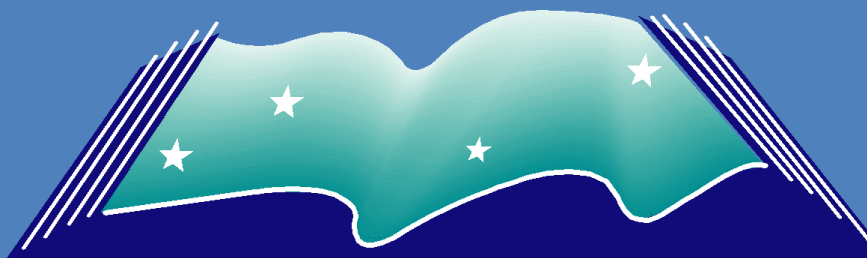


# NORTHERN LIGHTS LIBRARY SYSTEM

Library Procedures Manual



*Northern Lights Library System*

2013

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## Introduction

Welcome! This manual was designed for library managers and staff of member libraries in Northern Lights Library System (NLLS). Whether you are just starting out or looking for guidance on the day-to-day operations of your library, this is your go-to tool. Start here for a general overview, or use the table of contents to find specific topics.

Here are some ways to familiarize yourself with the tools that are available to help you in your position as library manager:

- Visit the Northern Lights Library System website: <http://www.nlls.ab.ca> to see what the system has to offer you and your patrons.
- Phone Northern Lights Library System headquarters and introduce yourself to the Administrative Assistant who can schedule an orientation with the Bibliographic, Technical and Public Services staff.
- Familiarize yourself with this procedures manual. Write down questions to ask the consultant over the phone or when she visits or when you come to headquarters.
- Familiarize yourself with your own library's services and collections. Write down all your questions and don't be afraid to ask them. There are no stupid questions.
- Review your library's plan of service and make note of when it expires. Ask your board any questions you have about the document's development or contents. Contact Northern Lights Library System headquarters if your plan has expired or is expiring soon. A current plan of service is mandatory for public libraries in Alberta.

As you become more familiar with library policies and procedures ...

- ... *welcome and help everyone who comes to the library.*

Be sensitive to the needs of all the people in your community, be they teenagers, seniors, immigrants, unemployed workers, children, homemakers, and everyone else under the sun.

People who only use the internet are just as important as the people who check out books and vice versa.

- ... *learn how to take and fill patron requests for books from other libraries.*

Check the local library materials first for any reader requests.

Always suggest that the patron put a hold on anything not available at your local library.

Handle interlibrary loans/requests/holds from your patrons and requests/holds sent to your library within 24 hours of receiving them.

Remember, the role of the library is service: a library is useless if the books remain on the shelves.

- ... *establish and maintain constant communication with Northern Lights Library System headquarters.*

Inform headquarters of any changes in staff, hours, location, phone, email address.

Ensure that headquarters has a copy of your most recent:

- Plan of Service
- Technology Plan
- Annual Report
- Budget & Statement of Receipts and Disbursements
- Policies

Review your book allotment report.

Review your collection codes when they are sent out annually. Evaluate your cataloguing profile.

Contribute news articles to Aurora, the Northern Lights Library System Newsletter.

Send requests for TRAC/TAL cards, registration forms, patron barcodes, plastic covers, and bookmarks to headquarters.

Send updates for this member library procedures manual as required to headquarters.

- ... *operate the library under the guidelines established by the local board.*

Establish and maintain constant communication with board members.

Report to your local library board at every regular meeting.

Know the difference between board responsibilities and library manager responsibilities.

- ... maintain accurate and relevant usage statistics of library use.

Complete the annual report for the Municipal Affairs, Libraries Branch. Your library needs to file this electronically by the end of February annually. The form is filed online using *LibPass*. Contact Municipal affairs, Libraries Branch for access and your library's password. Northern Lights Library will provide you with the necessary numbers at the beginning of each year. You can also use *Polaris Reports and Notices* to find your own statistics.

Communicate statistics to your board and community regularly.

- ...be aware of and knowledgeable about Northern Lights Library System services:
  - The TRAC/TAL Card
  - Interlibrary Loan
  - Multilingual Resources
  - Online catalogue (*TRACpac*) and databases
  - Summer & Winter Reading Programs
  - Talking Books and Large Print for the Visually Impaired
  - EBooks and Audiobooks available online through *OverDrive* and *Freading*
  - HQ Blocks available for your library to borrow (Large Print, DVD, Playaway, Audio, Specialty blocks)
  - Programming Kits available to your library
  - Online HelpDesk for libraries
  - Bulk purchasing for libraries
  - Cataloguing sheets
  - 35% outside purchases
  - Acquisitions order form
  - Consulting Support
- ...tips for success
  - Maintain a well-organized and attractive library
  - Be informed about community, provincial, national, and global topics
  - Join professional associations if you can, such as the Library Association of Alberta
  - Attend workshops to further your own professional development, i.e. Librarians' Advisory Council meetings and Northern Lights Library System Annual Conference
  - Establish a good rapport with businesses and newspapers in your town
  - Contribute regularly to a column for library news in the local newspaper
  - Maintain a high library profile in the community so businesses will use your resources and support you when you need it. Public relations and community awareness are good tools for preventing tough times for your library
  - Plan and oversee reading programs, including supervising summer staff each year and applying for STEP grants to fund them. Northern Lights Library System supplies reading program materials and a traveling children's entertainer every summer
  - Every year, review the periodicals you are ordering to determine if they are meeting your customers' needs
  - Handle all email promptly and respond accordingly to any deadlines or questions mentioned in correspondence. Email is the vital link among member libraries, between member libraries, and with Northern Lights Library System headquarters.
  - Weed on a regular basis to maintain a collection that is current, attractive and in good repair.
  - Complete an inventory every three to five years (ask a consultant for assistance)
  - Display best sellers and new items prominently in the library
  - **Don't forget to have fun while doing your job!**

## **What is a Library System?**

There are seven regional library systems throughout Alberta. A library system is a collaborative solution for providing cost effective public library service. The Northern Lights Library System (NLLS) consists of 43 individual libraries organized in a network that collectively serves the needs of residents in northeastern Alberta.

By banding together as a unit, the Northern Lights Library System member libraries are able to accomplish more than any single library could alone. The combined resources of our member libraries provide an excellent inventory of materials for all our patrons. Northern Lights Library System is able to offer system wide services that would be otherwise unavailable to individual libraries.

Funding for Northern Lights Library System has been established with municipal and provincial governments so that membership is available to any citizen living in a Northern Lights Library System library community. Limited library membership is also offered to residents of non-participating municipalities for an annual fee.

Each participating municipality appoints a representative to the Northern Lights Library System Board, which sets policy on the operation of the system.

Located in Elk Point, Northern Lights Library System headquarters is operated by a team of library specialists who coordinate all Northern Lights functions and assist each member library in a variety of ways: consulting; ordering, cataloguing and processing books; library workshops, and training.

### **Central Purpose of the Northern Lights Library System**

**Philosophical Statement:** Northern Lights Library System believes that all citizens should have equitable access to library services.

**Mission Statement:** Fostering excellent library service in Northeastern Alberta.

## History

The Northeast Library Steering Committee was formed in January 1985 to actively lobby for a regional library system after three successful years of cooperation among the five libraries serving the M.D. of Bonnyville area. Based on the belief that by working together the public libraries in the region could better use their material and human resources, the Steering Committee investigated the feasibility of establishing a co-operative library System in the Northeast. Following several years of effort by volunteers and project staff, the system was established in April 1990 with the first provincial operating grants made available late in 1991.

Following the original plan of service, the system concentrated on increasing the collection size at member libraries and providing centralized purchasing and processing of library materials. A resource contract was established at the Lloydminster Public Library to assist member libraries with reference questions and coordinate interlibrary loan requests. This contract ended in December 1999. Reference questions are now dealt with via the NLLS HelpDesk. With receipt of provincial funding, the system was able to undertake the following major activities: the purchase and renovation of a building in Elk Point to house the system headquarters and full automation for the system headquarters as well as member libraries. The system held its official grand opening in September 1992.

From 1992 to 1998, the system maintained a steady membership of 14 municipalities and their libraries. With the development of provincial initiatives on resource sharing, particularly The Alberta Library (TAL), and electronic networking through Alberta Public Library Electronic Network (APLEN), system membership rapidly increased. By the end of 2001, there were over 40 member municipalities in NLLS, representing 39 member libraries at 41 sites.

With the rapid expansion, a new headquarters building was needed to house the larger staff. After a search for a new headquarters, the system moved to a new location in Elk Point, formerly the Pan Canadian building on Highway 41. After extensive renovations, the staff of 14 moved into the building in December 2001. As of May 2013, Northern Lights Library System serves 44 member libraries.

The system currently employs professional librarians, a finance officer, and support staff. The system is in partnership with three other library systems (Marigold Library System, Peace Library System and Yellowhead Regional Library System) in a consortium that provides an integrated, automated library system for all our member library systems. This consortium is known as TRAC and has an online catalogue that contains bibliographic holdings of close to three million items.

## Who Does What?

### Municipal Council

- Appoint Northern Lights Library System representative and an alternate (Communicate changes in appointment to NLLS)
- Pay levies to Northern Lights Library System
- Sign Agreement
- Pay grant to local board
- Maintain and develop local library through local board
- Keep informed about Northern Lights Library System
- Initiate political action through:
  - MLA and Provincial Government
  - Other local government

### Municipal Library Board

- Manage local library through setting goals and developing a plan of action
- Pay levy to Northern Lights Library System
- Hold regular meetings
- Have Northern Lights Library System news as a regular agenda item at local board meetings
- Apply for Annual Provincial Operating grant early each year
- Raise funds
- Engage in public relations and community awareness
- Keep informed
- Provide information to Northern Lights Library System regarding:
  - local activities
  - minutes of meetings concerning Northern Lights Library System
  - staff/board changes
- Join library associations — ALTA, CLTA
- Initiate political action — All levels
- Prepare and circulate Annual Report
- Prepare and circulate policies
- Identify what you require in terms of: information, services, supplies, assistance

#### Suggestions for local library boards:

- Use the RITE line (310-0000) to speak to MLAs
- Invite councillors and candidates running for office to board meetings
- If possible, include your library's success stories in your Annual Report

### Local Librarian and Staff

- Operate library under the guidelines established by the board
- Report to Library board at every regular meeting
- Communicate to Northern Lights Library System regarding:
  - Statistics annually
  - Articles: newsletter and general information
  - Changes in: hours, location, routines, phone number/fax/e-mail/website, staff
  - Needs: information, supplies, services, assistance
- Public relations and community awareness
- Keep informed and inform board
- Join professional associations - LAA, CLA, etc.
- Attend workshops and other professional development opportunities

**Suggestions for staff and local board:**

- Identify local talent available in your community or the surrounding area and sponsor programs such as concerts, local dramas, author readings, or craft exhibitions
- Start a job jar for volunteers. Ask people to perform a single job, but have a list available of work to be done

**Northern Lights Library System Board Member**

- Represent Northern Lights Library System Board
- The Libraries Act Chapter L-12, Revised Statutes of Alberta 1980 Section 34 (6) and The Libraries Act Office Consolidation May 22, 1980 Section 40 (6) states that:

All members of a regional library board shall exercise their office with regard to the whole area of the regional library and shall not while exercising their office thereon conduct themselves as representatives of the municipalities, special areas or improvement districts from which they were appointed to the board.

*(This statement does not appear in the current Libraries Act, but the Northern Lights Library System Board abides by the intent of the former act.)*

- Manage Northern Lights Library System through establishing goals and policies for the system
- Attend Northern Lights Library System Board meetings or have a knowledgeable alternate who is well versed attend
- Keep and maintain copy of the Northern Lights Library System Board Member Manual
- Be a member of the local library board
- Report regularly to local board
- Report to Council after each NLLS Board meeting
- Communicate to Northern Lights Library System the following:
  - local needs, concerns, etc.
  - articles for the Northern Lights Library System newsletter, *The Aurora*
  - local "political conditions"
- Public relations/community awareness
- Professional development:
  - keep informed about regional, provincial, and national library issues
  - attend conferences
- Advocacy - Initiate political action through:
  - MLA
  - local council, municipal administrators, etc.
- Promote Northern Lights Library System
- Use the "buddy" system: keep in touch and share information
- Take initiative as a regional board member to: Write, Act, Do
- Identify your needs, what you require in terms of:
  - information
  - services
  - supplies
  - assistance



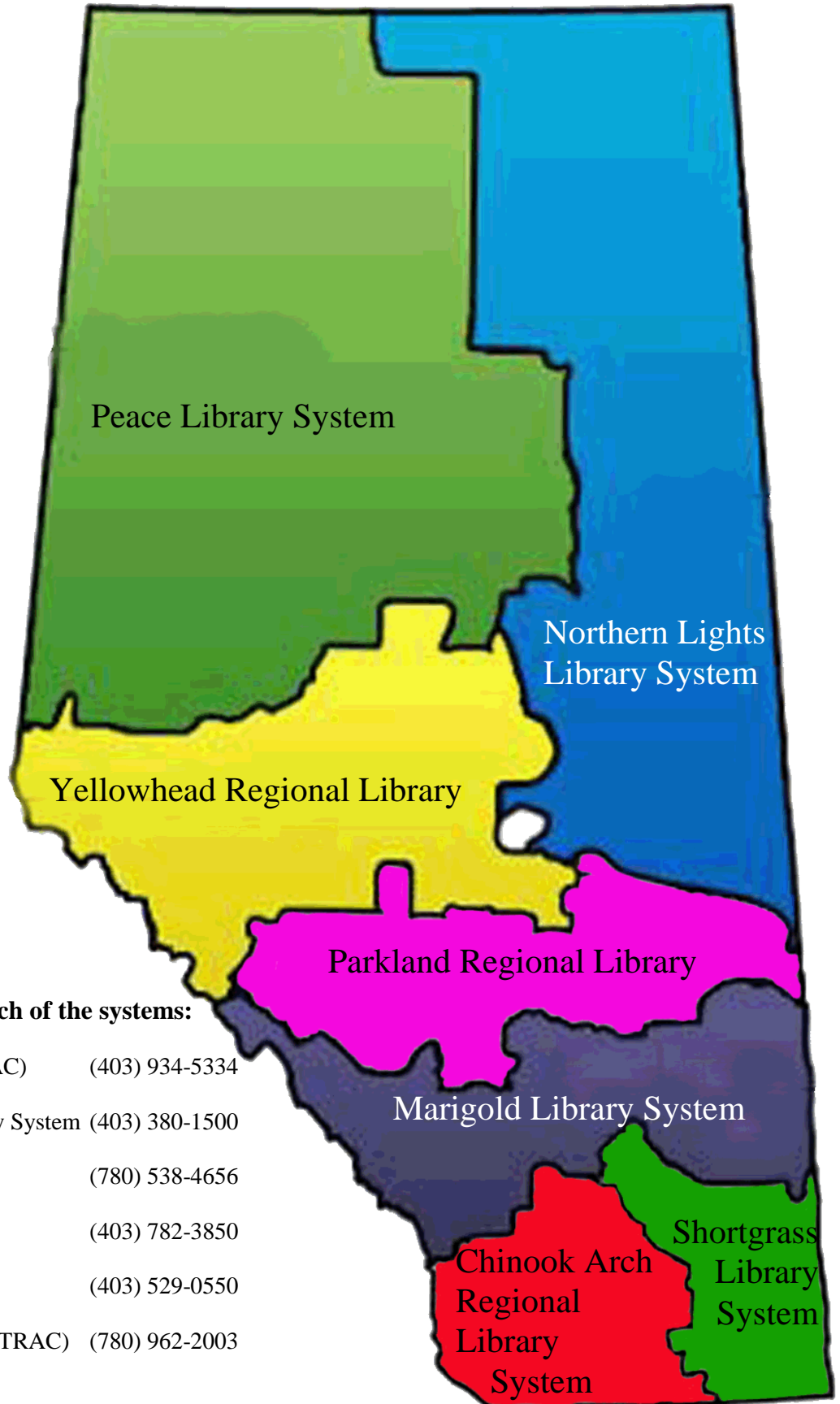
## Services Offered by Northern Lights Library System

To find out about services available at Northern Lights Library System or to contact a specific staff member, please call the Northern Lights Library System Regional Headquarters at our toll-free number 1-800-561-0387. You may also refer any questions to the following e-mail: [help@nlls.ab.ca](mailto:help@nlls.ab.ca) or post a question to this website: <http://help.nlls.ab.ca> . Your question will be answered as soon as possible.

Northern Lights Library System offers support for the following:

- Additions/deletions to catalogue
- Address, fax, email, etc. changes - libraries
- Address, fax, email, etc. changes –board members
- Book allotment reports
- Book lists/Bibliographies
- Book orders
- Cataloguing changes/ Cataloguing profiles
- Circulating blocks; theme, audio, large print
- Computer problems
- Collection development
- Concerns regarding materials purchased
- Detailed information on library automation
- Discarding of library materials
- Funds Questions
- ILL's
- ILL courier delivery
- Interlibrary Loan (ILL) Cost Recovery Grant
- Internet use policy
- Invoices/Statements
- Large Print Blocks or Talking Book requests
- Library needs assessment/plans of service
- Lost/damaged HQ or circ. block items
- Material barcodes
- Material supplies ordering
- Membership cards, patron barcodes, etc.
- New library manager orientation
- NLLS board Information / Executive Committee
- NLLS board policy/board information
- NLLS newsletter articles
- Polaris help
- Online databases
- Personnel changes; librarian, board, staff
- Processing
- Programming assistance
- Promotion and marketing of library services
- Publisher information
- Reference
- Registration forms / TRAC/TAL Cards
- Request for library visits
- Space planning
- Subject requests
- System membership
- Title verification
- Technology planning
- Van run schedule

## Geographical Areas of Library Systems in Alberta



### Contact information for each of the systems:

Marigold Library System (TRAC)	(403) 934-5334
Chinook Arch Regional Library System	(403) 380-1500
Peace Library System (TRAC)	(780) 538-4656
Parkland Regional Library	(403) 782-3850
Shortgrass Library System	(403) 529-0550
Yellowhead Regional Library (TRAC)	(780) 962-2003

## Member Libraries' Contact Information

<i>CODES</i>	<i>LIBRARY</i>	<i>PHONE NUMBER</i>	<i>LIBRARY MANAGER</i>
AAS	Ashmont Public Library	780-726-3877	Karen Dupperon
AATH	Alice B. Donahue Library & Archives (Athabasca)	780-675-2735	Cynthia Graefe
ABM	Bonnyville Municipal Library	780-826-3071	Ina Smith
ABOA	Bon Accord Public Library	780-921-2540	Peggy Teneycke
ABOY	Boyle Public Library	780-689-4161	Katherine Bulmer
ABRUM	Metro Kalyn Community Library (Bruderheim)	780-796-3032	Diana Mack
ACHM	Chauvin Municipal Library	780-858-3746	Jennifer Waters
ACLM	Harbour View Branch	780-639-3967	Tanya Boudreau
AEDG	Edgerton Public Library	780-755-2666	Mary Ann Sparks
AELK	Elk Point Municipal Library	780-724-3737	Daphne Schnurer
AGCM	Cold Lake Public Library	780-594-8828	Mary Anne Penner
AGCM	Grand Centre Branch	780-594-5101	Leslie Price
AGI	Gibbons Municipal Library	780-923-2004	Grail Rubin
AGRAS	Grassland Public Library	780-525-3733	Barb Cholach
AHOM	Holden Municipal Library	780-688-3838	Annette Chrystian
AIP	Innisfree Public Library	780-853-7250	Marilyn Newton
AIRC	Irma Municipal Library	780-754-3746	Leah Larson
AK	Kitscoty Hilltop Library	780-846-2822	Colleen Tabish
ALLB	Stuart MacPherson Public Library (Lac La Biche)	780-623-7467	Maureen Penn
ALPEG	Edmonton Garrison Community Library	780-973-4011 Ext.6345	Lisa Carver
AMAL	Mallaig Public Library	780-635-3858	Anne-Marie Amyotte
AMAN	Mannville Centennial Public Library	780-763-3611	Brenda Walker
AMAR	Marwayne Public Library	780-847-3930	Carmen Smart
AME	Medley Branch	780-594-7456	Rita Short
AMML	Mundare Municipal Public Library	780-764-3929	Miranda Peyton
AMO	Morinville Public Library	780-939-3292	Isabelle Cramp
AMYR	Myrnam Community Library	780-366-3801	Anne Godziuk
ANE	Newbrook Public Library	780-576-3772	Tracy Woloshyniuk
APL	Plamondon Municipal Library	780-798-3852	Maureen Penn
APV	Three Cities Public Library (Paradise Valley)	780-745-2277	Amber Fehr
ARAD	Radway & District Municipal Library	780-736-3548	Morgan Johnstone
ARED	Redwater Public Library	780-942-3464	Anna Babiuk
AROC	Rochester Municipal Library	780-698-3970	Tammy Morey
ARY	McPherson Municipal Library (Ryley)	780-663-3999	Laura Hill
ASL	Smoky Lake Municipal Library	780-656-4212	Melody Kaban
ASTP	St. Paul Municipal Library	780-645-4904	Kerry Trottier
ATHI	Alice Melnyk Public Library (Two Hills)	780-657-3553	Cheryl Paulichuk
ATHOM	Thorhild & District Municipal Library	780-398-3502	Rose Alexander
ATOF	Tofield Municipal Library	780-662-3838	Connie Forst
AVE	Vegreville Centennial Library	780-632-3491	Kenneth Allan
AVER	Vermilion Public Library	780-853-4288	Stuart Pauls
AVI	Vilna Municipal Library	780-636-2077	Roxanne Loberg
AVIK	Viking Municipal Library	780-336-4992	Maryann Wolosinka
AWAIC	Wainwright Public Library	780-842-2673	Jodi Dahlgren
AWAS	Anne Chorney Public Library (Waskatenau)	780-358-2777	Julie Krahulec
AWR	Wandering River Women's Institute Public Library	780-771-3939/2382	Jennifer Batiuk

## Member Municipalities

June 1, 2010

*Indicates municipalities which do not operate a library board.*

### CITIES

- City of Cold Lake

### COUNTIES

- *Beaver County*
- Lac La Biche County
- *Smoky Lake County*
- *Sturgeon County*
- County of Athabasca #12
- *County of Minburn #27*
- County of St. Paul #19
- County of Thorhild #7
- *County of Two Hills #21*
- *County of Vermilion River #24*

### MUNICIPAL DISTRICTS

- Municipal District of Bonnyville
- *Municipal District of Wainwright*

### TOWNS

- Town of Athabasca
- Town of Bon Accord
- Town of Bonnyville
- Town of Bruderheim
- Town of Elk Point
- Town of Gibbons
- Town of Morinville
- Town of Mundare
- Town of Redwater
- Town of Smoky Lake
- Town of St. Paul
- Town of Tofield
- Town of Two Hills
- Town of Vegreville
- Town of Vermilion
- Town of Viking
- Town of Wainwright

### VILLAGES

- Village of Boyle
- Village of Chauvin
- Village of Edgerton
- Village of Holden
- Village of Innisfree
- Village of Irma
- Village of Kitscoty
- Village of Mannville
- Village of Marwayne
- Village of Minburn
- *Village of Myrnam*
- Village of Paradise Valley
- Village of Ryley
- Village of Vilna
- Village of Waskatenau

### SUMMER VILLAGES

- *Summer Village of Island Lake*
- *Summer Village of Mewatha Beach*
- *Summer Village of Pelican Narrows*
- *Summer Village of Sunset Beach*
- *Summer Village of Bondiss*
- *Summer Village of Whispering Hills*
- *Summer Village of Island Lake South*

## Non-Member Municipalities

June 1, 2010

*Indicates municipalities which do not operate a library board.*

### CITIES

- City of St. Albert
- City of Fort Saskatchewan
- City of Lloydminster

### COUNTIES

- County of Lamont #30
- Strathcona County

### MUNICIPAL DISTRICTS

- *The Municipal District of Opportunity*
- *Regional Municipality of Wood Buffalo*

### TOWNS

- The Town of Lamont
- The Town of Legal

### VILLAGES

- The Village of Andrew
- The Village of Chipman
- The Village of Dewberry
- The Village of Glendon
- The Village of Willingdon

### SUMMER VILLAGES

- *The Summer Village of Bonnyville Beach*
- *Summer Village of Horseshoe Bay*
- *The Summer Village of South Baptiste*
- *The Summer Village of West Baptiste*
- *The Summer Village of White Gull*

### METIS SETTLEMENTS

- *Buffalo Lake Metis Settlement*
- *Elizabeth Metis Settlement*
- *Fishing Lake Metis Settlement*
- *Kikino Metis Settlement*

## Contacting Northern Lights Library System Headquarters Staff

1-800-561-0387 or 1-780-724-2596

### Staff Directory

- Mircea Panciuk Director ext. 236
- Patty Mathiot Executive Assistant ext. 242

#### Administration

- Brigitte Sakaluk Assistant Director ext. 235
- Joanne McBroom Driver ext. 241
- Tracy Jamieson Administrative Assistant ext. 221
- Brandon Ziomek Library Clerk ext. 229

#### Information Technologies

- Gerri-Lynn Dolan Library Consultant, Information Technology ext. 239
- Kelly McGrath Network Analyst ext. 224
- Jodi Arrowsmith Network Analyst ext. 234

#### Public Services

- Caroline Vandriel Library Consultant, Public Services ext. 222
- Colette Poitras Public Services ext. 238
- Susan Frisby Library Clerk ext. 246
- Kim Malette Library Clerk ext. 243

#### Bibliographic Services

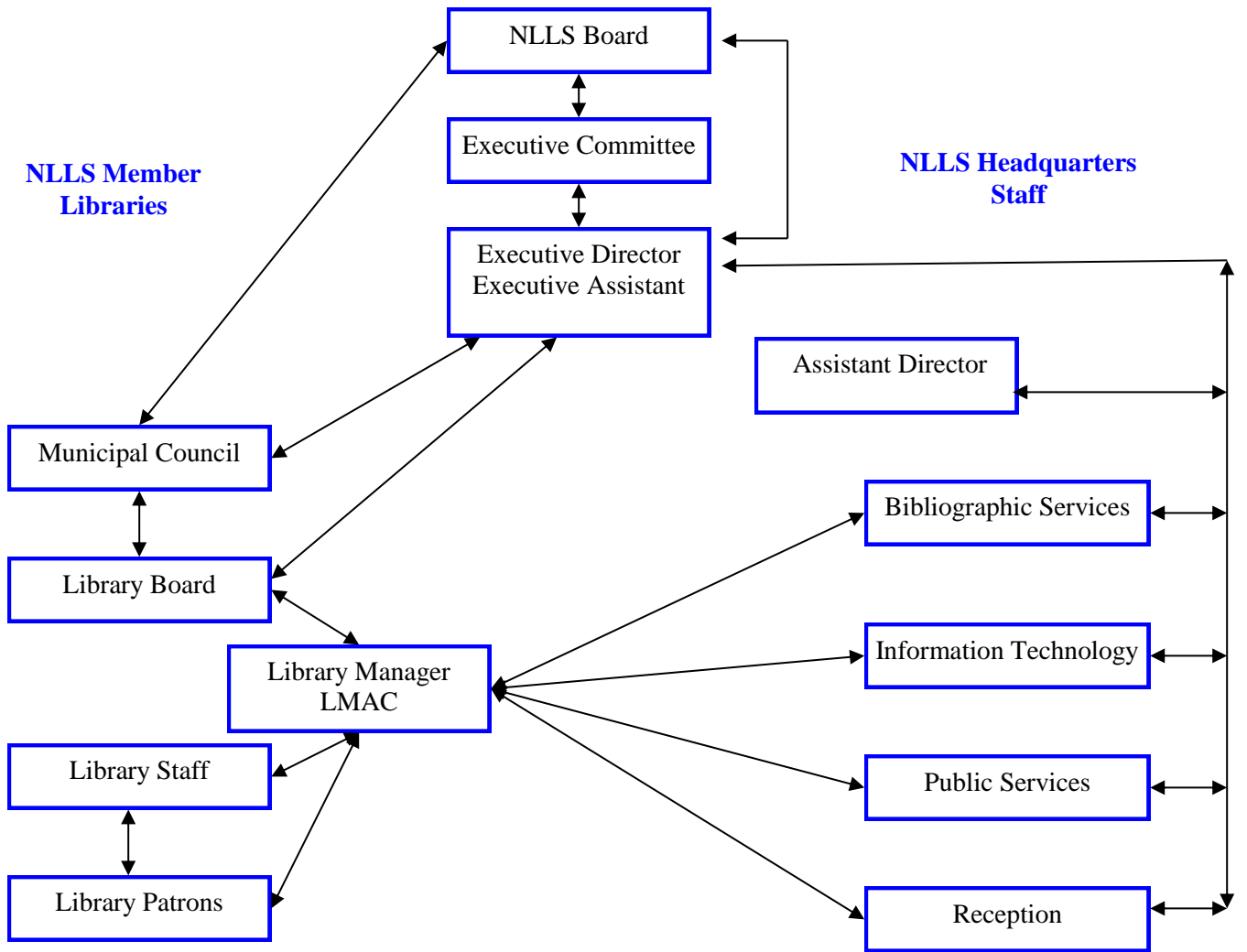
- Julie Walker Library Consultant, Bibliographic Services ext. 247
- Diane Babcock Acquisitions Specialist ext. 225
- Paul Kosa Processor ext. 227
- Michael Maguire Cataloguer ext. 228
- Margaret Young Cataloguer ext. 245
- Dolores Zacharuk Receiver ext. 230

### After Hours Emergency Support

If you come across any problems with the Polaris system, or if you cannot access the Polaris system, please call the after-hours emergency phone number.

After-Hours Emergency Phone: 1-877-452-8722

# Northern Lights Library System Information flow Chart



## **PROCEDURES MANUAL SECTIONS**

1. Logging On/Off
  2. Patron Registration
  3. Searching
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