



ALBERTA
SERVICE ALBERTA

Office of the Minister
MLA, Strathcona-Sherwood Park

NOV 14 2019

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Village of Hines Creek
File No.
Approved For Payment
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Ms. Leanne Walmsley
Chief Administrative Officer
Village of Hines Creek
PO Box 421
Hines Creek, AB T0H 2A0

Dear Ms. Walmsley:

Thank you for your letter regarding increased access to SuperNet bandwidth. As the Minister of Service Alberta, responsible for SuperNet, I am pleased to respond on behalf of the Government of Alberta.

I appreciate you sharing your concerns regarding the Peace Library System's access to SuperNet bandwidth and its impact on your day-to-day library operations. This government knows that access to a reliable broadband connection is important to public facilities and their continued ability to serve Albertans.

My colleague, the Honourable Kaycee Madu, Minister of Municipal Affairs, responsible for public libraries in the province, is proud that the Alberta government provides support for our libraries to connect in the digital age. I am told they connect over 300 library sites in Alberta to the SuperNet, enabling services of the Public Library Network such as interlibrary loans and e-content, and offering high-speed public internet to patrons. I further understand that they fund this connectivity at over \$2 million a year, with the provision of more than \$25 million in funding since 2005, in addition to regular provincial public library operating grants.

As you may be aware, the SuperNet provides high-capacity network services to more than 3,300 public-sector facilities across the province (including libraries), delivering the connectivity needed to improve and effectively deliver public services to Albertans. I can also advise that, as of September 1, 2018, the Government of Alberta entered into a new contract for SuperNet Services with Bell Canada following an extensive and competitive procurement process.

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While many libraries in the Peace Library System are currently subscribed to a 5 megabits per second SuperNet service, I assure you that significantly larger bandwidth services are available across the SuperNet. My department is able to increase library bandwidth in advance of transition, but those changes would need to be coordinated with Municipal Affairs, which is currently responsible for setting library bandwidth services and assisting with funding.

Your best contact for this request is Kerry Anderson, Assistant Director of the Public Library Services branch. You may contact her by email at kerry.anderson@gov.ab.ca, or toll-free by dialling 310-0000, then 780-644-5487. Ms. Anderson works closely with my department and can ensure any changes are coordinated in line with the Municipal Affairs policies for library services. In addition, you may also reach out to Holly Saulou, Executive Director of SuperNet Services at 310-0000, then 780-427-6332, or by email at holly.saulou@gov.ab.ca.

We know it is crucial for rural public libraries to have reliable connectivity, and want to work with our colleagues to ensure equitable library service across the province.

I would like to continue strengthening Service Alberta's relationship with rural municipalities. To maintain an effective and collaborative dialogue with elected representatives and municipal officials, I have written to each of you separately to establish points of contact for broadband between officials in my department and in each municipality.

Thank you again for bringing your concerns to the government's attention.

Sincerely,

A handwritten signature in black ink that reads "Nate Glubish". The signature is written in a cursive, slightly slanted style.

Honourable Nate Glubish
Minister of Service Alberta

cc: Honourable Jason Kenney
Premier of Alberta

Honourable Kaycee Madu
Minister of Municipal Affairs