST
"THE VOICE OF NLLS."

Staff Directory

Administration & Finance

James MacDonald, Executive Director
780-545-5072

Terri Hampson, Executive Assistant and Finance Office
780-545-4169

Member Library Services

Jessie Morris, Manager
780-614-5342

Alliah Krahn, Library Consultant

Kayla Reddecliff, Library Consultant

Charlie Crittenden, Library Consultant

Technology Services & Infrastructure

Tim Kuelker, Manager
780-547-6170

Brandon Ziomek, Support Technician

Dalin Hatch, Support Technician

Bibliographic Services

Joanne Knysh, Manager
780-545-9845

Crystal Boorse, Operations Specialist

Tracy Paradis, Operations Specialist

Dolores Zacharuk, Operations Specialist

Paul Kosa, Operations Specialist

Rhonda Cusack, Operations Specialist

Susan Frisby, Driver

Travis Hymanyk, Driver

Ashley Weisbeck, Library Technician

Darby Mackay, Library Technician

Diane Babcock, Acquisitions



The **Knowledge-base** is a virtual space connected to our Helpdesk where library staff can browse our collections of FAQs or submit their own questions.



GOVERNANCE



Jennifer Anheliger

BOARD CHAIR

2024 Meeting Schedule

Executive meet second Friday of every other month.

Board schedule:

Four meetings generally held the last Friday of February, May, August, and November.

Executive Committee

CHAIR

Jenn Anheliger - chair@nlls.ab.ca

ZONE 1

Kelly Chamzuk

ZONE 2

Maxine Fodness

ZONE 3

Dwayne Spicer

ZONE 4

Leslie Cusack

Automatic Executive Seats

Vicky Lefebvre (*Cold Lake*)

Matthew McLennan (*Sturgeon County*)

MEMBER AT LARGE

Barbara Smith, Josh Crick, Larry Tiedemann

ZONE 1

Kelly Chamzuk

Athabasca County

Edith Yuill

Town of Athabasca

(No Appointment)

Summer Village of Bondiss

Barbara Smith

Village of Boyle

Larry Tiedemann

Summer Village of Mewatha Beach

Linda Fenerty

Smoky Lake County

Amy Cherniwchan

Town of Smoky Lake

Trevor Dafoe

Thorhild County

Leroy Kunyk

Village of Vilna

Tyson Berlinguette

Village of Waskatenau

Curtis Schoepp

Summer Village of: Island Lake, Island Lake South, Sunset Beach, Whispering Hills Summer Village of West Baptist

ZONE 2

Josh Crick

M.D. of Bonnyville

David Sharun

Town of Bonnyville

Vicky Lefebvre

City of Cold Lake

Sharna Collins

Elizabeth Metis Settlement

Wanda Cochrane

Town of Elk Point

June Laboucane

Fishing Lake

Clifton Cross

Frog Lake

Lorie Czuroski

Village of Glendon

Darlene Beniuk

Lac La Biche County

Donna Rudolf

Village of Myrnam

Maxine Fodness

County of St. Paul

Norm Noel

Town of St. Paul

(No Appointment)

Summer Village of Pelican Narrows

Dianne Saskiw

County of Two Hills

Elaine Sorochan

Town of Two Hills

ZONE 3

Barry Goertz

Village of Andrew

Barry Bruce

Beaver County

Tanya May

Town of Bon Accord

Karl Hauch

Town of Bruderheim

Loraine Berry

Town of Gibbons

Tyler Beckett

Village of Holden

Daniel Warawa

Lamont County

Colleen Holowaychuk

Town of Lamont

Pat Hills

Town of Legal

Jennifer Anheliger

Town of Morinville

Danika Brison

Town of Mundare

Dwayne Spicer

Town of Redwater

Lyndie Nickel

Village of Ryley

Matthew McLennan

Sturgeon County

Larry Tiedemann

Town of Tofield

Julianna Merta

Town of Viking

ZONE 4

Don Prokopetz

Village of Chauvin

Jennifer Beattie

Village of Edgerton

Jennifer Johnson

Village of Innisfree

Brandon Parsons

Village of Irma

Daryl Frank

Village of Kitscoty

Shantell Bielesch

Village of Mannville

Ashley Rainey

Village of Marwayne

Roger Konieczny

County of Minburn

Mary Arnold

Village of Paradise Valley

Tina Warawa

Town of Vegreville

Leslie Cusack

County of Vermilion River

Kirby Whitlock

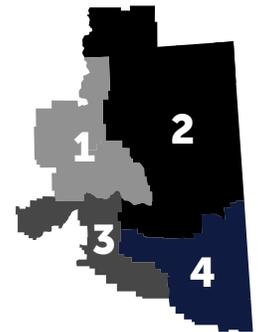
Town of Vermilion

Robin Leighton

M.D. of Wainwright

Rick Fountain

Town of Wainwright



Plan of Service

Mission

Bringing the world to our communities by collaboratively providing efficient, effective, and exceptional library service.

Strategic Vision

We Deliver

We **deliver** the tools, training, resources and services that our libraries need to grow and serve their communities in new and exciting ways. We deliver, communities grow!

We will **deliver** the message, loudly and often, that libraries are **essential** so that community leaders and government officials know what they do to support growth in their communities.

We Innovate

We **explore** the unknown, expand our resources and thoughtfully cultivate new tools, partnerships and forums to connect and engage with our stakeholders.

Strategic Directions

- ▶ Provide **convenient access** to accurate and relevant information and training
- ▶ Increase **connectivity** while enhancing our computer **network security**
- ▶ **Cultivate efficiencies** in our services, and explore new opportunities and resources
- ▶ **Engage with our members** to develop new services and innovations
- ▶ Improve relationships with technology that **facilitate engagement and connection**
- ▶ Respect **local autonomy** by strengthening and supporting local library boards
- ▶ **Consider the environmental impact** when developing tools and spaces
- ▶ **Advocate** for all community voices in the development of policies, programs, and services
- ▶ Foster a culture of **wellness and curiosity**
- ▶ **Invite** and welcome all Reserves and Métis Settlements in the area to participate as full members of the system

We Value

- ▶ **Innovation**
- ▶ **Education**
(Training and Advocacy)
- ▶ **Accountability**
- ▶ **Relationships**

We Serve

We **serve** our key stakeholders: our members, our trustees, our communities, and each other, with kindness, efficiency, curiosity and transparency.

We Care

We **care**, as an employer dedicated to reconciliation, diversity and inclusion, employee satisfaction, member engagement and retention.





Finances

Library Board Levy (5.39/citizen)

+ Municipal Levy (\$5.39/citizen)

+ Provincial Grants (\$4.75/citizen)

= **\$15.53 per citizen**

2024 Operating Budget

\$2,565,723.84

What can you get for 15 bucks?

10 litres of gas (at \$1.50/litre), OR Medium pepperoni pizza, OR 2 Lattes and 20 Timbits

All of these are great things to enjoy with a year's worth of books and materials for the same price!



Where the money goes

Book Allotment

\$383,630.95

Cost of TRAC membership

\$125,000



2024 Budget



Implementation Plan



Plan of Service



NLLS Website



MEMBER LIBRARY SERVICES

Our mission is to provide our members with access to training, tools, and resources that you would expect from a Big City library while allowing members to enjoy the close-knit rural community library and lifestyle.

Each member library is assigned a consultant from our team of professional librarians, and are invited to meet and communicate with them frequently throughout the year. Our consultants have a wide range of skills and backgrounds, and are experts in problem solving and collaboration!



For Latest Assignments

Jessie Morris, BA, B Ed, MLIS

MEMBER LIBRARY SERVICES MANAGER

I joined the Northern Lights community in 2021, a time of exciting changes and new beginnings. Over the past three years I have had the chance to get to know our member libraries and better understand their needs and priorities. The work that Member Library Services does is highly varied and fueled by our passion for communities and the desire to see our libraries grow. We are excited to continue to work shoulder to shoulder with our members and help the Northern Lights Library System evolve.

I am an avid reader, lover of nature, and pet person. I spend my evenings and weekends tramping around hiking trails and exploring new areas with my dogs. When I am not outside I can predictably be found curled up with a book or gazing, with great longing, at a vacation booking site.



Alliah Krahn, BA, MLIS

MEMBER LIBRARY CONSULTANT

Two truths and a lie: I've been to the Gopher Hole Museum in Torrington, AB, I can't stand raw tomatoes, and I'm an Edmonton native who's never attended K-Days. I am currently undertaking the Dinosaur Tour of Alberta one museum at a time and building up my Ms. Frizzle dress collection. My two goals on the job are 1) to make good things happen and 2) for us all to have fun doing it.

I started my library journey as a teenage page and have since worked in libraries rural and urban, public and academic, English and French... but my real passion turns out to be rural libraries. I love to spend my days doing a little bit of everything, solving problems and smoothing paths.

Alice B. Donahue Library & Archives, Boyle Public Library, Grassland Public Library, Legal Public Library, Lamont Public Library, McPherson Municipal Library, Newbrook Public Library, Rochester Municipal Library, Thorhild Municipal Library, Tofield Municipal Library, Wandering River Public Library, Cold Lake Public Library, Marwayne Public Library, Three Cities Public Library, Kitscoty Hilltop Public Library



Charlie Crittenden, BA, MLIS

MEMBER LIBRARY CONSULTANT

Our newest consultant, Charlie Crittenden, worked for Edmonton Public Library for five years. He completed his Master of Library and Information Studies at the University of Alberta in 2023, with an undergraduate degree in Honours English completed back in 2011. Charlie spent the last couple years working as a Library Assistant at the downtown branch of EPL, where he engaged in a wide range of outreach services, led educational programs, and supported initiatives related to local writers.

Alice Melnyk Public Library, Andrew Municipal Library, Chauvin Municipal Library, Edgerton Public Library, Elk Point Municipal Library, Frog Lake, Fishing Lake, Innisfree Public Library, Mannville Centennial Public Library, Mundare Municipal Public Library, Myrnam Community Library, St. Paul Municipal Library, Vegreville Centennial Library, Vermilion Public Library, Wainwright Public Library, Edmonton Garrison, Morinville, Bon Accord



Kayla Reddecliff, BA Hon., MA, MLIS

MEMBER LIBRARY CONSULTANT

I like long walks in the book stacks, the smell of old paper, that gentle blue cast of a computer screen, and I am on an eternal quest to hunt down all of the answers (or at least some relevant information). I am a go-getter data librarian, member library services consultant, and general helper on as many projects as I can get my hands on. I'm new to the public library world, having worked in an academic library and as a research assistant during my library degree/ graduate work, but I'm a quick and motivated learner. Originally from the Bonnyville area, I currently live in Edmonton, having bounced around a few cities, countries, and continents for graduate school and travel. In my wanderings, however, Hwy 28 and the Lakeland have been my constant.

Anne Chorney Public Library, Ashmont Public Library, Bonnyville Municipal Library, Elizabeth Metis Settlement, Gibbons Municipal Library, Glendon Community Library, Holden Municipal Library, Mallaig Public Library, Metro Kalyn Community Library, Phyllis Craig Legacy Library, Radway Public Library, Redwater Public Library, Smoky Lake Municipal Library, Viking Municipal Library, Vilna Municipal Library, Stuart MacPherson Public Library, Plamondon Municipal Library



Consulting Services



1,560
HelpDesk
tickets in 2023



55
Site Visits
2023

Policy Development

Policies are created for organizations to establish expectations and provide guidance on how to handle situations consistently. Organizational policies help maintain order, ensure fair and equitable treatment of employees, provide direction, and allow the employee to understand expectations.

NLLS can assist with identifying the need for a policy, determining policy content, and guide stakeholders on how to communicate a new policy properly.

Professional Development

We offer a variety of professional development and training opportunities to our member libraries. These opportunities include:

- ▶ Manager orientation and technology training
- ▶ Stronger Together Annual Conference
- ▶ Annual Webinar Series on a variety of topics
- ▶ LinkedIn Learning Database access
- ▶ Gale and Great Courses subscriptions
- ▶ Niche Academy video training
- ▶ Group rates for external training (FOIP, First Aid, Mental Health First Aid, OH&S, and others)
- ▶ Facilitate training from our partners like the Public Library Services Branch
- ▶ One-on-one training on a variety of topics

Websites

NLLS provides member libraries with their own dedicated digital space. The MLS team provides support for website customization and content updates

Digital Resource Management

Through NLLS, member libraries have access to a wide range of digital resources for reading, watching, listening, and learning.

We provide the following insights and supports for our digital resources:

- ▶ Training on use and access
- ▶ Marketing and promotions
- ▶ Troubleshooting
- ▶ Usage statistics reports





The Stronger Together Library Conference is a joint effort between the Northern Lights Library System (NLLS), Parkland Regional Library System (PRLS), Peace Library System (PLS), and Yellowhead Regional Library (YRL).

Started in 2020 as a response to the global pandemic, Stronger Together was successful beyond our wildest dreams; the conference attracted thousands of registrants from across Alberta, Canada and around the world.

In 2023, Stronger Together was offered in a hybrid format, with one full conference day online and two in-person days at the River Cree Resort and Casino in Enoch, AB (west Edmonton).

We can hardly wait to share what we have planned for 2024!



Lucy Santos Green
2023 KEYNOTE SPEAKER



Norah Marsh
2023 KEYNOTE SPEAKER



David Perlich
2023 KEYNOTE SPEAKER

40

Speakers

26

Sessions

339

Attendees





Notorious Cree (James Jones), NLLS Spark and Ignite Conference, 2022

Indigenous Relations

Northern Lights Library System is committed to fostering a new relationship with Indigenous individuals and communities.

In 2023 we invited members of local Indigenous communities to join an Indigenous Advisory Circle, to help us create space for local Indigenous perspectives and content in library services. Our goal is to help ensure Indigenous values and autonomy shape the way that library services are designed for and available to Indigenous communities.

Within the geographical area of the Northern Lights Library System, there are eight First Nation communities and four Métis Settlements that are served by over 50 Northern Lights Member Libraries.



\$140,450
Provincial Grant
(2024)

Indigenous Communities that are Members of NLLS

Frog Lake First Nation – 2021

Fishing Lake Métis Settlement – 2022

Elizabeth Métis Settlement – 2023



Digital Collections



\$31,075,000

Total print + digital circulation value 2023

2023 Circulation Statistics

129,000

Overdrive

12,000

Hoopla

4,000

Cloud Library

NLLS eResources

NLLS provides access to major reading platforms and eResources such as: Hoopla, which offers users both two instant borrows and 25 flex borrows each month. We also provide access to eResources like:

Grow

Grant Connect: Search thousands of grant opportunities. Save countless research hours.

Cypress Resume: Online resume builder; create a new resume in a few simple steps.

LinkedIn Learning: Previously known as Lynda.com, this learning platform provides access to courses on business, software, technology, and creative skills.

Niche Academy Tutorials: An online learning platform for library eResources, online programs, social media, and computer skills.

Explore

Ancestry Library Edition: Uncover your family's history with free access at the library.

AtoZ World Food: Thousands of global recipes, hundreds of fascinating culture and ingredient articles, and essential culinary resources.

AtoZ World Travel: Comprehensive travel resource containing Travel Guides.

OverDrive: Content includes ebooks, audiobooks, and magazines that can be downloaded to your phone, tablet or home computer.

Consumer Reports: Trusted information to help you make smart purchasing choices.

Hoopla: A digital media streaming service with access to ebooks, audiobooks, movies, television shows, music, and comics. No holds or waiting periods.

CloudLibrary: Makes it easy to discover the material you want to read; browse the digital shelves, look at the featured selections, and filter by genres that are of interest to you.

EBSCOhost: An online research platform with quality, and peer-reviewed research. Find the needed information fast.

Gale Primary Sources: A wide range of quality and peer-reviewed research.

Learn

Explora: Research help on a variety of subjects for K-12 students.

Explora Educator's Edition: Highlights content relevant to teachers. Includes lesson plans and other development resources.

Solaro: An online student study help and exam preparation tool for Alberta curriculum grades 3-12.

Pronunciator: A fun and free way to learn any of 80 languages.

BIBLIOGRAPHIC SERVICES

The Operations staff ensure our members receive their library materials at the highest standard, and consistently improve processes to meet changing needs. Our services ensure that all materials meet agreed upon standards. Our work prolongs the lifespan of library materials, through preservation services, including mac-tacking and lamination.



Joanne Knysh
MANAGER



Crystal Boorse
OPERATIONS SPECIALIST



Travis Hymanyk
DRIVER



Rhonda Cusack
OPERATIONS SPECIALIST



Dolores Zacharuk
OPERATIONS SPECIALIST



Paul Kosa
OPERATIONS SPECIALIST



Susan Frisby
DRIVER





Collection Services

The value of your NLLS membership is huge! Of the \$10.78 membership levy, \$2.15 is set aside as a Book Allotment for the purchase of shareable library materials.

In 2023, our members spent \$400,350.29 for 19,963 books. The average retail price for a book is \$24.00, but, thanks to NLLS's bulk purchasing power, we saved libraries \$159,892.

NLLS ensures growing your collection is easy. Membership includes \$2.15/ person in your community, which is set aside as a "book allotment" for purchasing shareable library materials. We provide selection lists, tools, and one-to-one support to help you buy everything from books to telescopes and snowshoes.

We only order from reputable sources and suppliers. Once items arrive at NLLS, our professional catalogers catalogue items to each library's needs. We even catalogue items that libraries buy on their own. We also provide training, making sure everyone is cataloging to industry standards.



Diane Babcock
ACQUISITIONS



Photo: Meta



Meta Quest 2 VR Kit

Processing and Shipping

After items are cataloged, we prepare them for circulation – we add spine labels and bookplates to each item and put protective coverings and cases on items as agreed upon by library managers. This includes laminating and mactacking books and putting A/V materials in hard cases. We then prepare items for shipping on our van run or government courier. We have a small fleet of vans that drive to each member at least once a week. We can take a variety of items, allowing libraries to easily borrow from and lend to each other. We also courier and mail items to other library systems daily. Hundreds of bins of library items pass through our doors each week!

Interlibrary Loans and Kits

Using a system called Relais, we facilitate lending outside of TRAC, making it easier to access university libraries and hard-to-find titles. We also provide fun STEAM kits for member programming, as well as other tools, such as puppets, costumes, and a button maker.



Storytime Kit

Ordering

Ordering supplies and furniture has never been easier. NLLS has experienced staff ordering on behalf of members from reputable suppliers. For typical library supplies, we order centrally to make sure libraries get the best prices. With other types of purchases, like one-off items and furniture, a staff member will work with you to make sure the correct items are ordered.



Block Lending





895,500

items pass through HQ



294,200

items sent by government courier



450

items sent by mail



601,300

items sent by NLLS fleet



226,250

km/year NLLS fleet



2,832

fleet delivery stops



\$116,880

Value of HQ collection



4,870

ITEMS available in HQ collection



66

Kits available to borrow



\$172,500

Discount saving



\$79,852

Cataloging and
Processing Value



19,963

Acquisitions



19,838

Processed items



27,730

Records created





TECHNOLOGY SERVICES



Technology Services and Infrastructure (TSI)

Manages the full suite of technology found at Member Libraries, from computers and devices to the network systems that connect them to the world. Member libraries can rely on our team to provide friendly technical support, knowledgeable recommendations, and innovative ideas to empower Member Libraries to offer a wide suite of modern technology to their patrons and the communities that they serve.



1,200+
Tickets



72
Site Visits



Tim Kuelker
MANAGER



Brandon Ziomek
SUPPORT TECHNICIAN



Dalin Hatch
SUPPORT TECHNICIAN



Purchased over **100** computers on behalf of Member Libraries



Installed Deep Freeze on **399** computers



Doubled wireless speeds at all Member Libraries



Upgraded networking hardware at **17** Member Libraries



Member Support

The TSI team continues its mission to support Member Libraries both in-person and virtually through online consultations. In 2023, members of the TSI team conducted 36% more site visits than the previous year, driving over 16,000-kilometers and spending over 60-Days on the road. The TSI Department also invested in new remote assistance software, making virtual consultations both quicker and easier.



Connectivity

The TSI Department is committed to continuing to increase connectivity at Member Libraries through continually raising bandwidth and internet speeds, while bringing greater reliability to the network. This year alone we doubled the public wireless speeds at all Member Libraries and continued the replacement of old networking equipment, bettering the connection speeds obtainable by each Member Library.



Security

This past year the TSI department heavily invested in new security initiatives. Cognizant of increasing threats to our network, we were proud to bring increased protection to our endpoints by investing in new Endpoint Response Detection (EDR) software and Deep Freeze, both designed to secure our endpoints and the data of users. We also invested in a state-of-the-art 24/7 monitored Security Information and Event Management (SIEM) system, bringing round the clock network monitoring. This is all in addition to the robust security infrastructure already in place, preparing Member Libraries for a more secure future.



Hardware

In 2023, the TSI department assisted Member Libraries to collectively purchase over 100 new computers. Committed to helping Member Libraries keep up with the constant change of technology, the TSI Department is available to recommend and source the best equipment for Member Libraries, as well as develop technology replacement plans to assist libraries in keeping their technology up-to-date.



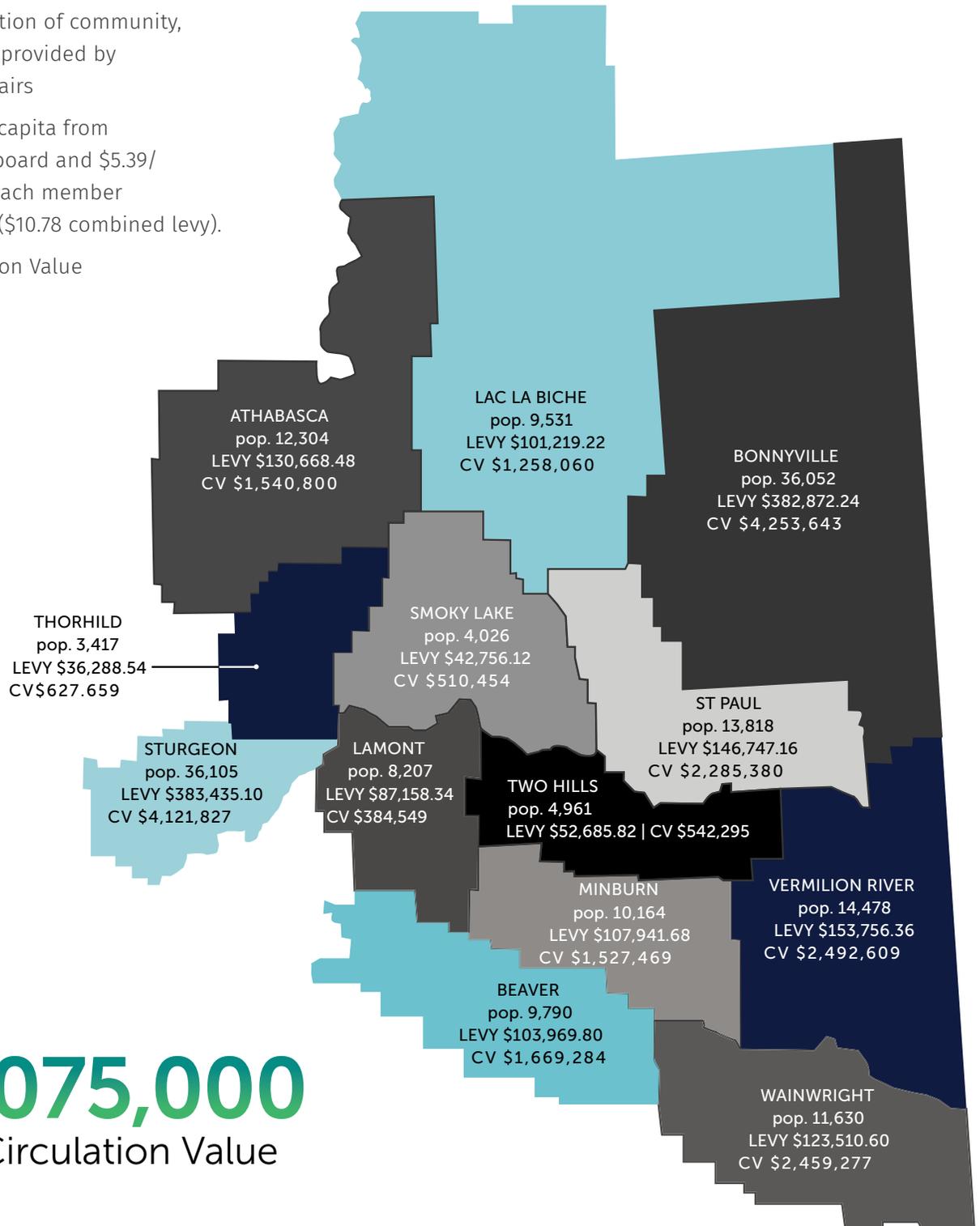
WORKING TOGETHER

Library Boards, municipalities, and the province working together to fund the library

Pop = Population of community, numbers are provided by Municipal Affairs

LEVY = \$5.39/capita from each library board and \$5.39/capita from each member municipality (\$10.78 combined levy).

CV = Circulation Value



\$31,075,000
Total Circulation Value



Alberta Library Systems

The Northern Lights Library System (NLLS) is one of seven regional library systems across Alberta.

Systems deliver comprehensive, efficient library services to all Albertans. **Working together**, NLLS libraries in Northeast Alberta can accomplish more than any single library could alone. Our member libraries make their own decisions with professional consultation from NLLS.

Together, we offer:

- ▶ Access to a combined inventory of materials and services for all patrons to enjoy
- ▶ System-wide back-end services so member libraries can concentrate on local customer service
- ▶ A strong and united voice in provincial library initiatives
- ▶ A gateway to global information services
- ▶ The pooling of resources to maximize value and minimize costs
- ▶ Professional development opportunities for member libraries to remain current in our ever-changing world



\$125,000
NLLS TRAC
Membership 2023



Partnerships



The Regional Automation Consortium (TRAC)

In addition to our shared physical collections, **TRAC**, **Overdrive** and **Cloud Library** provide access to thousands of titles in a variety of formats for easy reading or listening.



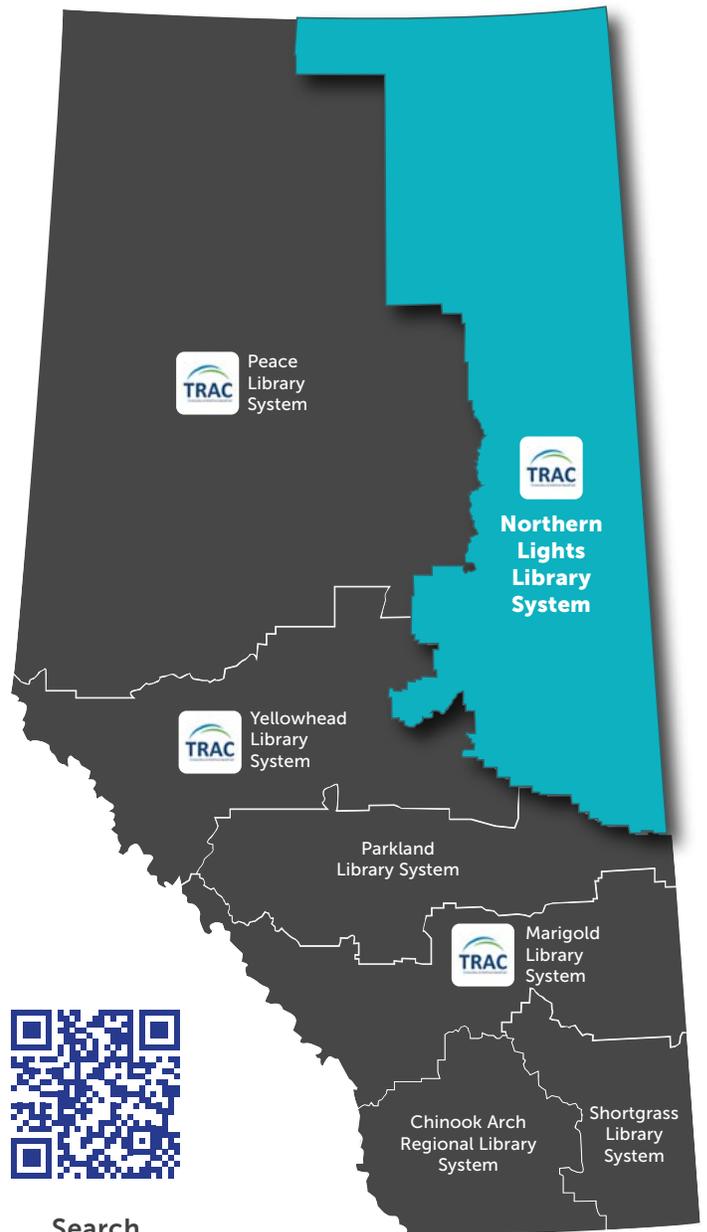
2,900,000
items available
in TRAC



About
TRAC



Search
TRACpac



Our other partners:



The Alberta
Library (TAL)



Public Library
Services
Branch (PLSB)



NORTHERN LIGHTS LIBRARY SYSTEM

nlls.ab.ca | 1-800-561-0387

5615-48 Street, Postal Bag 8, Elk Point, Alberta T0A 1A0