

**Approved Minutes
Calgary Public Library Board
Central Library, Boardroom 0-11
Wednesday, September 25, 2024
5:30 pm**

In Attendance:

Board:

- Evan Legate (Chair)
- Kate Andrews
- Al-Karim Khimji
- Aaron Noga

Remote Attendance:

- Haritha Devulapally
- Crystal Manyfingers
- Councillor Kourtney Penner
- Margaret Wu

Regrets:

- Gillian Hynes
- Dana Saric

Administration:

- Sarah Meilleur, *CEO*
- Tracy Johnson, *CEO, Calgary Public Library Foundation*
- Jim Chisholm, *Director, Technology*
- Mary Kapusta, *Director, Communications and Engagement*
- Laura Komianos, *Executive Assistant*
- Paul Lane, *Director, Strategy and Planning*
- Melissa Legacy, *Director, Visitor Experience*
- Heather Robertson, *Director, Service Design and Innovation*

Guests:

- Elsa Gee, *CUPE Local 1169*
- Terrill Budd, *CUPE Local 1169*
- Angie Myers, *CFO, Charlotte Mecklenburg Library*
- Trevor Dreher (Public)
- Susan Elliott (Public)
- Cathy Caldwell (Public)

1. Treaty 7 Opening

Al-Karim Khimji opened the meeting respectfully with a land acknowledgment. The Calgary Public Library Board opens all meetings by acknowledging the ancestral home, culture, and

oral teachings of the Treaty 7 signatories which includes the Siksika Nation, Piikani Nation, Kainai Nation, the Aethra Stoney Nakoda Nation, consisting of the Chiniki, Bearspaw, and Good Stoney Bands, and the people of the Tsuut'ina Nation. We also recognize the Métis people of Alberta who call Treaty 7 their home.

At Calgary Public Library we celebrate stories: the stories of the community and the land that we live on. We serve the community on Wic̓ispa, Guts'ists'I, and Moh'kinstsis, which describes the gathering place where the Bow and Elbow rivers meet. We respect all people who share, celebrate, and care for the Treaty 7 territory of southern Alberta and we honour the original caretakers of the land who remind us of the ongoing histories that precede us. We recognize our shared responsibilities going forward to help bring everyone together on this journey of Truth and Reconciliation.

2. Chair's Welcoming Remarks

Evan Legate welcomed all members of the Board, Library Administration, CUPE representatives and members of the public to the meeting.

3. Review of Agenda

Evan Legate advised the Board that he, rather than Dana Saric, would be presenting reports from the Governance Committee.

MOVED by Al-Karim Khimji and seconded by Kate Andrews that the Calgary Public Library Board approve the agenda for the September 25, 2024 meeting as amended.

Carried unanimously

4. Consent Agenda

The consent agenda included the following items:

- A. To approve the minutes of the June 24, 2024 Strategy and Community Committee meeting
- B. To approve the minutes of the June 26, 2024 Board meeting
- C. To acknowledge the approved July 24, 2024 Urgent Motion to Approve Candidate and Reserve List Recommendation to City Council
- D. To acknowledge the approved July 31, 2024 Urgent Motion to Approve the Collective Agreement with CUPE 1169

MOVED by Al-Karim Khimji and seconded by Aaron Noga that the Calgary Public Library Board approve the Consent Agenda as presented.

Carried unanimously

5. Business Arising

Alberta Library Trustees Association Update

Evan Legate presented the highlights in Gillian Hynes' absence. Evan Legate, Sarah Meilleur, Gillian Hynes and a few Library staff will be attending the Stronger Together conference on October 3 and October 4, 2024 in Edmonton, Alberta. This is the second year in a row that the Library has participated.

A. Business Arising from the Minutes

None.

6. Chair's Report

Evan Legate offered congratulations to the Executive Leadership Team and CUPE1169 on reaching a deal to avoid strike action and on the upcoming Prototype: Skyview, opening on October 9, 2024. This additional location is in response to the unprecedented growth that we are experiencing in Calgary.

Legate thanked continuing Board members for their governance efforts and for a successful year. He also acknowledged Laura Komianos for her efforts, particularly with Board coordination, while the Library works to find a replacement for Amanda Robertson's role. He also noted that the organization meeting is November 6, 2024 and said that the Board would discuss succession planning in camera and conduct one-on-ones with Board members prior to that date.

Brooks Rainwater, the CEO of Urban Libraries Council, was in Calgary on September 12, 2024 and Legate and Sarah Meilleur went to dinner with Brooks that evening. Legate shared it was very interesting to hear Urban Libraries Council's positive perspective of the Calgary Public Library as a leader among North American Library systems.

7. CEO's Report

Sarah Meilleur presented operational highlights from the summer months.

Meilleur shared some trends she is watching, a few statistics from the month and put forth a few calls to action.

Meilleur began with highlights, including the following:

- the 1.87 million visits in June, July and August
- the Ultimate Summer Challenge, our biggest annual program, also drew over 1700 teens, which is very impressive
- Fish Creek Library's renovation recognized within the American Library Magazine's 2024 Library Design Showcase. Meilleur recognized the staff at Fish Creek Library for their support of the renovation, and the many teams that contributed to the success of the project
- the Pride Parade and Meilleur thanked board member Kate Andrews and her family who participated, along with several staff, volunteers and their dogs, to help celebrate that everyone belongs at the Library
- visitors from ULC, San Francisco Public Library, Skokie Public Library, and Charlotte Mecklenburg Library.

Meilleur expressed her gratitude for the finalized contract and collective agreement with CUPE1169. She thanked everyone involved for their hard work and looks forward to continuing good work together.

Meilleur also mentioned interesting trends including the increase the Library is seeing in readers checking out romance, fantasy, humor and light-hearted fiction and the needs for English language support she has been hearing through the Calgary Local Immigration

Partnership Council. The Library's piloting of new programming solutions and supports through digital resources are a response to this trend.

Meilleur advised that the leadership team has been paying attention to the budget conversations at the City of Calgary. It appears hopeful that there will be continued support for safety and security funding for the Library in 2025 however we will wait to hear how budget deliberations go. With this one-time funding in 2024 over the summer we hosted over 192 staff-facilitated and self-directed activities outside of our city centre libraries which resulted in interactions with over 38,000 people. Meilleur highlighted the ways that the Library works to create a safe and welcoming environment. Staff and security reported a positive change outside the main entrance at Central Library in response to this approach.

Meilleur also shared that the Job Desk program saw 662 attendees between June 1 and August 31. This is a large recent increase but unfortunately the Library heard this month that the Province has not renewed funding for the program, so the Library is working with the Foundation to find ways to bridge the gap until the end of the year and beyond.

From a numbers perspective the Library had 798,000 active members as of the end of June 2024, the highest number so far in the history of the Library.

Finally, Meilleur presented 3 calls to action to the Board:

1. There is a marketing campaign underway called "Meet Me at the Library". Meilleur invited Board members to use this phrasing themselves.

2. Meilleur focused on the meaning and intention of the upcoming National Day for Truth and Reconciliation. She shared that she and Kelli Morningbull, the Library's Indigenous Service Design Lead, presented at City Council on Monday, September 23, about the Library's efforts to support the City's White Goose Flying Report as well as the TRC's call to action. Library Board member Crystal Manyfingers also presented and showcased the important work she does at the City. Secondly, Meilleur shared that there are many opportunities the Library is offering to recognize, honor and learn more on September 30th. There are activities at every location to partake in – including picking up the little pocketbook entitled "Truth and Reconciliation – Calls to Action". Write on an orange feather with a message to an Elder, and on Sunday night at Central Library, we are presenting "Bones of Crows", a very impactful movie. On Monday, in partnership with the University of Calgary, there is a keynote speech from Michelle Good, the author of "Five Little Indians". With so many events, Meilleur encouraged Library Board members to attend with family and friends.

3. Meilleur reiterated that Prototype: Skyview is opening to the public on October 9, 2024 and is our first digital location, thanks to one-time funding from the City. She encouraged Board members to attend the opening.

Evan Legate asked if any of the Board members had any questions or comments.

Crystal Manyfingers commended the executive leadership on their efforts and the growing numbers at the Library each year.

Kate Andrews commented that the Pride Parade was lots of fun, she hopes participation will continue to grow and encouraged more people from the Board to attend as well.

MOVED by Al-Karim Khimji and seconded by Kate Andrews that the CEO's Report be received by the Calgary Public Library Board for information as presented.

Carried unanimously

Margaret Wu joined the meeting at 5:46 pm.

8. Governance Committee

A. Report of the September 12, 2024 Meeting

Evan Legate presented verbal highlights from the September 12, 2024 Governance Committee meeting.

Legate noted there were a couple of small changes on the skills matrix. One was a linguistic change and the other was a demographic change.

The committee also reviewed the Board policies over the summer, made several revisions and recommend the updated version be approved by the Board. Legate thanked the Board members and Heather Robertson who participated in this extensive process.

MOVED by Margaret Wu and seconded by Crystal Manyfingers that the September 12, 2024 Governance Committee Report be received by the Calgary Public Library Board for information as presented.

Carried unanimously

B. Board Policy Revision and Reserve Policy

Evan Legate shared the draft Reserve Policy that the Governance Committee recommends to the Board for approval.

MOVED by Aaron Noga and seconded by Kate Andrews that the Board Policy Revisions and Reserve Policy presented at the September 12, 2024 Governance Committee be approved as presented.

Carried unanimously

9. Strategy and Community Committee

A. Report of the September 18, 2024 Meeting

Crystal Manyfingers presented highlights from the September 18, 2024 Strategy and Community Committee meeting.

Trevor Myers presented the Q2 2024 Strategic Scorecard and reported that the Library has seen record-high numbers across all areas, including physical visits, outreach and memberships. We recorded a staggering 798,000 active members in this quarter. We have added an engagement indicator to track online visits, online social engagement platforms and we have seen our numbers jump over the summer and with back-to-school activity. We also added a category to track repeat visitors and the measurement of belonging and will be monitoring the performance of both going forward.

Paul Lane presented a spotlight report on facility strategy and planning. The committee was

very interested in learning how the Library maintains existing physical spaces while exploring the need for additional locations with a rapidly growing city. Four new locations are budgeted for and in various stages of planning and development. The Library does see an urgent need for more facilities. There is a continued need for advocacy and awareness-building around additional Library space needs and resources too, in both the newer areas and also a need for re-investment in the well-established parts of our city that are serving more people than they were designed for.

Manyfingers shared that the committee also reviewed the Board Advocacy Priorities document and encouraged all Board members to review the document.

MOVED by Margaret Wu and seconded by Haritha Devulapally that the September 18, 2024 Strategy and Community Committee Report be received by the Calgary Public Library Board for information as presented.

Carried unanimously

10. Audit and Finance Committee

A. Report of the July 17, 2024 Meeting

Haritha Devulapally presented highlights from the July 17, 2024 Audit and Finance meeting.

We received a special update from Jim Chisholm on cybersecurity as this is an increasing concern for all organizations. A recent statistic shows that cybersecurity has cost the world's economy \$10 trillion. As of today, those threats are expected to grow with technological developments and artificial intelligence. The Library's threat is even more complex because we are a public organization. Jim Chisholm and his team have done an excellent job blocking malicious threats and we are investing heavily in cybersecurity systems, processes and competencies. Devulapally reported that we have a readiness plan in place and are ready to execute if a cybersecurity attack does occur, which should allow us to recover our operations quickly.

Evan Legate encouraged Board members to review the minutes from the July 17, 2024 Audit and Finance Committee.

MOVED by Margaret Wu and seconded by Kate Andrews that the Report of the July 17, 2024 Meeting be received by the Calgary Public Library Board for information as presented.

Carried unanimously

B. Q2 2024 Risk Register Review

Haritha Devulapally presented highlights of the Q2 2024 Risk Register.

We reviewed our risk report and shared that we are tracking well against our risks. Community Library Incidents are currently flagged as yellow due to drug and alcohol related incidents and Central Library is categorized as red but is trending in the right direction and reported crime rates around Central are improving. The other category rated yellow was Quality of Life and Staff Engagement. We will continue to monitor over the next quarter to track trend lines.

MOVED by Kate Andrews and seconded by Margaret Wu that the Q2 2024 Risk Register Review be received by the Calgary Public Library Board for information as presented.

Carried unanimously

C. Q2 2024 Controller's Report and Financial Review

Haritha Devulapally presented highlights from the Q2 2024 Controller's Report and Financial Review.

Devulapally reported that our financials are robust and that our revenue and expenses are tracking in line with our target, and our expenses are trending favorably against our targets. This is due in part to timing and savings on wages. We do plan to utilize the budget surplus to invest in other resources such as cybersecurity, and our cash balance is strong.

Another item to note is that reporting could be changing related to standards concerning environmental, social and governance. We intend to assess legislative and accounting standard changes to ensure we are aligned and understand the impact to the Library.

MOVED by Kate Andrews and seconded by Margaret Wu that the Q2 2024 Controller's Report and Financial Review be received by the Calgary Public Library Board for information as presented.

Carried unanimously

11. Calgary Public Library Foundation Update - Tracy Johnson presented highlights from the Calgary Public Library Foundation Report.

For the first time ever since 2017, we have a presenting sponsor for Locked Library - Mortgage Connection.

Eleven years ago we had nine monthly donors and this summer we added 22 new ones. To date we have over 550 monthly donors, which is impressive growth and makes a big difference due to consistent giving.

This summer we launched LitGala Once, which is coming up on November 8, 2024. We are very excited to be diving into the genre of fairy tales this year and we are asking people to have a bite of the poisoned apple and join us for the event. We are busy selling tickets and cocktail table sponsorship packages so please spread the word. This year is the first time we have executed a proper invitation launch and there has been a lot of buzz in response to the launch.

In terms of events, we have been selected as one of three charity partners for the Macquarie Wealth mixologists event coming up in October and they do a fantastic matching opportunity. We have a chance to receive donations up to 250,000 Australian dollars so we are encouraging donations through that platform between October 7 to October 20. Once again, we are hosting our Giving Tuesday breakfast on December 3 and we are looking for folks to help us host and fill tables. Johnson indicated that this is one of her favorite, high-impact events and if you are interested in participating, please reach out.

MOVED by Al-Karim Khimji and seconded by Kate Andrews that the Calgary Public Library Foundation Report be received by the Calgary Public Library Board for information as presented.

Carried unanimously

12. Board Workplan Review

No changes were requested at this time.

13. Other Business

None.

MOVED by Al-Karim Khimji and seconded by Aaron Noga that the Calgary Public Library Board move in camera at 6:26 pm.

Carried unanimously

The Board dismissed all others from the meeting to rise and report.

In Camera

Report:

1. Approve the recommendation of the Governance Chair and Board Chair regarding the Annual CEO Compensation Review.

MOVED by Kate Andrews and seconded by Aaron Noga that the In Camera Report be received by the Calgary Public Library Board.

Carried unanimously

14. Adjournment

MOVED by Kate Andrews that the meeting be adjourned at 6:50 pm.

Transcribed by Laura Komianos.

Evan Legate
Board Chair