



NLLS REPORT

Board Report: May 5, 2018

Innovative Interfaces

TRAC Director's had a very successful meeting on 12th April with Innovative Interfaces, our Integrated Library System provider. The CEO and three of his staff members listened as the Directors' brought up many issues such as contracts, billing and invoicing, communications, training, future development and relationship building. Both teams were very responsive to working out issues and building solutions to problems that TRAC has incurred. Innovative are in the process of setting up an account plan that checks in quarterly. The results of the meeting are attached to the report for further reading.

Legal

The Public Library Services Branch (PLSB), the Board Chair and myself visited Legal on the 26th March. Legal had many questions such as the steps in forming a library board, how to join the system, differences in having a physical library vs a system membership, new library build compared to renovating an existing building. NLLS will update the board members when Legal decides to join NLLS or not.

Hoopla

At the last Library Manager' Council Meeting (LMC), the Managers decided that due to the expense of Hoopla the checkouts would be reduced from 5 to 2 checkouts per patron. Since the drop of checkouts, NLLS can report that this has reduced the expense from \$5,500 to \$3,001 a month. NLLS can also report that PLSB has recognized that the rising costs of Hoopla is a drain on system's and node's budgets and have awarded NLLS \$31,000 to help offset this cost. This extra money will be the last time that PLSB will fund for Hoopla.

Library Manager's Quality of Service Report

At the LMC meeting on Feb 28th the managers' expressed issues at NLLS. With consensus of the council, two issues were identified for each of the five departments. Please see the attached document; an action plan addressing their concerns. This is for information only.



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Virtual Reality Machine

Our libraries love the VR machine; so much so that it is booked up until Summer 2019! To alleviate the demand, NLLS is proposing to buy a second machine, this item is not allocated for in the 2018 budget and will be taken out of surplus. Total cost is estimated at \$12,000.

Staffing

Anna Scott will be joining NLLS in June as the new Public Services Consultant. Alexis Bristow will be returning to NLLS as our summer student. We will be saying a sad goodbye to our long-time employee, Margaret Young, as she retires in the summer. Margaret has been with NLLS for almost 23 years and has filled many positions over the years; we thank her for her dedication, contribution and years of knowledge. Currently, NLLS is advertising for a full time cataloguing position as Margaret's replacement.

The Alberta Library (TAL)

TAL has a new CEO, Tim Janewski. Tim has a lot of experience in public, academic and school librarianship and was the ideal candidate for the position. TAL is still currently being audited by CRA and are awaiting to be assigned a consultant.