

Annual Report

Marigold Library System

2025





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Marigold Board & Leadership



37 Member Libraries
44 Member Municipalities

This Annual Report is interactive. Check the top right corners for QR codes linked to additional information.

Message from Leadership

The past year marked a period of steady momentum and shared achievement for Marigold Library System. Grounded in strong governance, Marigold continued to deliver reliable core services while advancing long-standing regional collaboration and adopting technological changes that directly support member needs. Key milestones included the successful launch of the new TRACpac+ library catalogue, a standout Marigold Conference, expanded “always available” eBook collections, new communication tools for library staff, and support for library moves.

These accomplishments reflect a sustained commitment to member communities through ongoing support for library staff and local boards, continued investment in training, collaborative advocacy, and effective partnerships. As we move forward, this work provides a strong foundation for the strategic priorities outlined in Marigold’s 2026 - 2030 Plan of Service, *Strengthening Connections, Building Capacity*.

We are proud of what was achieved together with our members. Thank you to our stakeholders and the Marigold Board and staff, whose dedication continues to strengthen library service and connect people, communities, and ideas.



John Getz
Marigold Board Chair



Lynne Price
Marigold CEO



Laura Taylor
Marigold COO

Participating Municipalities and Board Members

4 Board Meetings



Marigold Library System extends its sincere appreciation to our member municipalities for their ongoing collaboration and commitment. Membership enhances local public library service for 44 municipalities who have chosen to work together to maximize on cost-savings and efficiency. Membership enables the sharing of library collections, technology, resources, and expertise that benefit all member communities.

We gratefully acknowledge the dedicated members of the Marigold Library Board for their leadership throughout the year. Their thoughtful guidance and commitment to collaboration have been instrumental in advancing Marigold’s mission and supporting a strong, adaptable library system. Thank you to the Marigold Board for their contributions to our collective success.

Marigold Board as of March 2026

Acadia M.D.#34	Maxine Booker*(Vice Chair)	Kananaskis I.D.	Dave Rodney
Village of Acme	Daniel Leronowich	Kneehill County	Merle Anderson
City of Airdrie	Natasha Roberts* **	Village of Linden	Cynthia Klassen
Town of Banff	Ali Buckingham	Village of Longview	Rose Klassen
Village of Beiseker	David Mckenzie	Village of Morrin	Alenda Gridley
Bighorn M.D. #8	Libby McMenamon	Village of Munson	Leslie Landon
Town of Canmore	Brenda Balutis	Town of Okotoks	Nicole Kiefuik*
Village of Carbon	Bjarne Jensen	Town of Oyen	Ann O’Connor
City of Chestermere	Robert Schindler	Village of Rockyford	Michael Eleniak
Town of Cochrane	Charles Love*	Rocky View County	Laura Chitwood*
Village of Consort	Michael Beier	Special Areas Board:	
Town of Crossfield	Luke Brennan	Area #2	Helen Veno
Village of Delia	Melody Christofferson	Area #3	Elaine Michaels
Town of Diamond Valley	Ted Bain	Area #4	Jodi Kurek
Town of Drumheller	Margaret Nielsen*	Village of Standard	John Getz* (Chair)
Village of Empress	Roberta Dahl	Starland County	Lil Morrison*
Foothills County	Eleanor Chinnick	Town of Strathmore	Melissa Langmaid*
Ghost Lake Summer Village	Corinne Smith	Town of Three Hills	Miriam Kirk
Town of Hanna	Vern Thuroo	Town of Trochu	Carl Peterson
Town of High River	Laurette La Plante	Waiparous Summer Village	Janine Jevne
Village of Hussar	Kristen Anderson*	Wheatland County	Keith Clayton
I.D. 9	Alexandra Parkinson	Village of Youngstown	Renee Laughlin
Town of Irricana	Dawn Mosondz		

Marigold thanks the following members for serving on the Board in 2025:

* Member of the Executive Committee

** Through March 2026

Manuela Olibera-Dorn, Sharon King, Norah Bonsteel, Michelle Lomond, Ian Huffman, Kelly Burgess, Sandra Murphy, Faye McGhee, Ed Hogan, Tyler Henke, Jenny Lyver, Natasha Roberts, and Donna Biggar.



13 Committee Meetings



Board Committees

Marigold Board Committees provide governance oversight by reviewing policies, integrating legislative and regulatory developments, and bringing forward recommendations through established Board governance processes. Their work supports informed decision-making, mission alignment, and accountability to our stakeholders.



Members of the Marigold Executive Committee (l-r): Melissa Langmaid, John Getz (Chair), Maxine Booker (Vice Chair), Margaret Nielsen, Kristen Anderson, Laura Chitwood, Charles Love, Lil Morrison, and Nicole Kiefuik.

**On behalf of Marigold and the Board we would like to thank Natasha Roberts (not pictured) for her contribution to the Executive Committee and Board through March 2026.*

Executive Committee

The Executive Committee met six times during the year, providing strategic leadership and oversight in governance, financial matters, and policy development. The committee brought forward proposed amendments to the *Marigold Agreement*, and reviewed all policies from other committees prior to Board consideration.

Governance Committee

The Governance Committee supports the organization’s overall effectiveness. The committee held two meetings in 2025 and reviewed eight Board policies, recommended updates to the *Marigold Agreement*, and provided oversight for policy development related to privacy and legislative compliance. Ongoing maintenance of the Board Manual helped streamline review timelines and ensure consistency.



Standards & Services Committee

The Standards & Services Committee work included policies that provide support for member library operations, such as Marigold Board *Collection Management Policy* and book allotment schedules, and the *Transfer Payments Policy* which supports the sharing of library collections.

“To me, [the Making a Difference Awards have] always been about more than competition. They’re a way to share ideas, celebrate innovation, and remind us how each library, big or small, makes a difference in its own way.”

~Hanna Municipal Library

Members of the Standards & Services Committee established the criteria and submissions for the 2025 Marigold Making a Difference Awards, and chose the winners and honourable mentions (HM):

- **Okotoks Public Library** - Winner (Large library)
- **Sheep River Library** - HM (Large library)
- **Morrin Municipal Library** - Winner (Small library)
- **Langdon Community Library** - HM (Small library)

HR (Human Resources) Committee

The Human Resources Committee supported organizational sustainability through governance and oversight of people-related strategy and policies. The committee reviewed a number of human resources and safety policies for revision and compliance with legislation. Additional work included overseeing health and safety planning, and a review of the Emergency Response Plan.

Ad Hoc Nominating Committee

The Ad Hoc Nominating Committee contacts current Marigold Board committee members to confirm whether they are willing to continue serving on a standing committee, or if there is a need for additional volunteers. This committee confirms and submits the nominations for Chair, committee Chairs, and standing committee members to the Marigold Board at the Annual General Meeting.

Expenses 2025: \$6,011,082

- Salaries & Benefits 47%**
 Marigold employs 30 staff (27.05 FTE). Staff organize and deliver services to member libraries and residents. This includes salaries, benefits, payroll expenses, and training.
- Materials & Delivery 23%**
 Library collections including eBooks and eResources, print books, DVDs/blu-ray, video games, large print materials, and more. Physical items are delivered shelf-ready to member libraries for patron browsing and checkout.
- Transfer Payments 12%**
 Cash payments assist member libraries with resources sharing.
- TRAC Contract & Equipment 5%**
 TRAC includes the library software platform, licenses, equipment, and support that enables patron service, account management, inventory and reporting, and eBook access.
- Computers & Software 4%**
 Maintenance agreements, network and applications, server, and operational hardware.
- Facility 3%**
 Caretaking, insurance, maintenance, and utilities.
- Other Expenses 6%**
 Professional fees, training, travel, meetings, supplies, programs, memberships, marketing, postage, freight, furniture, and equipment.

Revenue 2025: \$6,137,817

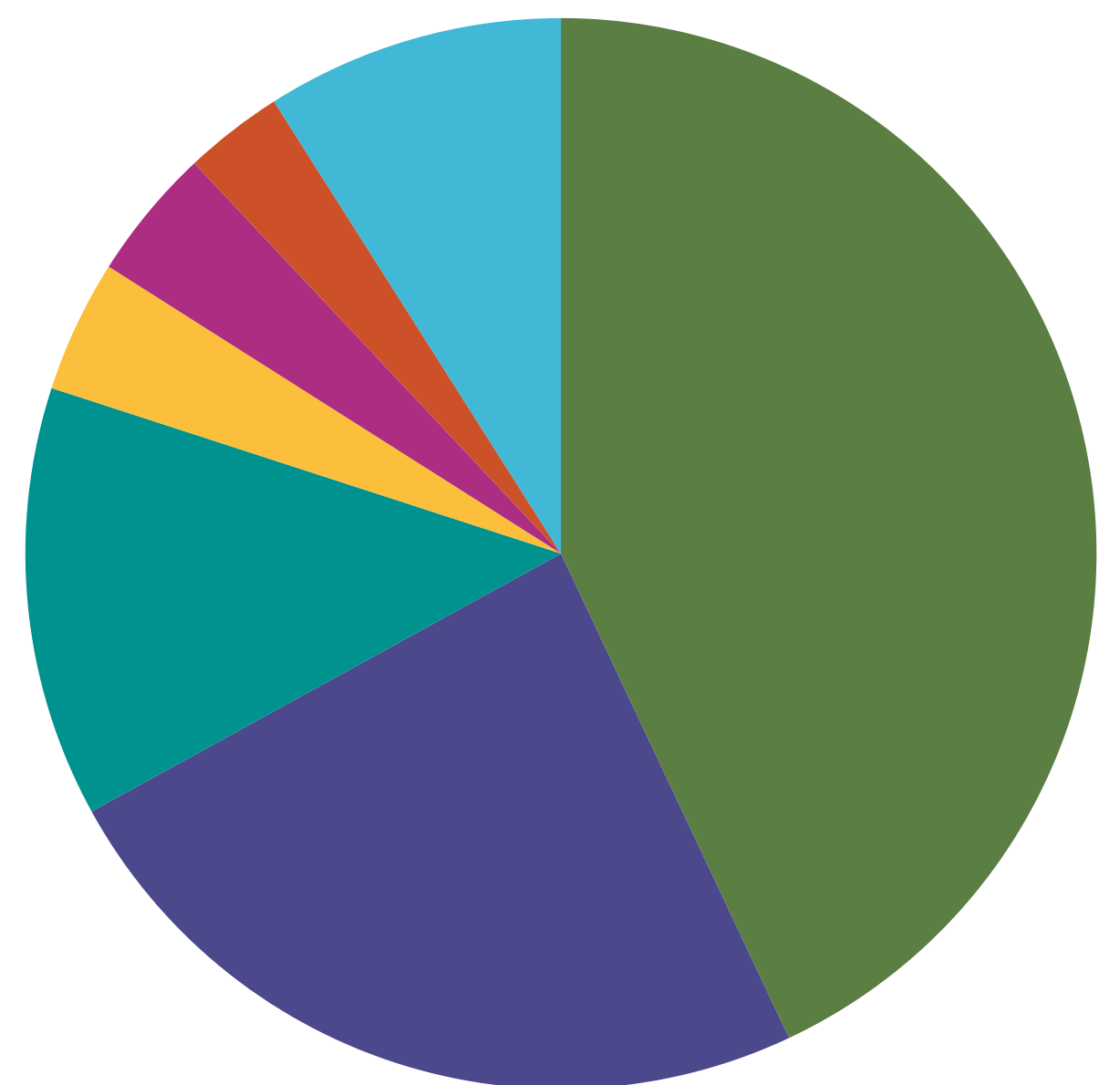
- Municipal & Library Board levies paid to Marigold 60%**

 - \$6.59 per capita: Municipalities with library boards
 - \$11.18 per capita: Municipalities without library boards
 - \$4.50 per capita: Library Board
- Provincial Grants 34%**

 - \$4.75 per capita: Library System Board Operating Grant to run system and provide services.
 - \$5.60 per capita: Rural Library Services Grant for populations where Marigold is the governing board. Pooled and redistributed as Transfer Payments.
 - \$10.35 per resident for Indigenous Project Grant.
- Other Revenue 6%**
 Interest, donations, contracts, and grants.

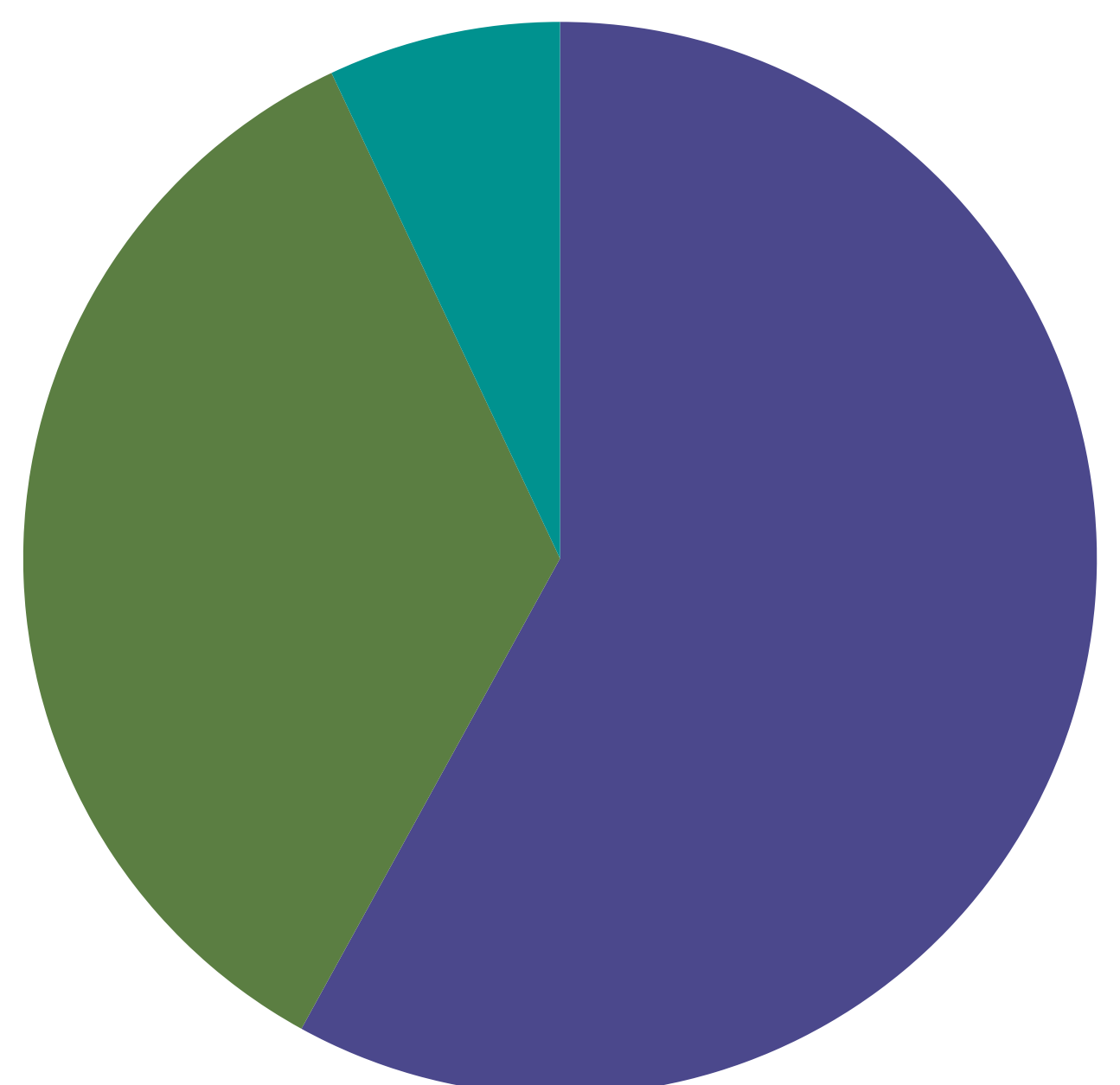
EXPENSES

- Salaries and Benefits
- Materials & Delivery
- Transfer Payments
- TRAC Contract, Computers, and Software
- Computers & Software
- Facility
- Other Expenses



REVENUE

- Municipal & Library Board Levies
- Provincial Grants
- Other Revenue



“We have been getting a ton of new material and loving it! I am extremely grateful for your ordering help...so thank you!”

~ Drumheller Public Library

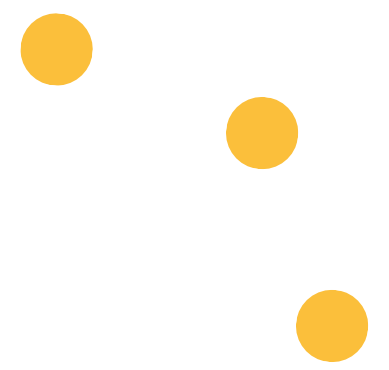


Collection Services



2,535,278

Physical books and other items checked out by library patrons



Ordering and Preparing Library Collections

Behind every statistic is coordinated, centralized work that saves time across the system. In 2025, Marigold received and processed **115,682 new books and other items** through bulk purchasing and standardized workflows. Centralized workflows reduced duplication of work and delivered book more quickly into the hands of patrons. New materials arrived at member libraries shelf-ready and checkout-ready!

Collection Services staff provided custom cataloguing for Library of Things items and other unique collections. Examples include screen-free audiobook devices for children, STEAM resources, “Try a Hobby” kits, a portable wheelchair ramp, and a bat detector kit. Our team also provided hands-on assistance to the Airdrie Public Library staff during their transition into a new facility (see page 32).

Library of Things Support

As more libraries expanded their Library of Things collections in 2025, headquarters and library staff collaborated to implement new workflows, with the goal to get items into the hands of patrons more quickly, and to improve searchability. This small but important change improved accuracy, visibility, and ease of access for patrons to Library of Things items, and saved time for local library staff and system staff.



762 items
Library of Things
item records created
in our system



Strengthening the Foundation: Metadata Cleanup

Collection Services staff completed important behind-the-scenes work to improve the library catalogue. These improvements make it easier for patrons to search for materials, find what they need, and place holds through the TRACpac+ library catalogue. This work strengthens access for patrons to collections, and helps inform library staff about local collection gaps and needs.

“My consultant is always readily available to answer any and all questions that I have. Everyone [at Marigold] was so kind and made sure that I knew that I could contact them with any questions - many of them offered to come out to Delia to work with me on things I may need help with.”

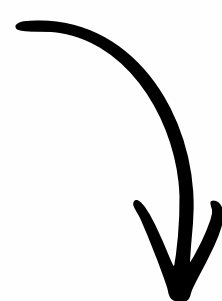
~ Delia Municipal Library



**Professional
Support**



Supporting library staff & local boards



Professional Expertise & Support

Marigold's professional librarians collaborated with member library managers, staff, and boards, and provided timely, responsive support. Our librarians provided information on collection development and maintenance, space planning, workflow efficiencies, custom reports and statistics, policy development, advocacy tools, and system-wide initiatives. They also developed and delivered training opportunities for member libraries, investigated and launched programming supports such as STEAM kits, participated in provincial and national working groups, and facilitated collaboration across the system. This centralized work saves member libraries time and resources while strengthening peer connections and access to expertise across the system.

Collection Maintenance & Support

Marigold staff spent **88 hours** on-site assisting Acme, Delia, Irricana, Morrin, and Three Hills with collection management projects. In addition, staff spent **14.5 hours** conducting inventory at the Beiseker and Rockyford libraries.

Regular collection maintenance ensures that library collections remain current, accessible, and relevant to local community needs and interests. Marigold librarians provided tools and information to library managers and staff to support efficient workflows, and to inform library staff on collection needs. Reports and statistics assist managers with budget planning, analyzing collection use, and identifying areas of high demand. Our librarians connected with publishers to learn about upcoming titles, publishing trends, and changes to formats.

In 2025, Marigold librarians worked with library staff in Airdrie, Acme, Beiseker, Delia, Irricana, Morrin, Rockyford, and Three Hills on collection projects that enhanced patron access and experience. Deselection and inventory projects at libraries help keep collections up-to-date and accessible. This enables books and other items to move efficiently into patron hands.

-
-
-

Marigold librarians reviewed existing collections to identify trends for popular authors, high-demand titles, and hold activity. This information is shared to save time for library managers and staff when they are decision-making about collection purchases.

"I almost look forward to having tech problems... they're so friendly, professional, and helpful that it always makes my day."

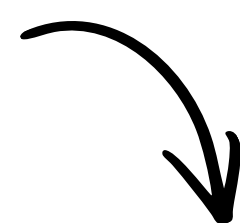
~Canmore Public Library



**IT Support
and Services**



Enhancing the staff & patron experience



Marigold's IT Services team provides fully managed IT services that support library staff in their day-to-day work. A core part of this work is managing staff user access and security, maintaining server and workstation uptime, and providing the software, communication tools, and access to information staff need to do their jobs. This centralized support helps libraries operate safely, efficiently and securely while providing reliable and responsive support when problems do arise.

As Marigold's Director of IT Services is fond of saying: "Any day you don't need IT support means we did an excellent job!"



Find out more
about the role of
our IT department.

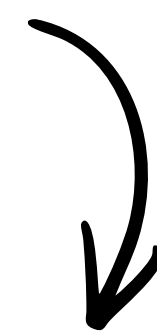
"They are so quick to respond with any questions or problems we may have, from setting up new computers to helping me get my scan-to-email all set back up when I was at the point of pulling my hair out. We couldn't ask for a better, nicer team to help with all our computer needs."

~Carseland Community Library

This philosophy means Marigold's IT Services team is committed to proactively supporting and maintaining reliable and secured technology infrastructure, which enables library staff to focus on serving their local communities. Our behind-the-scenes service ensures patrons can reliably use public computers, connect to library WiFi, access digital collections, and connect to other library services through a positive and consistent user experience.



2080 hours
providing onsite &
remote support for
member libraries



Remote and onsite support included troubleshooting, equipment upgrades, commissioning and installing new equipment, and decommissioning obsolete equipment. Member libraries save on space, staff costs, and equipment. Marigold IT also provided cybersecurity training, and assisted boards with policy development and technology planning. We extended our vendor discounts to libraries when they needed to purchase new hardware.

This collaborative approach helped ensure library technology remained reliable, secure, and ready for use. Marigold IT delivered consistent access to technology for both staff and patrons, ensuring library staff are freed up to support frontline library service to their community.

IT in Action

A significant undertaking in 2025 was the complete replacement of Marigold's core server hardware and the transition to the latest Windows Server operating system.

This was a complex project that required months of planning, testing, and careful coordination. The team approached it with clear goals: protect system stability while making the transition as seamless as possible for staff and users. Thanks to the expertise and dedication of the IT team, the migration was completed exactly as planned, with no downtime and no disruption to daily operations.

Supporting Acme and Airdrie Library Moves



New facilities for the Acme Municipal Library and Airdrie Public Library were important milestones we were excited to support in 2025! Our IT Services team collaborated on technology planning, and worked closely with the library staff, contractors, vendors, municipal and school technology staff, and Alberta Municipal Affairs Public Library Services Branch staff to ensure seamless connectivity for the library. For Airdrie, Marigold continued to provide support for the old library location until the move was complete, minimizing interruption to patron services and staff workflows during transition (see more on page 32). For Acme, the move was completed successfully in early 2025.

“The new TRACpac site makes finding available eAudio versions of the book SO MUCH EASIER! Even easier than searching the audiobook app.”

~Airdrie Public Library



**TRAC &
TRACpac+**



4 Regional Systems in TRAC

- Marigold Library System
- Peace Library System
- Yellowhead Regional Library
- Northern Lights Library System

Marigold’s participation in The Regional Automation Consortium (TRAC) remains one of our most significant strategic investments, ensuring equitable access to shared resources for communities of all sizes.



TRAC: Connecting Alberta Libraries

As a member of TRAC (The Regional Automation Consortium), Marigold works in partnership with three other regional library systems to provide shared technology services to over 185 public libraries across Alberta. This collaboration supports patron access to a shared catalogue, eBooks, and a number of eResources and digital content. Using the TRACpac+ online catalogue or app, library patrons in Marigold can place holds on items from any library in TRAC and have them delivered to their local library through Marigold’s van delivery service.

What You Get...

Resource sharing allows Marigold to expand access for member communities to an ever-growing selection of books, magazines, Library of Things items, DVDs and more.

At your library



52,048 items

is the average collection size at a large member library in our system

As a member of Marigold



651,147 items

are available to patrons within the whole of Marigold Library System

As part of TRAC



3,076,646 items

are available to patrons through Marigold’s membership in TRAC

**This only includes the physical items described above. The numbers do not include digital resources.*

Regional Collaboration & Governance

Marigold staff collaborate on TRAC Working Groups, which delivers TRAC technology, software, and establishes TRAC-wide best practices and operational guidelines.

TRAC Working Groups

TRAC Directors

The CEOs and Directors of the four TRAC regional systems provide strategic leadership and oversight for TRAC. Marigold's CEO Lynne Price serves as current TRAC Society president.

System Administrators Group (SAG)

Supports TRAC technology, integrates software to ensure patron access to library material, implements best practices for end users.

Public Services Group (PSG)

Reviews procedures and best practices for patron account management, circulation of library materials, and shared eContent selection.

Bibliographic Services Group (BSG)

Reviews workflows in shared cataloguing and acquisitions, database quality, and initiatives.

TRAC Advisory Council provides a forum for member library staff to collaborate, exchange expertise, and inform decision-making. Staff representatives from High River, Canmore, and Airdrie libraries joined the TRAC Advisory Council meeting in Spruce Grove in 2025.

Improving Patron Communication with LX Starter

LX Starter was launched as TRAC's new automated patron email notification system in 2025. Marigold spent three months setting up this system, which allows Marigold and TRAC to deliver more visually appealing emails while providing greater flexibility, customization, and control. Libraries can now incorporate their own logos, branding, and links to social media platforms, helping create more personalized and consistent communications with patrons.

Technology Roadmap

In December 2025, TRAC Directors met to approve key decisions that will guide the consortium's long-term technology strategy. Priorities include improving system reliability, redundancy, security, disaster planning, sustainability, and capacity management. At that time, TRAC announced a decision to migrate to cloud-hosting, representing an important milestone in the sustainability of TRAC's technology infrastructure.

Launch of TRACpac+: A Major Milestone

On September 17, after a year and a half of investigation, planning, collaboration, and testing, TRAC successfully launched TRACpac+, the new online library catalogue. This significant milestone was achieved through the hard work of the TRAC Directors and the TRAC Working Group members, in collaboration with member library staff. The TRAC Ad Hoc Implementation Team led the project, including Team Chair Kristine den Boon, Marigold's Director of Service Delivery. TRACpac+ brought a modernized discovery experience to library patrons across the regions.

TRACpac+ enhances how library users search for and discover materials, including books, eBooks, Library of Things items, and more. TRACpac+ offers intuitive searching, enhanced displays for collections, multiple language options, and a more accessible and user-friendly interface.

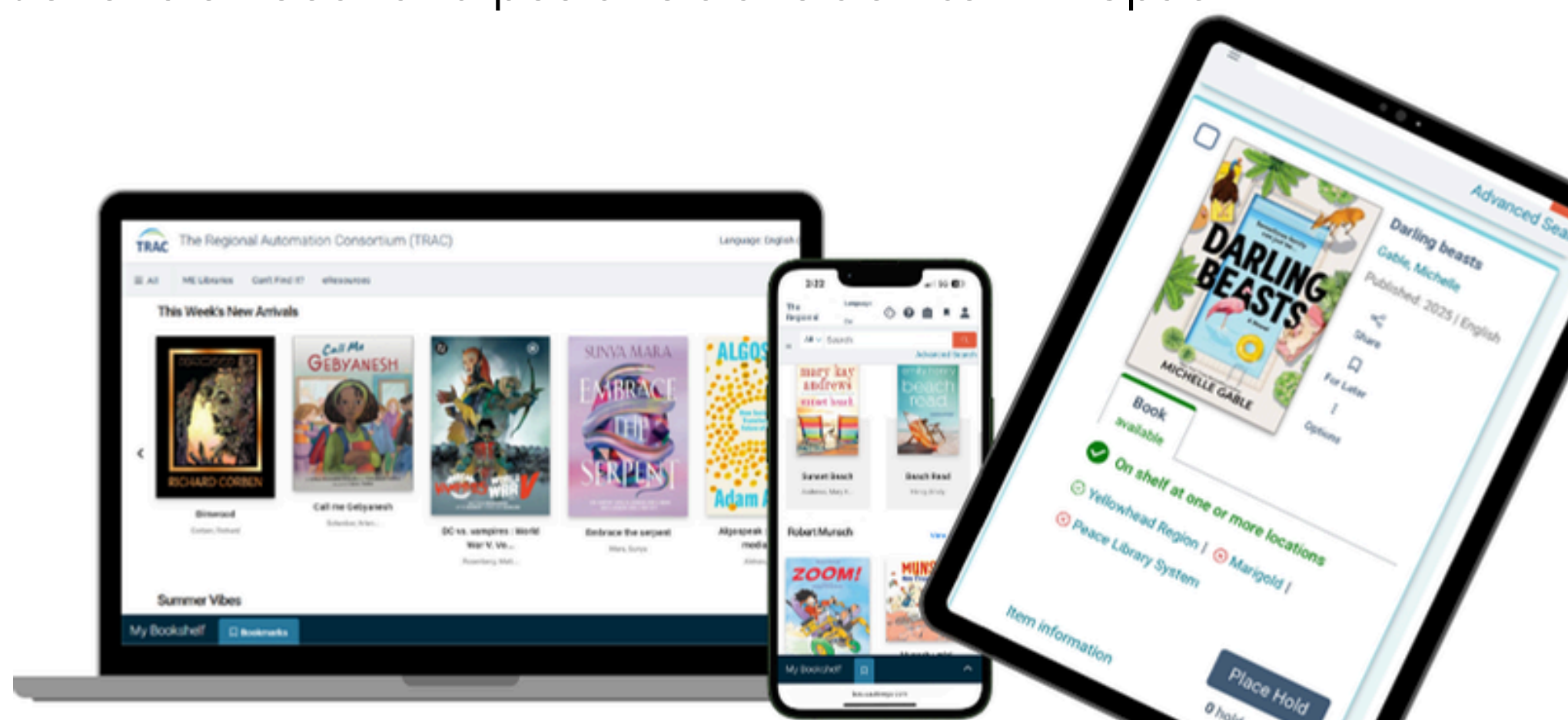
Launch Support for Library Staff and Patrons

To help staff and patrons navigate the new platform, training staff from the four regional systems collaborated on creating patron-facing videos, how-to guides, and instructional brochures. System staff also created videos and documents to onboard library staff on the new features and functionality.

Communications Campaign

On behalf of TRAC, Marigold staff developed an engaging communications campaign to build awareness and excitement about TRACpac+ ahead of the launch date. Key messages focused on patron ease of use, the intuitive design, improved search results, accessible features, enhanced browsing experience, and expanded account management tools. This coordinated approach helped prepare both library staff and the public for a smooth and positive transition to TRACpac+.

- 2 promotional videos
- 22+ pre-made social media posts
- Website banners
- 9 posters and brochures



“Marigold has provided exceptional support with our website. They offered hands-on training, useful training materials, and a comprehensive website audit. We’ve gained a clearer understanding of the bigger picture – what’s most important and how to prioritize.”

~Langdon Community Library



**Digital Resources
& Assistance**



1,082,918
eBooks, eMagazines, and
eAudiobooks circulated



Check out our
eResources

Celebrating Growth in Digital Resource Use

In 2025, Marigold and TRAC experienced another year of exceptionally strong eContent use. By year-end, TRAC patrons had borrowed more than one million digital titles, **marking the second consecutive year this milestone was reached.**

On behalf of TRAC, Marigold staff supported the sustainability and growth of shared eBook collections by renewing existing agreements and expanding digital content offerings. This work enabled the addition of new, always-accessible eBooks and content for library patrons as a direct response to ongoing demand.

New Additions in 2025

● Libby by OverDrive

TRAC launched two new All Access eBook collections in Libby: All Access Romance (1,723 titles) in June and All Access Mystery (438) in October. These collections provide eBooks and eAudiobooks without holds and unlimited simultaneous use. Over 130,000 titles were checked out in the All Access collections, which includes comics, romance, and mysteries.

● Kanopy Plus Bundles

An additional bundle was added to Kanopy Plus – the curated streaming video service. The new Maple Collection was added at the end of the year, which features Canadian films and videos.

● Transparent Language Online

In July, Municipal Affairs Public Library Services Branch (PLSB) announced a new language-learning resource for Alberta public libraries: Transparent Language Online. Since its launch, there have been **257** Marigold users and a total of **1,930** logins.



131,145
Checkouts -
an average of
16 checkouts
per title!



8,679 views
over **12**
months



12 days &
3 hours of
language
learning
since
July!



13 Training Sessions

eResources, TRACpac+, room booking software, & website training

Making Room Bookings Easier

In 2025, a new room booking reservation feature was launched for member library websites. Marigold staff developed instructional videos and documentation and provided in-person training sessions. This approach helped staff feel more confident using the new feature and supporting their patrons.

Manager Orientations & Training

In 2025, Marigold librarians welcomed five new member library managers to the system with a comprehensive introduction to our services and operations. New library managers from Cochrane, Acadia Valley, Delia, Empress, Morrin, and Trochu were oriented to Marigold's governance structure, the Regional Automation Consortium (TRAC), sharing library materials, collection management, and system-supported technology. The orientation also covered core areas of library management, including:

- Library software
- Policy development
- Library board governance
- Standards and best practices
- Program planning and support
- Marigold-supported professional development opportunities

Supporting Library Staff

In 2025, Marigold updated staff training materials to make it easier for library staff to help patrons borrow items from other libraries when materials are not available locally. The training supports staff use of a province-provided platform that allows libraries to share physical items across Alberta. The updated resources give library staff clearer guidance, and helps deliver items to patrons more quickly. Marigold also provided training on artificial intelligence and how it is being used in publishing and digital services. These updates help ensure library staff have access to current information that will impact collection management.

"I cannot say enough good things about this room booking software. It has increased the usage, because people find the calendar more accessible and easier to book. This increased usage helps our advocacy related to the need of a bigger library and how the library continues to support personal and community needs. The amount of administrative time related to coordinating room bookings has [also] decreased. Win-Win!"

~ Cochrane Public Library

“This is my favourite conference to present at. I love coming from another system and learning about different services and how I can grow my library. Marigold is awesome, so welcoming, and the quality of conference is amazing.”

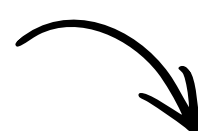
~Sylvan Lake Library



Marigold Conference



256 Attendees
 & support of 21 sponsors



Find out more
 about the Marigold
 Conference.

Behind the Scenes: Planning

Planning the Marigold Conference is a year-long effort that requires many hours of planning and organizing to bring the event to life. The planning team **met 11 times** to coordinate logistics, brainstorm ideas and improvements, and ensure every detail aligns with the needs of attendees. This work included reaching out and securing **keynote speaker Clara Hughes**, reconnecting with past vendors, and confirming sponsors that provide the financial support needed to offer a hot breakfast, lunch, all conference sessions, and the keynote address.

Keynote: Clara Hughes

Marigold was excited to have six-time Olympic medalist and long-time health advocate as our keynote speaker in 2025. She spoke about the role movement played in her life and navigating depression while competing at the highest level. After the session, attendees had the opportunity to see and hold her Olympic gold medal, which added a memorable experience to an already well-received presentation.

Why it matters:

- Centralized professional development planning saves time and money for member libraries and managers
- Networking with library staff and trustees across the region creates opportunities to share expertise
- Connecting with vendors connects library staff to current technology and publishing trends



Haley Amendt



Chuck Love

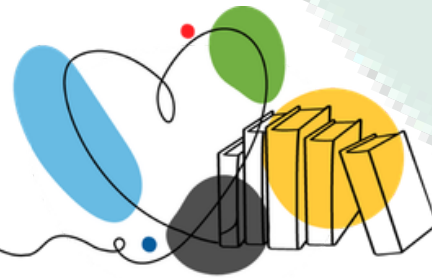


Cheryle Chagnon-Greyeyes



Teagan Bender

Speakers and Sessions



Marigold staff invited session proposals from across the province, seeking topics that reflect the evolving needs of our libraries and communities. After thoughtfully reviewing all submissions, the team selected thirteen sessions that stood out for their timeliness, relevance, and practical value to library staff, trustees, and other participants.

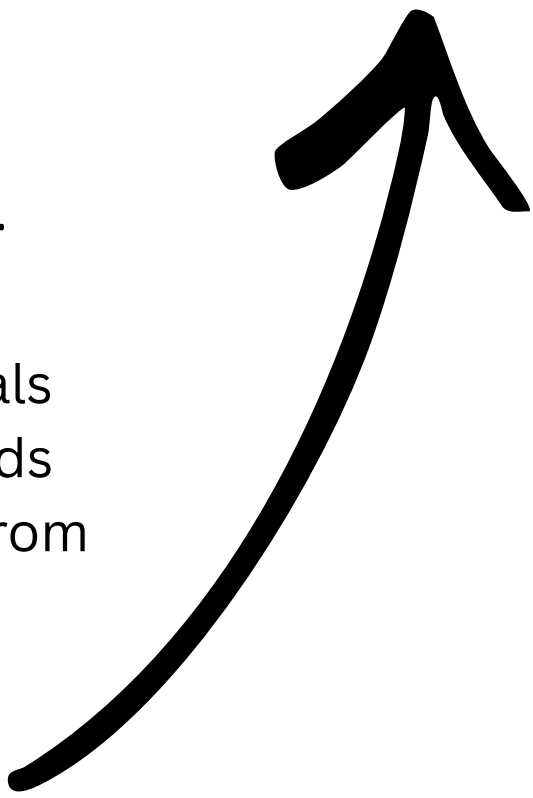
Marigold member libraries also save time, money, and resources that would otherwise be spent on seeking external professional development opportunities. Furthermore, Marigold provides each member library with two complimentary tickets. These supports ensure that even libraries facing tight budgets can attend, connect, and benefit from high-quality learning opportunities that might otherwise be out of reach.



Laura Taylor, Nicole Dunnewold, Kim Visser, Clara Hughes, Savannah Sillito, and Emily George.

From Planning to Execution

- 1 June 2024**
 - Set date and book venue
- 2 October 2024**
 - Brainstorm keynote speaker options and conference theme
 - Approve the 2025 design
 - Review the budget
- 3 November 2024**
 - Launch conference website
 - Open call for session proposals
 - Send out “Save the Date” cards
 - Organize donations of swag from sponsors
- 4 December 2024**
 - Roll out call for vendors and sponsors
- 5 February 2025**
 - Send out the sponsorship agreements
 - Set up the online registration site
- 6 March 2025**
 - Finalize “Conference at a Glance” package
 - Launch and share registration website
 - Arrange a pre-event call with keynote speaker
- 7 April 2025**
 - Creation of conference agenda
 - Finalization of menu selections
 - Confirm guest estimate, AV requirements, and hotel booking
 - Circulate workplan to Marigold staff
 - Order sponsorship signs
 - Prepare event scripts
 - Build Powerpoint presentations
 - Put together the day-of packages
- 8 May 2025**
 - Ensure conference items are ready for transport



“We absolutely love them! Their big smiles, heart-warming conversations, jokes, and of course all the good books. We definitely couldn’t ask for a better crew when it comes to our delivery service. Hands down the best group!”

~Carseland Community Library



**Delivery Services
& Patron Holds**



2.2 Million

Items sorted & shipped out



3,120 deliveries to libraries in 2025!



Sorting and Delivery

With the use of our automated sortation system and a dedicated shipping and receiving team, Marigold processed and sorted more than two million items in 2025. Books and other items are requested by patrons through through the TRACpac+ library catalogue, and are transported to Marigold for sorting before being forwarded to their destination library. Items are shipped out via our delivery vans, provincial courier service (between regional systems), or mail (academic libraries).



1,499,400

Items moved in Marigold vans



545,700

Items shared through government courier



9,950

Items mailed to patrons from Marigold

Workflow changes result in time savings for libraries

In 2025, Marigold's Delivery Services team streamlined material handling by introducing centralized sorting and processing through Marigold headquarters. This shift simplified outbound workflows, especially for large library staff, by allowing materials to be placed into a single outgoing bin rather than sorted into multiple destinations. The new approach reduced handling complexity, improved overall efficiency across the system.

Library managers reported the workflow changes saved weeks and even months of staff time over the course of the year. Streamlined process helped libraries redirect staff to other patron services and priorities, and to reclaim valuable workroom space within the library.

Marigold delivery drivers transported 183 kits and games, and delivered promotional materials and library supplies across the system. The delivery fleet also supports a wide range of operational needs, including IT services, project work, training for library staff and boards, and other activities.



232,550 KM Driven



Marigold made 3,120 trips to our member libraries for weekly van delivery of patron holds, IT support, project work, trustee training, and other activities.



David Bexte - Member
of Parliament for the
Bow River riding

Collaboration & Advocacy

Canada Post Library Book Rate Advocacy

Marigold shared information to stakeholders on proposed amendments to the Canada Post Corporation Act in Bill C-15, which could affect how libraries deliver services that promote equitable access to reading materials and information. Marigold mails approximately 6,500 items to patrons each year, removing barriers related to geography and access. Patrons that use mail service have shared that receiving books by mail is “life-sustaining” and “essential” to their well-being.

Without federal oversight, Canada Post would have had the ability to increase or discontinue the rate, creating uncertainty for libraries that rely on mail services to connect patrons with materials. In collaboration with the Coalition of Alberta Public Libraries, Marigold shared templates to assist members and councils who chose to participate in advocacy efforts. In December, the Federal Government announced that materials for the blind will continue to be delivered free of postage, and library materials will continue to be delivered at a reduced rate of postage. Our collective voices made a tangible and positive difference.

Building Support for Library Services

The Marigold Board and staff engage with stakeholders to ensure the needs of public libraries and regional systems are understood and addressed. In light of population growth, ongoing advocacy is critical to receiving continued and sustainable funding from the province, in addition to the provision of the Alberta SuperNet and provincial courier service. An advocacy campaign was rolled out following the passing of a resolution by Alberta Municipalities in support of increased provincial funding for public libraries.

Marigold works to strengthen partnerships and ensures libraries are supported in continuing to provide welcoming, accessible, and impactful services for their communities. In 2025, Marigold’s CEO and COO presented to Rocky View County and co-presented to Improvement District 9 with the Banff Public Library Director to share information on library service for member communities.

- Hosted PLSB’s Interlibrary meeting in May.
- Attended the Alberta Indigenous Advisory Council meeting.
- Organized and participated in regional “Consultation Training Day” for system librarians.
- Provided tours of Marigold facility to Board members, volunteers, member library staff, and Member of Parliament David Bexte.

Marigold Ambassadors

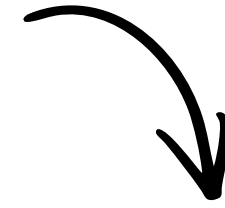
Marigold staff stay current with ever-changing technology and service offerings in the library sector. Knowledge gained through professional events is often applied to Marigold’s products and services. Strong vendor relationships positively impact Marigold’s capacity to enhance service to patrons. Marigold staff attended the following conferences in 2025:

- **Digipalooza**
- **Innovative Users Group Conference**
- **American Library Association**
- **Ontario Library Association**
- **Payroll Conference**
- **Social West Conference**
- **Southern Alberta Library Conference**
- **Stronger Together Library Conference**



27 Training Events

**Member library board and staff training events:
Including workshops, and other training
coordinated by Marigold**



Over the past year, Marigold delivered 27 training sessions that supported our member libraries' evolving needs. These sessions included webinars on web design for accessibility and organization, accessible and inclusive programming, project debriefing, and emerging topics such as ethical use of artificial intelligence in publishing. Our staff also provided hands-on training in website editing, eResources, collection sites, the back end of the TRACpac+ app, and on new ordering workflows for books. Marigold staff travelled to member libraries to provide trustee training and orientation to Marigold for local board members. We also welcomed new member library managers to Marigold for comprehensive manager orientations, helping them feel supported and connected to the broader Marigold community from the very start.

SAIT Partnership

Marigold has a long-standing partnership with the Southern Alberta Institute of Technology (SAIT) Library & Information Technology (LIT) program.

- COO Laura Taylor participated in the SAIT School of Business Industry Advisory Summit.
- Director of Service Delivery Kristine den Boon serves on the LIT Program Advisory Committee.
- Marigold hosted two LIT practicum students.
- On September 24, first-year LIT students toured the Marigold facility to learn about regional systems, and how our daily operations support our members in providing library service to their own communities.

In 2025, in light of a staff retirement, Marigold staff continued to reach out to community members on Stoney Nakoda Nations to share information on Marigold and available library service. While the deposit needed to be moved from the Goodstoney administration building, community members are able to access library services online, through Marigold headquarters, and through any member library.





Supporting Airdrie Public Library's Move

Marigold staff were pleased to provide extended support to Airdrie Public Library (APL) during the planning, transition, and opening of its new home within the Inspire facility. This collaboration spanned several departments and began well in advance of the move to ensure a smooth and successful launch.

Collection Development and Readiness

Early in the process, Marigold staff contributed to the development of APL's Request for Proposal for book wholesalers, supporting the selection of a vendor capable of delivering a comprehensive opening day collection. Marigold Collections Services staff worked closely with APL and the selected vendor to ensure that opening day books and other items were ordered, catalogued, and processed according to APL's budget and specifications. This included custom labeling and mylar protection. Marigold staff also reconfigured and troubleshooted technical workflows to ensure database records were successfully imported and fully discoverable in both the catalogue and on the shelves, allowing patrons to place holds seamlessly.

Behind-the-Scenes System and Workflow Support

Marigold supported the transition through a series of bulk database updates. These changes were required to manage the interruption of van delivery for APL patron holds, new materials, and returned books during the move. APL holiday collections and items being returned to APL from other libraries across the province were securely stored at Marigold for an interim period to support continuity of service.

Technology Planning & Service Delivery

Marigold IT staff were engaged early in the process, working collaboratively with APL, Municipal Affairs, the City of Airdrie, vendors, and engineers to support SuperNet connectivity and overall technology planning. This work included onsite equipment installation and coordinated troubleshooting with subcontractors and City staff.

Marigold's Service Delivery team coordinated the delivery of new collection materials and interlibrary loan returns for APL once the Inspire facility became operational. Prior to the first delivery, staff conducted a site tour to assess and ensure that potential hazards in the parkade and delivery areas were identified and mitigated.