



open for discovery

RED DEER LIBRARY BOARD
6:00 p.m. Wednesday, June 28, 2017
Timberlands Branch Program Room

AGENDA

Welcome & Chair's Remarks

Conflict of Interest Declaration

39. Approval of Agenda

40. Approval of Minutes from May 31, 2017 Board Meeting

41. Acceptance of CEO's, Managers' Reports and Statistics

42. Report from Planning and Finance Committee

- a. **Approval of May 31, 2017 Financial Statements**
- b. **Actions Arising (if any)**

43. Report from Personnel and Administration Committee

- a. **Actions Arising (if any)**

44. Information Items

- a. **Correspondence**
- b. **Actions Arising (if any)**

45. Strategic Discussion and Board Development

46. Adjournment



open for discovery

RED DEER LIBRARY BOARD
6:30 p.m. Wednesday, May 31, 2017
Waskasoo-Kiwanis Meeting Room

MINUTES

Present: Councillor Tanya Handley, Jim Taylor, Colleen Nederlof, Judy Clark, Mark Waters, Maggie MacLean and Christina Wilson (CEO)

Regrets: Lionel Lustgarten, Anita Thomas and Vanessa Gilbertson

Welcome & Chair's Remarks

Jim called the meeting to order at 6:33 p.m.

Conflict of Interest Declaration

There were no conflicts of interest to declare.

31. Approval of Agenda

MOTION: To approve the agenda

WATERS / CLARK / CARRIED

32. Approval of Minutes from April 26, 2017 Board Meeting

MOTION: To approve the Minutes of the April 26, 2017 Board Meeting

WATERS / NEDERLOF / CARRIED

33. Acceptance of CEO's, Managers' Reports and Statistics

- Clarification was sought regarding the findings of the Canada Revenue Agency (CRA) GST Compliance Audit on The Alberta Library (TAL). Christina explained that TAL has paid the associated fines in order to prevent interest accumulation, and are now disputing the CRA's claim that they have not been properly collecting GST. If TAL is unsuccessful in their dispute, the potential impact on RDPL is that we would be charged GST on our TAL membership, however we are reimbursed.
- A question was asked regarding temporary and permanent customer bans. Christina explained that the Commissionaires expect patrons to follow our Acceptable Customer Behaviour Policy. If a patron is not behaving in an acceptable manner, the Commissionaire on duty may, depending on the severity of the situation, recommend a temporary or permanent ban after escorting the patron from the Library. If the patron attempts to enter any RDPL Branch, or is found on RDPL property, the RCMP will be called, and the patron will be charged pursuant to the The Trespass to Premises Act. In addition, all incidents and bannings are examined at monthly management meetings, to ensure that we are doing everything possible to support staff and help to make RDPL a safe and comfortable place. RDPL's commitment to staff and patron safety is in line with the City of Red Deer's response to the increase of undesirable behaviour that is being experienced in Red Deer's downtown.
- Question regarding Interlibrary Loan (ILL) and program attendance statistics. The statistics show a decrease in ILL Out, which is a result of the inability of patrons to view RDPL items in the

TAL Online catalogue during the renovation of Level 2 (as a large portion of our fiction collection was “shadowed” which means it is unable to be searched from the catalogue). As suggested, Christina will change the titles of the program attendance statistics so that they are more descriptive.

MOTION: To accept the CEO’s, Managers’ Reports and Statistics as presented.

WATERS / NEDERLOF / CARRIED

34. Report from Planning and Finance Committee

a. Approval of the April 30, 2017 Financial Statements

- The second installment of the City of Red Deer Operating grant monies was received on April 30, 2017, the final installment is expected to arrive in July.
- Currently, most areas are underspent, with the exception of Department Equipment, which is over by the amount of the Level 2 renovation costs. These expenses will be invoiced to The City of Red Deer and will balance out when payment is received. Salaries and Benefits are also under budget at this point, however, there will be a 2.5% increase in wages, as negotiated in the Canadian Union of Public Employees (CUPE) Local 4810 Collective Agreement, on July 1, 2017. Marketing Support is over budget by approximately the cost of “An Evening with Joseph Boyden.”

MOTION: To approve the April 30, 2017 Financial Statements as presented

MACLEAN / HANDLEY / CARRIED

b. Actions Arising

- At the April 26, 2017 Board meeting, the possibility of offering Adult residents free library memberships in celebration of Canada 150 was discussed, with the intent to vote on the issue at the May 31, 2017 Board Meeting following additional research. Research was presented in the form of survey results sent to library Directors and Board members at other libraries that either had, or were currently offering, free memberships. The survey indicated positive experiences and results overall. Although most libraries reported an increase in memberships, with some experiencing an increase in other revenue streams such as fines and printing, a few libraries did indicate that recouping the lost revenue was difficult. That being said, we also asked respondents if they would offer free library memberships again if they were given the opportunity, and 100% stated they would, even those whom experienced some financial strain as a result. For RDPL, the potential loss of revenues of up to \$30,000.00 would be offset with a fundraising campaign. By implementing free library memberships for Adult residents as a Canada 150 initiative from July 1 to December 31, 2017, library management will gain useful information as to the actual impact on fee revenue and library use, as well as provide us with the ability to easily continue, or discontinue at the scheduled end of the program if deemed insufficiently beneficial. The “2016 Statistical Report to the Library Board” shows memberships have been declining since 2006, with the exception of a small peak in 2014 when free library memberships were offered as part of Red Deer Public Library’s Centennial Celebration. Charging for memberships is a barrier for many; not charging will allow residents to join and use the library, possibly retaining life-long members.

MOTION: To waive Red Deer Public Library membership fees for Adult residents from July 1, 2017 to December 31, 2017.

MACLEAN / NEDERLOF / CARRIED

- The Board was presented with the 2018 Operating Budget and 2018 Capital Budget. This year Christina, Vanessa Cook, Personnel and Finance Officer, and Jim Taylor, Board Chair, met with City Staff to discuss the Budget beforehand. Christina explained that the budget request for this year was created by using the amount received last year as the starting point, and then ensuring guidelines were adhered to. This year, the City requested that submissions were no more than 2% higher than the current contribution.
- Our request from the City of \$136,027.00 is made up of three Fund Adjustment Requests (FAR's):
 1. \$93,776.00 for the 2018 CUPE negotiated salary increase and an Out of Scope salary increase
 2. \$4,566.00 for the 2018 Government of Alberta mandated minimum wage increase affecting the “page” wage.
 3. \$37,685.00 for an increase to IT Specialist hours, to assist the IT Department in keeping pace with advancing technologies, system updates and other IT projects.
- Christina reviewed the rest of the 2018 Operating Budget, explaining the reduction in program costs as we are able to spend less on staff development day, keeping library materials the same, and less for building operations as we have recently entered into a new, lower cost electricity rate agreement.
- Normally the Board submits a 3-year capital request plan, this year the 2018 Capital Plan is made up of only urgent items for 2018. City staff requested that the 2020 Lifecycle Assessment of the Downtown Library be moved forward to 2018 and that funds for sewage lines be added as this would be undertaken by the City in 2018. Other items include end of life IT equipment, and the Downtown Branch elevator. Exterior maintenance on the Firehall was moved back to 2019, although Board members recognized the value of their stewardship of the heritage building. Grants will be sought to match the City’s contribution.

MOTION: To approve the 2018 Operating Budget as presented.

MACLEAN / WATERS / CARRIED

MOTION: To approve the 2018 Capital Budget as presented.

WATERS / NEDERLOF / CARRIED

35. Report from Personnel and Administration Committee

a. Actions Arising

- The Personnel and Administration (P&A) Committee have made great progress on reviewing and revising By-Laws and Policies of Red Deer Library Board. There are a few policies left that must be reviewed by Management, CEO and P&A Committee, and will then be brought to the Board for approval.
- Judy Clark has volunteered to be the new Liaison to the Friends of the Red Deer Public Library following the resignation of Sam Vroon.

MOTION: To accept Judy Clark as the new Liaison to the Friends of the Red Deer Public Library.

WATERS / HANDLEY / CARRIED

36. Information Items

a. Correspondence

- Jim Taylor recently wrote Hon. Shaye Anderson, Minister of Municipal Affairs, to congratulate his appointment, and received a response stating the province's commitment to Libraries, as well as some information on how local libraries can benefit from provincial funding.
- A press release from Public Libraries Services Branch (PLSB) regarding a commitment to provincial funding was reviewed.

b. June 28, 2017 Board Meeting Location

- Kim Lennie, Executive Assistant, reminded the Board that the June 28, 2017 Board Meeting will take place at the Timberlands Branch.

37. Strategic Discussion and Board Development

a. Reports from the Alberta Library Conference in Jasper, AB (Jim & Anita)

- Reminder that these reports are posted on the Board site.

b. Free Library Cards

- Decision was made during the Report from Planning and Finance Committee (see above).

c. The Role of Board Members in Board Recruitment (Jim)

- Discussion regarding how proactive the Board should be in promoting the recent vacancy, and other vacancies from now on. It was decided that Board members would proactively use their own networks, word of mouth etc., to communicate the opening. It was suggested that the CEO ask Amy Desjarlais, Manager, Teen Services, if she has any contacts with high schools in leadership programs, or if she can recommend someone from her own contacts.

38. Adjournment

Mark motioned to adjourn at 8:27 p.m.

Approved: _____

Jim Taylor (Chair)

CEO's Report – May 2017

Satisfy Curiosity

A rich, online collection of primary resources is now available to Red Deerians via the Library's website: <https://www.rdpl.org/digital-content/gale-primary-sources>. This rich collection of primary sources is available to RDPL cardholders through our The Alberta Library (TAL) membership and a key database vendor, Gale. They are available in perpetuity and provide gateway to an extensive collection of 69 first hand documents or records drawn from such sources as First Nations and Indigenous peoples resources, the Associated Press Collections, Smithsonian Collection Online, Archives of Human Sexuality and Gender, Sabin Americana, and 25 titles from the Gale Virtual Reference Library. Many of the documents contain first-hand information from those reporting on a historical event and also include interviews, works of art, diaries, letters, journals, manuscripts, newspaper articles, photographs, government documents, legal records, audio recordings and more. This high quality collection will be invaluable to those conducting research, whether for school or personal interest, Genealogy, legal research or even a community project or initiative. Access to this remarkable online collection of primary resources is well timed for this year of celebrating Canada's 150 plus years.

Library Community

As members of Red Deer Arts Council (RDAC), the Library benefits from many opportunities including cross-promotions and involvement in Alberta Arts Days in the fall. RDAC also programs the Kiwanis Gallery, across from the Snell Auditorium. For their May newsletter, they interviewed me, as the CEO, Red Deer Public Library. Here's an excerpt:

VOL VIII ISSUE V

MAY 2017

I am the Arts



At Red Deer Public Library (RDPL)
we value:

- Learning & Literacy
- Access & Inclusion
- Community
- Relationships
- Fun
- The Arts

These values underlie the five Service Responses of RDPL's Plan of Service.

We are the Red Deer Public Library

We are proud to call Red Deer home.

Join us in discovering the best our city has to offer.

Christina Wilson, CEO, outside the Red Deer Public Library with Sound the Alarm sculpture. Photo by Jannie Ypma, retired RDPL staff member.

It was great to be recognized, particularly in this, my last year as CEO of Red Deer Public Library.

RDPL by the Numbers

The Downtown Library use figures (collections, reference questions and visits) are still in recovery mode, due to the closing of Level 2. It's worth noting that while Adult magazine circulation is down when compared to last year, the Library averages 316 Emagazine downloads monthly, which increases the circulation overall. In comparison, PressReader, the newspaper database, averages 1053 downloads monthly. Physical newspapers are not circulated.

As suggested, the program section is now properly labelled. These figures were requested by the Public Library Services Branch for 2016, and so they are now included monthly in 2017. When comparing the Teen programs figures to 2016, note that they were folded into the "Youth" program figures so the Youth programs will show an apparent, comparative decrease throughout 2017 and there will not be comparative data for Teen programs until 2018.

The Dawe Branch in person visits increased over last May, no doubt assisted by the huge increase in Adult Literacy volunteers and students and the changes to the school's classroom timetable. The apparent jump in programs and attendance at Dawe is due to the classroom visits, resulting from the timetable change.

Apparent massive increase in Timberlands circulation and in person visits increased over last May can be partially explained by the fact that there was construction in the area last year and a scheduled power outage on May 20th. However, the area continues to develop and lots of new people discover this branch weekly, thanks to the range of programs and the great work being done by the Timberlands and Member Services staff.

Library Statistics – May 2017

	May 2017	MAY 2016	% Difference	2017 YTD	2016 YTD	% Difference
CIRCULATION						
Total Circulation	69,641	72,922	-4.5%	360,992	382,408	-5.6%
Adult Materials	36,028	37,523	-4.0%	169,545	195,463	-13.3%
Paperback	1,459	1,760	-17.1%	7,105	8,770	-19.0%
Fiction	5,384	5,189	3.8%	23,887	25,351	-5.8%
Non-Fiction	3,508	4,674	-24.9%	20,350	22,984	-11.5%
Large Print	1,284	1,256	2.2%	4,967	6,294	-21.1%
Teen	2,610	2,280	14.5%	10,920	13,881	-21.3%
Audio-visual	16,461	17,943	-8.3%	74,949	95,204	-21.3%
Magazines	787	1,191	-33.9%	3,916	4,872	-19.6%
Other Languages	151	13	1061.5%	474	285	66.3%
Daisy CDs	47	129	-63.6%	171	317	-46.1%
eBooks	4,141	3,088	34.1%	22,074	17,505	26.1%
Children's Materials	14,674	15,703	-6.6%	80,394	89,082	-9.8%
Paperback	1,263	1,446	-12.7%	7,399	7,443	-0.6%
Non-Fiction	1,587	1,555	2.1%	7,426	8,007	-7.3%
Other Languages	178	207	-14.0%	1,501	1,533	-2.1%
Fiction	800	1,363	-41.3%	6,077	6,620	-8.2%
Easy	6,188	6,173	0.2%	32,498	32,304	0.6%
Audio-visual	4,111	3,507	17.2%	22,548	27,047	-16.6%
Magazines + Comics	333	492	-32.3%	1,631	2,542	-35.8%
eBooks	214	960	-77.7%	1,314	3,586	-63.4%
Timberlands Circ	7,957	6,657	19.5%	38,687	34,648	11.7%
Dawe Circulation	10,982	13,039	-15.8%	72,366	63,215	14.5%
Visits-Timberlands	5,820	4,999	16.4%	25,651	25,819	-0.7%
Downtown	26,631	27,040	-1.5%	108,514	125,853	-13.8%
Dawe	14,864	14,776	0.6%	67,522	67,422	0.1%
Website Visits	58,847	59,526	-1.1%	350,682	353,610	-0.8%
Total Visits	100,342	101,342	-1.0%	526,718	546,885	-3.7%
Interlibrary Loans						
ILL In	524	414	26.6%	2,434	2,014	20.9%
ILL Out	196	213	-8.0%	732	1,251	-41.5%
Total	720	627	14.8%	3,166	3,265	-3.0%
New Memberships	621	708	-12.3%	2,918	3,379	-13.6%
Renewals	175	227	-22.9%	710	886	-19.9%
Total	796	935	-14.9%	3,628	4,265	-14.9%

	May 2017	May 2016	% Difference	2017 YTD	2016 YTD	% Difference
REFERENCE						
Adult Total	6,324	6,541	-3.3%	25,569	33,477	-23.6%
Juv Total	1,380	1,563	-11.7%	7,608	9,072	-16.1%
Timberlands Total	932	465	100.4%	4,256	3,417	24.6%
Dawe Total	1,347	1,220	10.4%	7,517	5,216	44.1%
Total Ref Questions	9,983	9,789	2.0%	44,950	51,182	-12.2%
Database Queries	1,039	1,825	-43.1%	6,453	9,112	-29.2%
Total Questions	11,022	11,614	-5.1%	51,403	60,294	-14.7%
PROGRAMS						
Teen Programs	8					
Adult Programs	10	16		47	63	
Adult Attendance	153	219		937	1,236	
Teen Attendance	128					
Youth Programs	46	46		236	230	
Youth Attendance	913	1,294		3,966	6,296	
TL Programs	151	106		607	506	
Dawe Programs *	192	81		719	458	
Dawe Attendance	4,126	1,863		13,999	9,075	
TL Attendance	2,998	1,936		11,112	10,403	
TOTAL Lib Programs	407	249	63.5%	1,631	1,257	29.8%
TOTAL Attendance	8,318	5,312	56.6%	30,200	27,010	11.8%
VOLUNTEER HOURS						
Friends	52	42		268	261	
Library *	971	844		4,624	4,137	
Library Board	34	97		329	293	
Total	1,057	983	7.5%	5,221	4,691	11.3%
PUBLIC INTERNET						
Timberlands	485	310		1,840	1,591	
Adult Sessions	1,500	2,935		12,166	14,182	
Youth Sessions	841	506		3,158	1,827	
Dawe Sessions	1,891	1,143		7,429	5,608	
Total Sessions	4,717	4,894	-3.6%	24,593	23,208	6.0%
* Includes Adult Literacy Stats						
Tutors	207	186	11.3%			
Hours	801	788	1.6%	4,122	3,545	16.3%
Students	376	294	27.9%			
Hours	1092	805	35.7%	4,526	3,472	30.4%

Managers Reports – May 2017

I. Create Young Readers: Early Literacy

RDPL Activity / Outcome for this period:

- In the month of May, the Children’s Library at the Downtown Branch will have toured 304 students in preschool, pre-kindergarten, and elementary school through the space. The tours often include storytimes & puppet shows, and many of the students get a library membership. At least double that number are booked in for June and that doesn’t include the school visits by the Summer Reading Coordinators to advertise the Summer Reading Club. These tours and visits represent an extensive reach into the community, advertising all of our branches and services to children and families. These numbers don’t reflect the adults (parent chaperones, teachers, educational assistants) who also get to see what the library has to offer.
- Preparations are well underway for the June 2 and 3 Central Alberta Children’s Festival and Red Deer Public Library will once again be a major sponsor, as well as an eager participant. Our Storytelling and Puppet Show tent will reflect the Children’s Festival theme which is Canada 150, by showcasing Canadian puppet shows and stories by Canadian authors.
- Lucinda Sheardown, Dawe Branch Library Assistant, is promoting physical literacy by incorporating yoga into Parkland Thursday Storytime (pictured below).



2. Express Creativity: Create and Share Content

RDPL Activity / Outcome for this period:

- Lucinda Sheardown, Dawe Branch Library Assistant, is experimenting with staging mini-plays with the kids who come to the after school Tell-a-Story program at the Dawe Branch. The participants are delighted at this opportunity to practice their acting skills.

- The Timberlands Branch marked Star Wars Day on May 4 with two programs (one for children and one for ages 13 and up). Although no one attended the teen/adult program, the children's program was well attended, with over 20 children and their parents creating Star Wars-themed crafts, completing a library scavenger hunt, creating and eating Star Wars-themed snacks, and choosing from a number of Star Wars books and DVDs available to borrow.

3. Satisfy Curiosity: Lifelong Learning

RDPL Activity / Outcome for this period:

- In the month of May, the Adult Literacy Program registered 12 new learners and 8 new tutors. The program matched 16 pairs.
- In May, Adult Literacy started an Oral Communication Skills Class for Foreign Trained Professionals. This class focuses on vocabulary, pronunciation, idioms, Canadian culture and social situations. The class runs once a week for 8 weeks and has 10 learners.
- In addition, Adult Literacy had another Computer Basics program for the Syrian refugees. This class filled up quickly, and 5 learners were eager to learn more about how to use computers with the help of Matt Dissen, instructor, and Shihab Al-Nahar, interpreter.
- Four Syrian refugees attended the Saturday Conversation group conducted by the Adult Literacy Program. This month, participants learned more about the school system in Canada and how to communicate with a child's teacher during a parent-teacher interview.
- The Timberlands Branch hosted a presentation on Infant/Child CPR from St. John Ambulance in May and is planning to host another presentation in July. These free presentations from St. John Ambulance provide a great opportunity for us to provide learning opportunities to parents in the community.

4. Stimulate Imagination: Reading, Viewing, and Listening for Pleasure

RDPL Activity / Outcome for this period:

- On Thursday, May 11, the Dawe Branch held the fifth Human Library session for the Grow Boys event. We had 22 living books on diverse topics and, again, the readers of the living books were very happy and learned a lot.
- The Timberlands Branch has added book recommendation bookmarks to the Adult Fiction area. These bookmarks, created by Claire Brown, Timberlands Branch Assistant, are intended to serve as a fun and informative reader's advisory tool for patrons and to help match readers to new books.
- On May 3, Travel Memories (hosted by Donna Stewart, Adult Services Library Assistant and Priscilla McLaughlin, Adult Services Library Assistant) had 54 attendees for the presentation about visiting Iceland. Donne and Priscilla also hosted Daytime Documentaries, which occurred on May 10 and had 18 attendees who came to watch A Lego Brickumentary. Both of these programs continue to be well attended, and attract a solid following each month.
- Red Deer Reads voting closed at the end of May, with the winning title set to be announced on Wednesday July 12 from 12-1 pm. All staff and Board members are invited to the announcement, which will take place at the Downtown Branch - details will be posted on the Staff Blog and will be shared with the Board once they are finalized!

5. Visit a Comfortable Space

RDPL Activity / Outcome for this period:

- Alla Mysko-Henke, Manager, Adult Literacy Program, and Tatiana Tilly, Manager, Dawe Branch, planted the flowers at the Friends of the Library Reading Garden on the Dawe Branch patio. St. Patrick School loaned the library a beautiful raised planter box for extra flower space. We hope that the beautiful and serene extension to the branch will be well used in the summer by the public and staff.

6. Other

- Member Services has had a busy month of staff changes. Alexis Olinek, Member Services Assistant departs to move on to her new position in Technical Services. Nina Bergen, Member Services Assistant, was the successful candidate for Alexis' position. Jared Hoppus, Member Services Assistant leaves us to join I.T. Services in his new position as I.T. Specialist, and following some shuffling of current staff and increases to some staff's hours, external recruitment was under way. We had a good number of applicants and were fortunate to interview great candidates. The interview committee selected Christine Bindr, a former employee of Redcliff Library, and Minka Lodewyk, a recent Library Technician graduate, to fill the available positions.
- Tatiana Tilly was a volunteer judge for the Internship grant applications for Young Works Canada. This was a learning opportunity as I was acquainted with the grant application guidelines and the judging process. This will definitely help to write more successful grant applications in the future.

Hello Tatiana,

Thank you so much for your evaluations.

I wish to assure you that your assistance provided to CCA for the evaluations of the applications submitted by members of the library community is important to us and much appreciated. We always need volunteer judges such as yourself to ensure that the evaluation and selection process is fair for all the applicants.

- Briana Ehnes, Manager, Adult Services and Tatiana Tilly, presented to a crowd of library professionals (40) from Parkland Library System on Monday, May 8. The theme of the presentation that Amy Desjarlais, Manager, Teen Services, also helped to prepare was A Year in the Life: RDPL Programs for Adults & Teens.
- The Dawe Community Bike Fair and Repair Cafe is on the Canada Play 150 map! Check it out by copying and pasting this link into your browser: <https://www.participaction.com/en-ca/programs/participaction-150-play-list/events>. Tatiana Tilly applied for a ParticipAction Canada Play 150 micro grant for the Dawe Community Bike Fair and Repair Cafe and just got the news that we were the successful recipients. The grant will help us to purchase helmets that will be given away to the 1 mile red and white bike ride participants.
- Summer Reading Coordinators Micaela Jordan and Aidan DeGraff have started their positions as the 2017 Summer Reading Club Coordinators. They are busy marketing the Canada 150 program by taking the skit they wrote to many school assemblies, and planning for an early registration date of June 1 at all branches which means they have to have much of their program planning done before that date. They have risen to the challenge and we're anticipating a very successful Summer Reading Club at all three library branches.
- Alla Mysko-Henke attended the Learning is for Everyone (L.I.F.E.) training in Stettler. This 2-day workshop was organized by Community Adult Learning Program (CALP) and provided

resources and techniques to understand, recognize and support the unique learning challenges and needs of adult foundational learners with learning disabilities.

- The Management Team met for their annual retreat, which happened this year at Kerry Wood Nature Centre on May 29. Staff followed up on ideas suggested by the Talking Wall (that was erected during the Level 2 renovations) as well as action items discussed at previous management meetings. The team also shared lightning talks about various topics, discussed fundraising at RDPL, and enjoyed the serene outdoor environment Kerry Wood offers.
- In May, we bid farewell to our Digital Literacy Coordinator Ben Smeets who has accepted a position with Brampton Public Library. We will miss Ben and wish him luck in his new position.
- Cory Stier, Deputy CEO and Robert Bastell, IT Specialist, attended the SirsiDynix User's Group meeting in Calgary on May 17. It was interesting to see what is new with SirsiDynix's integrated library system software, and where the product is heading.
- In May, the Social Media team continued to promote voting for Red Deer Reads as well as promoting information about library programs and services, book quotes, reading recommendations, and more. We also received the following comment on our Twitter page: *"We are so lucky to have @rdpl offer so much amazing free programming for Reddeerians of all ages. What would we do without our library?"* Pictured below is a compilation of a few of our Facebook posts from May:

