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Fox Creek Municipal Library wins Minister's Award



At the Alberta Library Conference on April 25, 2014, Fox Creek Municipal Library received the **Minister's Award for Excellence in Public Library Service** in a smaller library. Fox Creek won the award for their innovative Times for Tots online programming, in which Margaret DeBoer reads stories and demonstrates crafts online. Pictured (L to R): Margaret DeBoer, Fox Creek Library staff member; Minister of Municipal Affairs, Honourable Greg Weadick; Fox Creek Library Manager Leslie Ann Sharkey.

Welcome to Alex Eldridge, New Library Consultant



PLS is pleased to welcome Alexandria Eldridge, soon to be Alexandria Daum, on board as our new Library Consultant. Alex comes to us with experience in journalism, technology, social media, training, and conference coordination, and recently completed the Masters of Library and Information Studies program at the University of Alberta. She has a passion for rural public libraries, having grown up in the small community of Smoky Lake (population 1,022), 116 km northeast of Edmonton, where she spent much of her time at the public library! Alex will become the Library Consultant for Bear Point, Beaverlodge, Calling Lake, DeBolt, Eaglesham, Elmworth, Flatbush, High Prairie, Hythe, Kinuso, La Glace, Menno-Simons, Red Earth, Sexsmith, Slave Lake, Smith, Tangent, Valhalla, Valleyview, Wabasca, Wembley, and Worsley public libraries. She is looking forward to meeting everyone!

From the Director

By Linda Duplessis, Director, Peace Library System



It's been a busy winter/spring season and we are so happy to have Alex Eldridge on board to get a newsletter out to you and to finish planning the fall Rural Libraries Conference. It will be a great event and you won't want to miss it!

Keeping Member Councils Up-to-Date

I've been on the road most of April and May and am about half finished meeting with member councils to provide an orientation to Peace Library System (for new councillors) and to update councils on plans for long-term sustainability. I have been making them aware of upcoming changes to allotment fund distribution to contribute some of the funds to regional collections such as large print books, eBooks and other digital resources. As well, I am making them aware of the PLS Board's decision to increase municipal fees beginning in 2016. This must be approved by two-thirds of member municipalities before it can take place.

Regional e-Resources Available to Patrons

Earlier in the year, PLS implemented a new digital magazine service for member libraries. **Zinio** provides access to 50 popular magazines, including *Car & Driver*, *Cosmopolitan*, *Family Handyman*, *National Geographic Interactive*, *Newsweek*, *Popular Science*, and *Reader's Digest*. The service may be accessed on the PLS website or member library websites. It complements **Press Display**, an online newspaper service provided by the PLSB to public libraries.

Despite reduced provincial subsidies, PLS has maintained subscriptions to **Auto Repair Reference Centre**, **Global Road Warrior**, **NoveList**, **NoveList K-8**, **Small Engine Repair**, **World Book Online**, and **World Book Online for Kids**.

TRAC has signed an agreement with **3M Cloud Library** to purchase \$40,000 worth of eBooks as a starting collection. It is now live and many of you have had training on how to download 3M Cloud Library titles. This will expand access to eBooks and try to meet patron demands for this format.

PLS and its TRAC partners will purchase a minimum of \$80,000 worth of eBooks through OverDrive and the 3M Cloud Library in 2014. Both OverDrive and 3M are working with Polaris to make it possible to integrate the eBook titles right into Polaris. However, TRAC must upgrade Polaris before the integration can work.

Provincial Commitment to SuperNet and e-Content

The Public Library Services Branch has advised that it has increased support for SuperNet bandwidth for nodes and service points serving populations between 3,400 and 300,000. This will help deal with the ever increasing bandwidth demands at libraries. It will increase the PLSB's financial commitment for SuperNet from \$2.2 million to \$2.7 million annually. The PLSB has also entered into agreements to offer **Zinio** (digital magazines) and **hoopla** (downloadable music and video) services to members of the Public Library Network. We're not yet sure how this will fit in with the existing **Zinio** service provided by PLS. We expect **hoopla** to be launched in our region sometime in August.

Alberta-wide Borrowing

Good progress is being made by the Public Library Services Branch (PLSB) on the **Me Card Initiative** which will allow people to use their local card at almost any public library in Alberta. TRAC should be set up to participate by the end of June. PLS patrons will be able to sign up online for whatever public library they will be visiting, take their own borrowing card to that library, and use the library as a regular patron. Janet Ayles is scheduled to teach three webinars in June on how to help patrons register for Me Card privileges. TRAC is planning to introduce plastic cards to coincide with implementation of the Me Card Initiative. A TAL card will still be needed to borrow from college/university libraries.

Great Program? Exciting News?

Share what you've been doing in your library!

Submit photos, news and events to Alex Eldridge at adaum@peacelibrarysystem.ab.ca

You can submit items for the newsletter at anytime, and they'll be published in the following issue of **News & Notes**.

Remembering Mary Hermans

Mary Hermans was serving her seventh year on the Peace Library Board as the representative from the Town of Beaverlodge when she passed away peacefully on Monday, May 12, 2014, at the age of 68 years. Mary was a dynamic personality with a positive outlook and a love for libraries. She was committed to her community and served in many capacities.

First elected to town council in 2007, Mary was serving her third term on council. In addition to serving on the Peace Library Board, Mary was also the chairman of the Beaverlodge Library, a member of the Friends of the Library Board, chair of the town Finance Committee, a member of the FCS Advisory Committee, and involved in many other committees. She was also involved with the South Peace Centennial Museum and St. Luke's Anglican Church. In an article in the West County News, Beaverlodge Mayor Leona Hanson said that Mary's "devotion and dedication to the town and her community was immense."

A memorial service was held Saturday, May 17, 2014 at St. Luke's Anglican Church in Beaverlodge. Mary is survived by her husband John and family and will be greatly missed by us all.

In Loving Memory Of



Eureka!

TD Summer Reading Club 2014

By Katherine Wiebe, Consulting Services Manager, Peace Library System

Thirty-nine PLS public libraries have signed up to participate in the TD Summer Reading Club starting in July. The **Eureka!** theme—with its emphasis on inventing, creating, tinkering, and innovating—promises to provide versatile and engaging programs and activities for all.

The promotional materials, which were sent out to libraries in May, will make a colourful kit for each child to receive, including a poster, an activity booklet (either a pre-school booklet or a magazine for ages 6-12), a sheet of stickers, and a notebook (like a passport) in which to create their own doodles, notes on books they've read, and to place stickers as books are read. The notebook also contains a certificate of completion on the last page, congratulating children on their successful summer of reading. The supplemental prize materials were also sent out to libraries in late May and children will certainly enjoy collecting them throughout the summer.

Visit the TD Summer Reading Club website at www.summerreadingclub.ca and click on the *Staff* button in the top right corner to access the *Resources* button where library staff will find program ideas for appropriate ages and accompanying activities, recommended reads, and artwork images by Canadian artist John Martz (<http://johnmartz.com/>). The website will also have a children's portal (coming soon) for participants to visit and enhance their reading club experience. Remember to promote your summer reading club to your local schools and community organizations. The promotional materials include an invitational bookmark/door hanger to hand out.

Katherine Wiebe will be hosting three Summer Reading Club training webinars on June 2nd, 18th, and 26th to help familiarize library staff with the materials, resources, website, and forms. Interested staff are invited to sign up for the webinars at <http://www.peacelibrarysystem.ab.ca/calendars-and-schedules>. The Peace Library System website at <http://www.peacelibrarysystem.ab.ca/SRC> will also be updated in early June and will provide a one-page guide to getting started with your summer reading club.



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News & Notes

Your quarterly professional guide to news, services and connection with the staff at PLS.

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Tech Services Tidbits

By Carol Downing, Assistant Director & Technical Services Manager, Peace Library System



Long awaited spring has finally arrived and all is well in Tech Services. With Karen Van der Woerd and Julia Little back to work we have a full complement of staff again. Cataloguing for the Canadian Parents for French has been completed and we are back to a normal schedule again. Approximately 2,050 French Language items were catalogued and are housed at Grande Prairie Public Library. They are available for borrowing on TRACpac.

Canada Post has realigned how it delivers and prices postal services to meet Canada's emerging and future needs. As of March 31, 2014, stamps purchased in booklets and coils rose to \$.85 per stamp for letters weighing 0 – 30 g (\$1.20 for letters weighing over 30 g) if mailed within Canada. Businesses that use postage machines pay a commercial rate of \$.75 per letter for letters weighing 0 – 30 g (\$1.15 for letters over 30 g). Oversize letters start at \$1.80 per stamp or \$1.60 for businesses with postage meters.

The Library Book rate remains at \$.93 (1 kg parcels), \$1.07 (2 kg parcels), \$1.21 (3 kg parcels), \$1.35 (4 kg parcels) and \$1.49 (5 kg parcels).

Government Courier has restructured their delivery service in an effort to make it more sustainable. Delivery service to several communities in the province has changed to three days per week, while other larger communities continue to have delivery five days per week. Six communities within the Peace Library System now have three delivery days per week. They are: Falher, Fox Creek, Grimshaw, Manning, McLennan and Spirit River.

System News Bits

- **Janet Lemay** (right) retired as the Library Manager of **High Prairie Municipal Library** at the end of May, after 28 years of service. While she still greatly enjoys her work at the library, she is looking forward to travelling with her husband and spending time with her grandchildren in her retirement. **Tracy Roberts** (middle) will take over as the new Library Manager. Also pictured is program coordinator Paula Shaw (left).



- Our condolences to **Sharon Nazarko**, library manager of **Hines Creek Municipal Library**, in the passing away of her husband Marvin, on April 15, 2014. They were married 53 years.

Submitting a HelpDesk Ticket

By Andrew Tejero, Network Analyst, Peace Library System

It's Monday morning and the cursor moving across your computers desktop suddenly freezes, yet the mouse in your hand just continues to silently glide across the surface of your desk. You look up, somewhat agitated, and give the mouse a vigorous shake in the hopes that the cursor will dislodge from the grips of whatever gremlin has seized it. Your mouse now moves in intermittent intervals. You realize the whole darn computer is now churning along at a snail's pace and each letter you type in Microsoft Word appears on the screen with a two to three second delay between keystrokes.

If you're a rational and sane person, by this point you will want to launch your computer into space, aiming it towards the core of the sun – "I bet *that* would get your cursor moving" you quietly mutter to yourself. Unfortunately, unless you're Elon Musk, you won't have the resources to actually launch your computer into space. The next best thing you can do is submit a Help Desk ticket, and I'm going to show you exactly how to do that.

First, describe your question or problem with as much detail as you can. A vague request will simply be answered by a bunch of questions you'll have to answer anyway. You'll get a faster response if you provide this information in your initial request.

When writing your request please try to answer these questions:

- What were you trying to do? What happened instead?
- If there was an error message, what did it say?
- What computer is this happening on? If the machine has an asset tag/service tag number please provide it.
- What software program are you using? If you know the version number, please provide it.
- Please don't assume I know what you're talking about. Be descriptive. Write me a story.

To Submit a Help Desk Ticket by E-mail:

- Send an email to helpdesk@peacelibrarysystem.ab.ca
- Enter a summary of the problem in the subject line of the email.
- Enter a detailed description of the problem in the body of the email.
- Attach pertinent documents to the email in the same manner you attach documents to any email. This might be a screen shot, log file, etc.

To Submit a Help Desk Ticket by Web Browser:

- Using a web browser, navigate to <http://help.peacelibrarysystem.ab.ca>
- Enter your email address (this may be pre-filled for you if you've submitted a ticket in the past).
- Enter a summary of the problem.
- Enter a detailed description of the problem.
- Click the "Attach a supporting document" button to attach pertinent documents from your hard drive. This might be a screen shot, log file, etc.
- Click "Submit Request."

Sometimes error messages will pop on the screen. These can be extremely valuable for IT staff when trying to resolve your problem. Help us out by taking a screenshot and attaching it to your Help Desk request!



When the error message pops up:

- Press the 'Print Screen' button (shown in thumbnail image).
- Open up Microsoft Paint, or Microsoft Word.
- Press CTRL + V together to paste the image into the program.
- Save the document and attach it to your Help Desk request.

From the IT Desk

By Janet Ayles, IT Services Manager, Peace Library System



Summer Hours

The weather is warm and summer is just around the corner! Will your library change its hours for the summer? Or are you planning on closing? If the answer to either question is yes, please let us know. Polaris has to be updated in order for due dates and fines to be calculated properly. If there are changes to be made, please send an email to helpdesk@peacelibrarysystem.ab.ca with what needs to be changed, for how long, and when it needs to be changed back.

Wireless Internet Access and Your Library

We have been talking about it for a while, but new wifi equipment is coming! I can hear the questions now: But we already have wifi, why do we need new equipment? The basic answer is that the wifi equipment in libraries is old, outdated, and no longer working at the ideal level. It is time for this equipment to retire. Rest assured, it has lived a good long life and served your library well over the years. The new equipment should be arriving here at PLS Headquarters in July and will make its way out to you with Andrew as he carries out his annual site visit. As we have more information, we will let you know, but in the meantime, if you have any questions, please ask!

Community Profiles

Community Profiles has made its way to TRAC. Community Profiles will allow you to work with organizations in your community and list their details and events in TRACpac. This will be a wonderful opportunity for you to forge relationships with your local groups. Community Profiles will be beta tested over the summer with a few libraries and should go live for all libraries this fall. If you have any questions about Community Profiles, or are even just a little curious, the Polaris session at this year's Rural Libraries Conference will be providing an overview.

Alberta Wide Borrowing... also known as ME

As a member of a regional library system, your patrons have always been able to take their TAL card to a non-system public library (like Edmonton Public), get one of their barcodes, and check out books. It was a manual and mildly clunky process. The new ME Initiative will be patron-driven. Patrons will be able to register on the website (www.melibraries.ca) using their barcode and pin. From there, they will be able to register their patron account at any of the non-system public libraries. The new initiative allows patrons to have just one barcode that moves with them to any public library where they registered. The ME Initiative does not include academic libraries, so you and your patrons will still need the TAL Card for those libraries.

Purchasing for Your Library

Technology changes so quickly and it is important for libraries to stay current. However, before purchasing anything it is vital to discuss it with the IT Department. Although it's nice to have the shiny new toy, the reality of getting them setup and working on the network can be more complex. We can't guarantee that your items will work or that we'll be able to support them if we weren't consulted beforehand. Any time you want to purchase something or have questions about purchasing, contact us via the helpdesk at helpdesk@peacelibrarysystem.ab.ca.

From the Information Desk

By Charlotte Anderson, Emerging Technologies Librarian, Grande Prairie Public Library



Here's a scenario you've likely encountered – someone approaches the desk with an eReader in their hands and shoves it at you. Maybe they say something along the lines of, "I don't know how to use technology" or maybe it's something like, "I use it every day. I don't know what's wrong." Either way, they think you're the expert on how to use these devices because the library offers eBooks. You can feel that sensation of dread building because what now? You certainly don't consider yourself an expert.

It's ok, you've got this. First, treat the problem exactly like you'd treat a reference question: find out what they need from you, as specific as possible, and then decide whether their question is within your scope to answer. Is the eReader still in a box, and hasn't even been turned on? That might not be within your scope to help them.

I have a list of questions I ask: What device are they using? Have they created an Adobe ID? Have they downloaded books from us successfully? On this device?

My goal is to find out if they're signed into Adobe, because usually the answer is that they are not. Sometimes the Overdrive App can lose the log in info. Sometimes they never signed up. Sometimes they've been downloading books on their home computer and can't get it to work on their iPad. Always check for an Adobe ID first. If it's not the Adobe ID, it might be a more complicated problem.

Here are some troubleshooting tips:

Consult Google. I know this seems self-explanatory, but you can spend a lot of time looking through the FAQ on Overdrive, and occasionally you can locate the answer more rapidly if you search Google instead. It's likely that someone else has had the problem before you've seen it, and that the solution is already spelled out. One of the most common Adobe Digital Editions error messages I've seen is that the device (including computers) has the wrong time or time zone settings.

Ask them to recreate the problem. This is easier on an App-based device than it is an eReader. If they have an eReader, request that they write down the error code the next time it comes up. That way, you'll have a starting point to determine whether it's an Adobe problem or a problem with their eReader.

Look through the help section in Overdrive. It's great. It's searchable. If Google is frustrating you, you might find this easier instead.

Reinstall or update the App.

Take a page out of *The Hitchhiker's Guide to the Galaxy*: **don't panic**. These questions can take a lot of time to solve, so don't feel guilty if you send them away with a pamphlet and a link to the help section. Overdrive questions can sometimes take between 30 minutes to an hour, and sometimes you just don't have the resources available to dedicate that much time. Encourage them to ask someone familiar with computers for help. At the end of the day, recognize that there are some problems you won't be able to solve.

How can you get better at the process? Like everything, it comes down to practice. Download items every once and a while, whether you intend to read them or not. Browse through the Overdrive site, go to the help section and watch the videos. If you're comfortable with the basics, identifying issues gets easier, whether you consider yourself an expert or not.



Warren Stewart (right) receives an award for 10 years of service on the Peace Library Board from chair **Veronica Bliska** (left) at the May 10, 2014 board meeting. Warren is the representative from the Town of Valleyview.

Night of Indulgence Banishes Mid-Winter Blues in Beaverlodge

Submitted by Tracy Deets, Library Manager, Beaverlodge Public Library

An exceptional meal, a chance to win one of a mountain of donated prizes, and upbeat live dance music at the Beaverlodge Community Centre on a Saturday night in February combined to create an indulgent evening that went the distance to loosen February's grasp on winter.

The Build a Dream Committee and the Friends of the Beaverlodge Public Library Society combined forces to deliver a stellar fundraising event to benefit projects of each group.

The crowd enjoyed an Italian meal featuring succulent offerings of chicken with pancetta and black olives, beef cannelloni, risotto with scallops and shrimp, and spinach ravioli. A capable team of volunteer servers presented complimentary Limoncello liqueur with dessert.

Throughout the evening an array of romantically-themed door prizes, donated by local businesses, were won by delighted attendees, followed by the "brownie raffle," giving the purchaser of a package of homemade brownies a chance to win one of three coveted prizes: a \$150 gift certificate to the Keg, a \$420 silver-setting jewelry collection, or a two-night stay at Jasper Park Lodge worth \$575. The crowd of 150 held its collective breath as the winning ticket for an all-inclusive one week trip for two to Veradero, Cuba was also drawn.

Beaverlodge businesses rock! Both groups agreed that the joint fundraiser would not have been the gratifying success it was without the generous participation of local businesses.

For many at the mid-winter event, the party truly started when local band leader, Ed Bradshaw and Richmond Overdrive, took to the stage and rocked the crowd that immediately took to the dance floor. The revelry didn't let up until the wee hours of the morning. As one happy attendee stated, "It's not often that Beaverlodge is given an opportunity to dress up, enjoy a gourmet meal, have a chance to win some great prizes, and then, to top it off, dance the night away."



Goings-On at Grimshaw Municipal Library

Submitted by Linda Chmilar, Library Manager, Grimshaw Municipal Library

WE HAD CHICKENS ON THE BRAIN!

In February, we weeded out Chicken Soup for the Soul books — 94 books to go. We hosted, with the partnership of MD 135 and Grimshaw Super A Foods, FREE chicken soup for the local soul. At Super A from 11:30 – 1:30 we gave away chicken soup and a bun PLUS one of our newly discarded books. Patrons could enjoy their soup at a picnic table or take it home in a bag. It was a huge success: 92 bowls of soup and 86 books...Yeah! The community thought it was a great idea and were making suggestions of what we could offer next.

HEN PARTY, NO ROOSTERS ALLOWED!

Our monthly senior's afternoon tea saw an appearance by Henny the Hen. Our guest was a live chicken; she was very calm and polite. Vivianne and Danielle who work at the library raise chickens and wanted to hear stories from our seniors about their experiences with chickens, hence the Hen party. We did hear some pretty funny stories and also provided them with the latest info...did you know that the new pet to have in the city is a chicken in your apartment or condo? And if you so choose, you can buy diapers for your chickens at a low cost of \$9.00 each. One of our seniors', who is 92, said "The world has finally gone mad!" Bette Baxter read stories from her newly published book, more funny chicken stories. It was a topic that many could relate to and we found several ladies who are usually quite quiet had plenty to say.



VOLUNTEER APPRECIATION DAY – TAKE A BREAK

In April, we held a volunteer appreciation day! Every hour from 9am – 8pm we had a different break and they got a prize: breakfast break (muffins), water break (flavored water), spring break (umbrella), music break (mini FM radio), bathroom break (toilet brush/magazine), stress break (stress ball), summer break (fly swatter), Yoga break (resistance band), smoke break (BBQ lighter), garden break (gloves and bean seeds), commercial break (Kit Kat bar). They also got to Punch A Prize to receive a thank you for volunteering, for example: 'Thank you for sticking around to help us out' (suckers), 'Thank you for your commitment' (mints), 'Thanks for going the extra mile' (extra gum), and so on. People loved to punch a prize! In total, 53 volunteers traced their hands, and listed the areas they volunteered in. The banner is now posted at the Multiplex for everyone to see.



Fox Creek Bits

Submitted By Leslie Ann Sharkey, Library Manager, Fox Creek Municipal Library

We had a really busy winter at the **Fox Creek Municipal Library**.

Our "Mitten Tree" was filled with new winter hats, mitts, gloves and scarves which were distributed with the Lions' Club Christmas Hampers. We participated in the Festival of Trees, organized by our Chamber of Commerce. Our Children's Christmas Craft Workshop saw 30 children, many accompanied by a parent or two. Our library Christmas tree was done to the theme of "A Porcupine in a Pine Tree - A Canadian Twelve Days of Christmas," with all handcrafted ornaments.

Panadream Theatre came to our library and entertained our students with two shows and puppet-making workshops for all grade 4, 5 and 6 students. That was a blast, with students laughing so hard they cried. In January we co-sponsored our Basket of Books contest for Family Literacy which saw 1,358 books read. In March we held our annual Family Games Night with over 250 in attendance. We keep adding to our selection of games, with a giant Kerplunk and a giant Connect 4. No electronic games at this night out!



Around the System...



The **Manning Municipal Library** hosts an annual bedtime story night in February, during the week-long family day events and celebrations happening in our community. We encourage all children and parents attending to do so in their PJs! This year's theme was "Monsters Under My Bed." Everyone participated in the themed books, crafts, games, and enjoyed a monster-approved bedtime snack before going home.

- Submitted by **Lori Jackson**, Library Manager, Manning Municipal Library



Hythe Municipal

Library opened up a new children's section in February! The new section features sturdy, safe shelves with books facing outwards for more visual access for the kids. Children have been grabbing books more often now that they can see the covers, and overall the section has received rave reviews.

- Submitted by **Charlene McCoy**, Library Manager, Hythe Municipal Library



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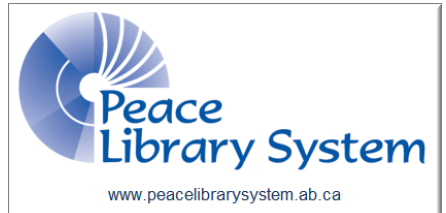
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OR TEXT SHERYL @ 780.518.7909

Find Peace Library System online:



www.peaceporridge.com



www.peacelibrarysystem.ab.ca

Upcoming Events



MD of Smoky River Advisory Committee Meeting

Falher, AB
June 5, 2014; 6:00 p.m.

PLSB Library Board Basics Workshop

Red Wood Inn, 8117 – 99 Street
Clairmont, AB
June 14, 2014; 9:30 a.m. – 4:00 p.m.

PLS Executive Committee Meeting

St. Isidore, AB
August 23, 2014; 10:30 a.m.

PLS Board Meeting

High Prairie, AB
September 20, 2014; 10:30 a.m.

Rural Libraries Conference

Grande Prairie, AB
September 24, 25, & 26

Northern Lights Advisory Committee Meeting

Manning, AB
September 29, 2014; 11:00 a.m.

Clear Hills County Advisory Committee Meeting

Cleardale, AB
October 1, 2014; 5:30 p.m.

Netspeed

Edmonton, AB
October 16-17, 2014

Northern Sunrise Advisory Committee Meeting

St. Isidore, AB
October 20, 2014; 10:30 a.m.

MD of Spirit River Advisory Committee Meeting

Spirit River, AB
October 22, 2014; 6:15 p.m.

PLS Executive Committee Meeting

Fairview, AB
October 25, 2014; 10:30 a.m.

Library Managers' Council Meeting

By videoconference
October 27, 2014; 10:30 a.m.

MD of Greenview Advisory Committee Meeting

Grande Prairie, AB
October 30, 2014; 6:30 p.m.

PLS Board Meeting

PLS Headquarters, Grande Prairie, AB
November 29, 2014; 10:30 a.m.