

Orientation Booklet for New Library Managers

Revised 25 February 2020

(Created 20 January 2017)

What's Inside...

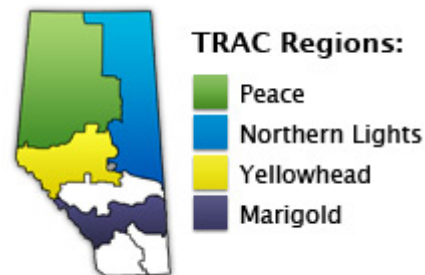
| | |
|--------------------------------|-------|
| Welcome..... | 2 |
| Your partners..... | 3 |
| Communications | 4-5 |
| Technology..... | 6 |
| Polaris..... | 7 |
| Building your collection..... | 8 |
| Sharing library materials..... | 9 |
| Services and resources..... | 10-11 |
| Appendices..... | 12-15 |
| Glossary..... | 16 |



Welcome!

Congratulations on your appointment as library manager; welcome to Peace Library System!

Your library is one of 46 member libraries in the Peace Library System and part of the **TRAC** regional partnership of 4 library systems of over 175 libraries. You're also connected to most of the other libraries in Alberta through **TAL Online** and **ME Libraries**.



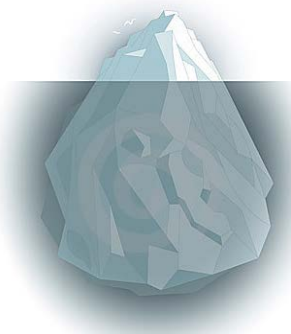
FAQ:

I forgot my Polaris login!
What's the password for my website?
How do I order new bestsellers?
My printer's not working! What do I do?
How do I get started?

You're going to have lots of questions. We're here to help! The only silly question is the one not asked, so please contact us whenever you have a question.

Our toll free phone number is **1 (800) 422-6875** and our local number is **(780) 538-4656**. Your consulting team is Katherine Wiebe (x.103), Emma Stewart (x.104), Samantha Mercer (x.107), and Barbara Johnson (x.109). You can find our contact information at www.peacelibrarysystem.ab.ca/contact.

Look around your library. What you see on the shelves—books, DVDs, audiobooks, even toys and games—is just the tip of the iceberg! A whole lot more is available to you and your patrons through your library's membership in Peace Library System.



- eBooks
- Digital Movies and Music
- Online Newspapers
- Language Learning
- Software
- Technology Support
- Training
- Purchasing Assistance
- Advice and Consultation
- Storytime Kits
- And more...

As you read through this orientation booklet, you'll find out more about what Peace Library System has to offer.

Black bolded words are defined in the glossary at the back of this booklet.

Your Partners and Their Roles

The Public Library Services Branch (PLSB)

- Informs and enforces library related legislation (including the Libraries Act, Libraries Regulation, provincial network policies, plans of service, annual reports)
- Provides some operating grant funds to the library board
- Manages the Alberta Public Library Directory

The Municipality

- Establishes the library board
- Approves and appoints library board members
- Pays for membership in Peace Library System so that municipal residents can borrow from the provincial network
- Provides operating funds to the library through the library board

Your Library Board*

- Provides the library's Plan of Service to the PLSB every three to five years
- Provides the library's annual report to the PLSB to ensure continued funding
- Creates the library budget, bylaws, and policies for the library
- Provides funds for library purchases through Peace Library System (allotments)
- Hires and employs the library manager

* Special circumstances apply to eight libraries including Bear Point, Dixonville, Keg River, Menno-Simons, Paddle Prairie, St. Isidore, and Worsley. Contact your consultant for details.

Peace Library System

- Your connection to the provincial library network
- Holds funds from your library board for purchasing items for your collection
- Provides Polaris, your **ILS** software
- Provides assistance with purchasing and cataloguing
- Provides training for library managers and staff
- Provides access to eResources
- Houses a file with copies of your PLS municipal agreement, IT service agreement, LibPAS annual report, bylaws and policies, plan of service, and visit reports

Friends of the Library

- A locally organized volunteer group that helps with advocacy and fundraising

A Partners Powerpoint can be found at <https://www.peacelibrarysystem.ab.ca/Training-Toolkit/Library-Basics/Information-for-New-Library-Managers>.

My board chair is:

My council representative(s) is:

How We Communicate with Each Other

- **Emails:** Please check your email daily. One of your first tasks of the day should be to open your email and to read and reply to high priority and time sensitive material. If your predecessor has left you with a full email inbox and you don't know where to begin, contact your consultant for help.
- ❖ **Pecans and TRACSharing:** **Pecans** is a group email list of all PLS library managers and staff and PLS consultants for shared communication. This includes important announcements from PLS headquarters, discussion of library issues and interests, updates from your fellow PLS libraries, and anything else that needs to be communicated with everyone at once. **TRACSharing** is the same as Pecans but includes all libraries in TRAC.
- ❖ **PLS Helpdesk:** Email helpdesk@peacelibrarysystem.ab.ca as soon as you notice a Polaris or technology issue, or need to update your library hours.
- **Alberta Public Library Directory:** The Public Library Services Branch (PLSB) maintains a directory of all provincial public libraries and their boards. It can be found at www.municipalaffairs.alberta.ca/plsb_directory
- **Website:** You can find the PLS website at peacelibrarysystem.ab.ca. Explore it and learn more about us! In the top right corner of our website are links to log onto your webmail, reach the help desk, and contact us.
- **Phone:** If you have any questions at any time, remember you can call PLS headquarters toll-free 1-800-422-6875 or locally at 780-538-4656.



Please call or email Peace Library System headquarters and let us know...

- When you've been hired
- When your library board appoints a new chairperson
- When your hours of operation change
- When your library will be closed for any reason: holidays, emergencies, renovations

My email address is:

My website URL is:

My library phone/fax number is:

How You Communicate with Your Community

It's important that you and your library are visible in the community. There are lots of tools available for promoting your library and keeping people informed!

- Local newspapers are often happy to include a column from the local library. Contact them with any news about what's going on at your library.
- Peace Library System publishes a quarterly newsletter called News 'N' Notes. Submit photos and information about programs and events at your library! You can view past issues at <https://peacelibrarysystem.ab.ca/Our-Services/Consulting-Services/News-Notes-Newsletters>.
- Your municipality often includes information about the library on its website. Make sure it's correct and current!
- Make sure your hours of operation are up to date. Check the following:



- 1) the sign on your door
- 2) your answering machine message
- 3) your website
- 4) Polaris (via the Help Desk, see p. 6)



- You can update your library website with information on library programs, meetings, minutes and policies, photos, and more. If you're not sure how to log on to your website, contact Emma at estewart@peacelibrarysystem.ab.ca and she will tell you your username and password. You can also explore what your fellow Peace Library System libraries have put on their websites at www.peacelibrarysystem.ab.ca/member-public-libraries to get ideas about what to do with your library website.
- You can also use social media tools like Facebook and Twitter to keep the public informed about what's going on at your library!
- All library staff have access to LibraryAware, a program with templates and tools to help libraries connect with readers and keep them engaged. For more help with marketing and promotions, visit <https://www.peacelibrarysystem.ab.ca/Training-Toolkit/Library-Basics/Marketing-and-Advocacy>.



Technology in Your Library

Some equipment and technology that you may find in your library includes: workstation computers; public computers; wireless router (which connects patron devices to the internet); Supernet CED; barcode scanner; tablets; eReaders; printers and fax machines; label printers; and receipt printers.

Your computers are on our network, we host your websites, and we are the internet service provider for most of our libraries, so if you need to purchase new equipment, please talk to us first to make sure what you choose to buy is compatible with our network.

PLS will invoice you annually for virus protection, software licenses, and web hosting. The IT staff does have guidelines about what you can or can't do with your computers on our network and what support we offer; to find out more about these guidelines, review your library board's signed PLS IT Service Agreement. If you can't find a copy of this agreement, contact your consultant.

Help Desk

If your technology is not working as it should, go first to the Help Desk.

The **Help Desk** is a system that alerts our IT staff when you have a question or problem about the technology in your library. You should email helpdesk@peacelibrarysystem.ab.ca or visit our website and click on the "Help Desk" button if you have questions about Polaris; need to update your library hours; purchasing new equipment; other technical issues; or your website. Our IT staff will get back to you to help you resolve the issue.

Critical Functions

Critical functions are more serious emergencies that might crop up at your library. If you can't log in, check out or check in with Polaris, search on TRACPac, or if you can't register patrons, those are considered critical functions that you must contact us about immediately by phone.



If you have one of these emergencies during office hours, please phone the PLS office and ask to speak to Janet Ayles, the IT Services Manager or, if she is not available, Fred Richard, the Desktop and Network Administrator.

If you have one of these emergencies after hours, call 1-877-452-8722 and if you are sent to the answering machine, leave a voice message with as much information as possible.

Polaris

Polaris is the software (also known as an ILS, or Integrated Library System) all TRAC libraries use. Every item in TRAC is catalogued in Polaris. Libraries use Polaris to lend out items and keep track of patrons. Patrons search the shared collection using **TRACpac** online or with the TRACpac app, which is available in the Google Play or Apple stores for free download.



The first things you need to know how to do in Polaris are checking items in and out, and registering patrons. If you haven't been trained yet on how to do this, we have some helpful Powerpoint tutorials available on our website to get you started. You will receive fuller training on Polaris when you come into headquarters for your day of training and when you are visited by your consultant.

The tutorials on our website to help you learn Polaris include:

- Polaris Log In, Log Off, and Shortcut Bar
- Polaris Patron Registration
- Polaris Patron Renewals
- Check Ins
- Check Outs
- Searching and Finding
- Searching for Items (Books, DVDs, Magazines, etc)
- Searching for Titles (Books, DVDs, Magazines, etc)
- Holds and Hold Requests
- Polaris Request Manager and ILLs

You can find them at <https://www.peacelibrarysystem.ab.ca/Training-Toolkit/Polaris/Basic-Polaris-Procedures>.

Polaris also allows you to pull statistics on your collections and patrons and run reports to analyze how your library is being used.

Because we all share the Polaris software, we have some TRAC Operational Guidelines that we adhere to. You can find them at <https://www.peacelibrarysystem.ab.ca/Training-Toolkit/Library-Basics/TRAC-Procedures> , and if you have any questions, ask your consultant.



Building Your Collection

There are three ways to build your collection:

1) Buying Through Peace Library System

You can order items like books or DVDs or other library materials through our Technical Services Department, which offers savings to our libraries through bulk purchasing (see page 10). Send your order to PLS, and we will order your items and pay for them through your library materials budget, or **allotment**, which sits at headquarters. PLS then receives, catalogues, and processes materials ordered through headquarters. You will get a **monthly statement** showing you what has been purchased on your behalf through your allotment.

2) Buying Elsewhere

- You can order directly from a distributor and PLS will pay the invoice from your allotment with the submission of a **voucher**.
- You can also purchase items online or through your local bookstore and be reimbursed with funds from your allotment with submission of your receipt and a voucher.

Once you receive these items, they can be sent in to headquarters to be processed and added to the catalogue.

SAMPLE ONLY

Peace Library System
800 - 110 Street
Grande Prairie, AB
T8N 6T2
581-8656
1-800-422-6875

PLS will provide PUBLIC LIBRARY NAME VOUCHER NO. PLS will provide DATE

PLEASE PRINT CLEARLY: CHEQUE ID: ADDRESS: Person Company cheque made payable to:

DETAILS: Information to be included: Itemize number, Publishing information, Title, instructions

APPROVED FOR PAYMENT AMOUNT TO BE DEDUCTED FROM ALLOTMENT: (includes shipping handling)

AUTHORIZED SIGNATORY (EXCLUDES GST) *Default payment will include de GST*

| FOR PLS OFFICE USE | |
|--------------------|---------------------|
| CHARGED | REEL |
| PLS will provide | DR. 400 (75) \$ |
| | DR. 300 (50) \$ |
| PAID ON: | DR. CR. 400 (75) \$ |
| CHEQUE NO. | CHEQUE TOTAL \$ |

Sample voucher

3) Donations

You can accept donations of library materials from your community if they meet the needs of your collection and align with your collection development policy. Advise donors that not all donations may be added to the collection. Please send all donations in to headquarters barcoded and stamped until you have taken training on creating item records and volume control, found on our website at <https://www.peacelibrarysystem.ab.ca/Training-Toolkit/Polaris/Item-Records-and-Volume-Control>.

Once new items are added to your collection, they can be circulated to the public.

Sharing Library Materials

Your library collection is loaned not only to your community, but also to patrons of other libraries in the TRAC partnership and the provincial network.

Patrons of libraries within TRAC use TRACpac, our online catalogue, to search for titles and place requests. Items not available through TRAC may be available for request through Relais. Place outside-of-TRAC requests through your library's website under its Interlibrary Loan webpage.

Alberta patrons outside of TRAC request your items through Relais.

One of your daily tasks will be to satisfy these requests for your materials using the **Polaris Request Manager**. There is a tutorial on the Request Manager available on our website at <https://www.peacelibrarysystem.ab.ca/Training-Toolkit/Polaris/Basic-Polaris-Procedures>.

These items are delivered around the province by three main methods:

- 1) 32 of our member libraries send and receive items through the weekly system van run
- 2) 10 member libraries send and receive by way of Canada Post
- 3) 4 libraries send and receive via **government courier** only



* School-housed public libraries may link to the system van run through their school division courier during the school year.

Canada Post offers exceptional rates for interlibrary loan materials in Canada. Stamps used to mail library materials using the **Shipping Tool** are reimbursed through Peace Library System when your receipts are submitted through a **Postage Reimbursement Form**. We have instructions on working with the Shipping Tool and instructions on filling out the Postage Reimbursement Form at <https://www.peacelibrarysystem.ab.ca/Training-Toolkit/Interlibrary-Loan/Shipping-and-Packaging>.

My delivery method is:

My Shipping Tool username is:

My Shipping Tool password is:

Services and Resources

Help with Purchasing

There are several ways to place your orders through Peace Library System. See <https://www.peacelibrarysystem.ab.ca/Our-Services/Technical-Services/Ordering-and-Supplies>.

1. *Title Source 360*

Baker & Taylor's Title Source 360 is an online selection tool that allows you to browse and search for titles in various formats, read reviews, find out about new and upcoming titles, use selection lists, and more. It is similar to online shopping in that you select the items you want and place them into a cart, which you then send electronically to PLS for us to order. See the Title Source 360 training documents.

2. *Order form*

Download the order form and fill it out with titles you would like us to purchase on your behalf. You can either print it off and fax your completed order form back to us at 780-539-5285, or save it to your computer, fill it out, save it, and email it to ordering@peacelibrarysystem.ab.ca.

3. *Ordering Programs*

PLS offers a number of ordering programs such as Super Forthcoming and Hot List to assist library managers in the selection and ordering of bestseller or quality materials. PLS also offers a variety of other ordering lists, which are sent to libraries throughout the year, i.e. Alberta Readers' Choice Awards, CBC Canada Reads, annual TD Summer Reading Club, and more.

4. *Standing Orders/Series Standing Orders*

At the request of member libraries, PLS will place titles that are published on a regular basis (i.e. annually) on a standing order. When a standing order is set up, the publisher will automatically send the latest edition as soon as it is published. Examples would be Guinness Book of World Records and Lemon-Aid vehicle guides, or fiction series like Jack Reacher.

Consulting Services

PLS offers consulting services to all member libraries to enhance communication and to provide educational opportunities for library staff.

1. *Professional Library Consultant*

Contact your consultant by email, phone, or meet in-person. Your consultant can answer questions and provide assistance on a broad range of library-related topics. An

initial visit at your library will be arranged soon after you're hired, as well as a day of training a PLS with headquarters staff.

2. *Training*

PLS staff provide online training webinars on a variety of topics. Visit the calendar at <https://www.peacelibrarysystem.ab.ca/Training-Toolkit/Webinars> to register for upcoming webinars, or contact your library consultant to request training on a topic. PLS also provides training in the Training Toolkit section of the website.

3. *Newsletter*

PLS sends out a quarterly newsletter to all member libraries. Submissions from member libraries to the newsletter are welcome at any time and can be sent to Emma Stewart.

4. *Programs & Events*

PLS administers several programs and events throughout the year, including the TD Summer Reading Club, the Rural Libraries Conference (RLC) hosted in Grande Prairie in September, and an author visit subsidy.

5. *Special Collections*

PLS has many types of materials that it loans on request to libraries to supplement their own collections on a temporary basis. The items are sent in blocks as a single unit. Types of blocks available include Christmas; large print (including genres of romance, mystery, and westerns); audiobooks; the Read Alberta Books travelling display; and storytime kits for programming (for ages 2-3 and 4-6).

eResources

PLS libraries have access to a number of eResources to which PLS subscribes. Patrons can download eBooks, audiobooks, movies, magazines, music, newspapers, and more, including:

- Alberta Research Portal
- Ancestry Library Edition
- AtoZ World Food
- Cloud Library
- Consumer Reports
- Cypress Resume
- Grant Connect
- Lynda.com
- Niche Academy
- NoveList Plus and K-8
- Overdrive
- Newspaper Source Plus
- Press Reader
- RBDigital eMagazines/eAudiobooks
- Solaro
- Transparent Languages/Pronunciator
- TumbleBooks
- World Book

For training guides and printable handouts and posters for our eResources, visit <https://www.peacelibrarysystem.ab.ca/eResources>.

Appendix 1: Checklists

(Excerpts from *New Librarians Tool Kit*, Ontario Library Service-North, 2013)

FIRST THINGS

What do I have on hand that may help me?

- ✓ Peace Library System's Orientation Booklet for New Library Managers
- ✓ Peace Library System consultants: 1-800-422-6875; (780) 538-4656
- ✓ Your library's bylaws, policies, procedures, Annual Report, and Plan of Service

What relationships are new to me and how might they help me learn the job?

- ✓ Determine what knowledge staff members bring to their positions that will help you get started.
- ✓ Introduce yourself to all library board members.
- ✓ Introduce yourself to key contacts at town office.
- ✓ Introduce yourself to Peace Library System.

What are the practical things I need to know now?

- ✓ Tour the library facility and ensure you have access to all areas including mechanical rooms.
- ✓ Review the building's current security system and appropriate protocols.
- ✓ Update your contact information in the Directory of Alberta Public Libraries with the Public Library Services Branch.
- ✓ Locate usernames and passwords and receive orientation to the library's social media applications.
- ✓ Review the common day-to-day tasks in the library.
- ✓ Become familiar with the library administration filing cabinet.
- ✓ Review the library's current technology available for both staff and patrons.
- ✓ Learn the library's Polaris ILS.
- ✓ Become familiar with interlibrary loaning procedures and your library's delivery method.
- ✓ Read the TRAC Operational Guidelines for the circulation policies and practices of TRAC libraries.

YOUR LIBRARY BOARD*

- ✓ Review your Library Manager job description with the library board.
- ✓ Determine the board's expectations of you as a participant and advisor to the board (monthly library report at board meeting, etc.).
- ✓ Work with the library board to become familiar with key issues facing the board and the community.
- ✓ Attend a Board Basics Workshop from the PLSB; invite PLS to present a local mini-board orientation.
- ✓ Become familiar with the process for appointing new board members.
- ✓ Discuss policy review, creation and approval; keep these up-to-date and in compliance with legislation.

*Special circumstances apply to Bear Point, Dixonville, Keg River, Menno-Simons, Paddle Prairie, St. Isidore, and Worsley. Ask your consultant for details.

LIBRARY FINANCES

- ✓ Review the library's annual budget allocation (capital and operating fund) and the allotment fund for collection development.
- ✓ Become familiar with the library budget, financial tracking, and accounting practices.
- ✓ Find out who is responsible for payroll, benefits, pensions, accounting and human resources procedures and practices for library staff.
- ✓ Determine how to find additional funding sources to support library projects, programs, and services: pursue grants, partnerships and other funding opportunities.

PROGRAMMING

- ✓ Become familiar with the library's programs and services and Plan of Service document.
- ✓ Review statistics to determine current user groups that heavily use the library.
- ✓ Review staff programming capabilities and practices.
- ✓ Review in-library programming supplies and resources.
- ✓ Review different linguistic and cultural needs of your community and develop programs and services to meet their needs.
- ✓ Familiarize yourself with the CELA and NNELS services for patrons with perceptual disabilities.

PROVINCIAL LEGISLATION

- ✓ Become familiar with the Public Library Services Branch under Alberta Municipal Affairs.
- ✓ Review the library's Annual Reports on LibPAS (ask your Peace Library System consultant).
- ✓ Become familiar with what statistics are tracked throughout the year (volunteers and programs).
- ✓ Read the Libraries Act and the Libraries Regulation.
- ✓ Read the provincial resource sharing and network policies.
- ✓ Be aware of the provincial library consultant available to answer questions and provide board orientations.
- ✓ Discuss legislative compliance and awareness with your board (and submissions to the PLSB: Annual Report, Plan of Service, updated Bylaws and Policies, application for provincial operating grant).

PERSONNEL

- ✓ Review employee manual, policies, and procedures.
- ✓ Become familiar with paid holidays, vacations, sick leave, maternity or parental leave, compassionate or discretionary leave, pensions, employment insurance, and health-related benefits.
- ✓ Review all personnel files, personnel evaluations and related documentation concerning library staff.
- ✓ Read all job descriptions pertaining to employees, volunteers and board members.
- ✓ Review the current staff schedule and advise on future practice.
- ✓ Meet with regular library volunteers and representatives of the friends of the library group.
- ✓ Develop a plan for determining professional development needs for yourself and library staff.

PROMOTION AND MARKETING

- ✓ Plan to meet key community contacts, network, and form partnerships with community organizations.
- ✓ Review the library's current marketing practices and library brand.
- ✓ Develop a plan to build awareness of the library's commitment to and participation in community development (local activities, planning sessions, or community projects).

LIBRARY COLLECTION

- ✓ Become familiar with your library's collection (electronic and physical materials).
- ✓ Review electronic resources available to patrons and how to access the resources.
- ✓ Review the library's collection development policy and current acquisitions plan.
- ✓ Determine how to use circulation statistics to address high demand items in the collection, and to identify collection priorities for the coming year.
- ✓ Examine the state of the current physical collection.
- ✓ Determine when the collection was last weeded and an inventory done.
- ✓ Review how the collection is organized on the shelves.
- ✓ Review the Dewey Decimal Classification system and how it applies to management of the collection.
- ✓ Review reader's advisory and reference tools used to serve patrons (Novelist, databases, GPPL Resource Library for difficult reference questions).

Appendix 2: Professional Development Resources

PLS Training Toolkit <https://www.peacelibrarysystem.ab.ca/Training-Toolkit>

PLS Services <https://www.peacelibrarysystem.ab.ca/Our-Services>

PLS Calendar of Training Webinars <https://www.peacelibrarysystem.ab.ca/Training-Toolkit/Webinars>

Rural Libraries Conference (RLC) www.rurallibrariesconference.com

Every year, over 150 delegates from school and public libraries in northern Alberta, northern British Columbia, and the Northwest Territories attend Peace Library System's Rural Libraries Conference. The conference is held on the third Thursday and Friday in September. Delegates have the chance to network, visit the exhibitor tradeshow, and attend a variety of sessions on topics ranging from programming to board relations to collection development.

Public Library Meeting (PLM)

Peace Library System's annual meeting of library managers held the first (or second) Monday of May. All libraries are encouraged to attend. Get to know your colleagues from the other 45 public libraries in Peace Library System, share your library's highlights, and take part in some training. Lunch, mileage reimbursement, and overnight for those travelling from a distance are paid by Peace Library System.

Public Library Services Branch (PLSB) www.albertalibraries.ca

The PLSB provides a vast array of learning tools and resources for public libraries, pertaining to: library bylaw, policies, plan of service, board development, standards and best practices, annual reports, FOIP, employment standards, other legislation as it relates to libraries, and access to our region's provincial library consultant, Ken Allan.

Library Association of Alberta (LAA) www.laa.ca

The Library Association of Alberta is a nonprofit, independent, voluntary association with over 800+ members from public, post-secondary, and special libraries including librarians, library personnel, library trustees, institutions, and other interested individuals and companies. The Library Association of Alberta is an effective advocate, promotes intellectual freedom, provides continuing education and collaborates with others interested in achieving excellence in library and information services.

Alberta Library Conference (ALC) www.albertalibraryconference.com

The annual conference at the end of April in Jasper, Alberta, is hosted by Library Association of Alberta (LAA) and Alberta Library Trustees' Association (ALTA). The conference is attended by library staff, library trustees, and library school students, as well as representatives of library-related businesses and organizations. It provides a unique combination of learning and connections with others in libraries, in a secluded setting that creates a sense of community.

Alberta Public Library Administrators' Council (APLAC) www.lloydminster.org/aplacwp/wordpress

An incorporated not-for-profit body that works to connect the people who manage Alberta's public libraries. Membership provides a forum for communicating with other library managers facing similar challenges, no matter where they are, or how big they are. It also provides a channel through which grassroots issues unique to public libraries can be voiced in the larger Alberta library community.

Alberta Library Trustees' Association (ALTA) www.librarytrustees.ab.ca

ALTA was founded in 1971, and represents the library boards and trustees that govern public libraries in Alberta. It serves over 2400 volunteer library trustees who provide governance to over 165 library boards across Alberta. ALTA is the collective voice for library trustees across Alberta and promotes effective library service and leadership through training, resources, communication and advocacy.

Alberta Association of Library Technicians (AALT) www.aalt.org

Dedicated to supporting the professionalism of library technicians through communication, continuing education, and cooperation. AALT holds an annual conference in April and produces the AALT Technician Journal.

SAIT's Library Operations Certificate of Achievement www.sait.ca

The Library Operations program is available entirely through Distance Education. Ten courses are needed to complete the Library Operations Certificate of Achievement, consisting of seven mandatory courses and three elective courses. Formal application is not necessary for the Library Operations distance education program. Simply register on a course-by-course basis, and then apply for your certificate upon completion of the course requirements. You will have five years to complete the Library Operations Certificate of Achievement.

Library Toolshed <https://librarytoolshed.ca>

The Toolshed is a collaborative initiative supported by several provincial associations including The Alberta Library. It is a place of community knowledge and experience. It is where library staff share, access, and comment on training, instructional and programming resources created by library staff. The collection, including its relevancy, currency and authority, is developed by the library community and focuses on materials that support training and programming, including but not limited to scripts, templates, outlines, and links to webinars and toolkits. Materials for the collection have been developed by a library staff member and have been approved by the owning home library for uploading.

The Education Institute (EI) Partnership www.thepartnership.ca

The Partnership is Canada's national network of provincial and territorial library associations. The Partnership meets twice a year to collaboratively develop services and programs for members of their respective associations. Some of The Partnership initiatives include the Education Institute, a continuing education program for library workers; and the Job Board, a listing of positions available in the library and information sector in Canada.

**Canadian Federation of Library Associations (CFLA) cfla-fcab.ca
Fédération canadienne des associations de bibliothèques (FCAB) cfla-fcab.ca/fr**

Comprised of Canada's library associations, an individual may be represented with the Federation through their provincial or regional library association, and they may also be represented by a national association specific to a particular type of library. There are many national issues for which the Federation provides leadership, advocacy, and vision. Membership of the library associations broadens the perspective the Federation communicates to policy makers and strengthens our voice.

American Library Association (ALA) www.ala.org

The ALA is the oldest and largest library association in the world, founded in 1876. It has eight key action areas, creates many training publications, and members can belong to 11 divisions some of which include Library Service to Children (ALSC); Library Leadership and Management (LLAMA); Public Library (PLA); Reference & Users Services (RUSA); and Young Adult Library Services (YALSA). It holds an annual conference in June and a mid-winter conference in January. International memberships are welcomed.

Glossary

Allotment – Funds received by PLS from your library board twice annually (in January and July) and used to purchase materials for your library's collection and supplies to get them shelf-ready.

Government Courier – Through an agreement with Service Alberta, the PLSB facilitates delivery of library materials to all library systems and to several municipalities.

Help Desk – PLS's online portal where you can request support for technical issues, ranging from computer training to issues with Polaris.

ILS – Integrated Library System. Polaris is an ILS that allows our libraries and PLS staff to catalogue and circulate materials and track patrons.

ME Libraries – A web-based service that allows patrons with a library card from a participating Alberta library to visit and access the physical collections at all other participating Alberta libraries.

Monthly Statement - A monthly record of all the library materials paid out of your allotment. Includes opening balance, all purchases (including vouchers, supplies and credits), items on order, and free balance at month end.

Pecans - Peace Electronic Computer Automation Network. A Yahoo discussion group for PLS member libraries and headquarters staff to communicate with each other over email.

PLSB – Public Library Services Branch. A branch under the Alberta Ministry of Municipal Affairs, providing policy, planning, and the administrative expertise required to develop and maintain provincial legislation related to public library service. They also ensure library board compliance with the Libraries Act and Libraries Regulation, and collect and publish provincial public library statistics.

Postage Reimbursement Form – to be submitted on a monthly or quarterly basis to request compensation from PLS for interlibrary loan costs.

Request Manager – Interlibrary loan requests for your materials are managed through a Polaris report called the Request Manager. This should be opened daily, the items gathered from your collection, "Checked In", and sent to the requesting library.

Shipping Tool – Canada Post's electronic shipping tool is used to make mailing labels for interlibrary loan items and is accessible at libraryshippingtool.ca.

TAL Online – A catalogue hosted by The Alberta Library (TAL) that allows Alberta patrons to place requests on materials not available through their local system.

TRAC – The Regional Automation Consortium of Marigold, Northern Lights, Peace and Yellowhead library systems. Patrons borrow online or in person at over 175 public libraries through the shared Polaris ILS.

TRACpac – The online public access catalogue, which allows staff and patrons to search over three million shared items from TRAC libraries, and is accessible online or through a downloadable app.

TRACSharing – A Yahoo discussion group for TRAC member libraries and systems staff.

Voucher – A form issued by the Accounting Department at PLS that you complete and sign to authorize reimbursement or payment from your allotment account for library materials. Attach an original invoice or receipt to the voucher.