

CALGARY PUBLIC LIBRARY

Board Meeting

5:30 PM, Wednesday, June 28, 2017
2nd Floor Boardroom, Central Library



I.	Treaty 7 Opening and Chair’s Opening Remarks	...2
II.	Review of Agenda	
III.	Consent Agenda (<u>5 minutes</u>)	
	A. Minutes of the May 31, 2017 Board Meeting	...4
	B. Chair’s Report	...10
IV.	Business Arising	
	A. Business Arising from the Minutes	
	B. Advocacy Updates, including ALTA Report (<u>10 minutes</u>)	...12
V.	Strategic Plan (<u>15 minutes</u>)	
	A. Review of Process (<u>5 minutes</u>) - <i>Mr. Paul Lane, Director, Corporate Services</i>	...verbal Information
	B. Presentation of Vision, Mission and Values (<u>5 minutes</u>) - <i>Ms. Janet Hutchinson, Board Chair</i>	...verbal Information
	C. August Date for Quality of Life Discussion (<u>5 minutes</u>) - <i>Ms. Janet Hutchinson, Board Chair</i>	...verbal Information
VI.	Chief Executive Officer’s Report (<u>10 minutes</u>) - <i>Mr. Bill Ptacek, CEO</i>	...16 Information
	A. Highlight Report – Country Hills Early Learning Project - <i>Mr. Mark Asberg, Director, Service Delivery</i>	...verbal Information

VII.	Strategy & Community Committee (5 minutes)	
	A. Report of the June 6, 2017 Meeting - Ms. Judy Gray, Chair	...26 <i>Information</i>
VIII.	Governance Committee (10 minutes) - Ms. Shereen Samuels, Committee Chair	
	A. Report of the May 9, 2017 meeting (Carried Forward)	...30 <i>Information</i>
	B. Report of the June 13, 2017 meeting	...34 <i>Information</i>
	C. Recommended Addition to Board Policies - Opportunities for Volunteers on Board Standing Committees and Ad Hoc Committees	...38 Decision
	D. Recommended Addition to Board Governance Bylaw – Remote Attendance	...40 Decision
IX.	NCL Liaison Report (5-10 minutes) - Mr. Avnish Mehta, NCL Liaison	...verbal <i>Information</i>
X.	Other Business	
	A. Calgary Public Library’s Strategy for the 2017 Municipal Elections - Ms. Heather Robertson, Director, Service Design	...42 <i>Discussion</i>
XI.	Adjournment	

Meeting Opening

We would like to take this opportunity to acknowledge that we are meeting in the traditional territories of the Blackfoot and the people of the Treaty 7 region in Southern Alberta, which includes the Siksika, the Piikuni, the Kainai, the Tsuu T'ina and the Stoney Nakoda First Nations. The City of Calgary is also home to Metis Nation of Alberta, Region III.

Report to the
Calgary Public Library Board
June 28, 2017
Chair's Report

- May 31 Board meeting
- June 01 Attended and gave remarks at Launch of Sun Life Financial Musical Instrument Lending Library at Memorial Park Library, with special guests Councillor Evan Woolley and k.d.lang
- June 06 Strategy & Community Committee meeting
- Attended exhibit opening of Indigenous Youth films prior to S&C Committee meeting
- June 13 Governance Committee meeting
- Board Agenda meeting with Bill and Ellen
- Attended community meeting at Memorial Park re: changes to branch
- June 16 Attended Grand Opening of Sage Hill starter Library, with special guest Councillor Joe Magliocca
- June 19 Mission Vision Values debrief meeting with Angie, Bill, and Paul
- June 21 NCL Walking tour with Foundation

Throughout the month:

- Preparation and follow-up to meetings
- Email correspondence with Board and Library staff on various matters, such as Board policy and bylaw matters, Library members' concerns, and the Board reappointment process
- ULC – Award judging and Audit Committee participation and review of 2016 statements (Phone calls)

Janet Hutchinson
Board Chair

Report to the
Calgary Public Library Board
June 28, 2017
ALTA Retreat June 2-4, 2017

1. Establishment of new strategic priorities (Vision, Mission and Belief Statement did not change). The previous Strategic Priorities were in effect 2013-2016.

VISION Effective Library Board Trustees providing leadership for great community library services to all Albertans.

MISSION ALTA is the collective voice for library trustees. ALTA builds trustee capacity through education, leadership, communication partnerships and collaboration.

BELIEF STATEMENT The Alberta Library Trustees Association believes that library services are essential to the quality and standard of life of Albertans and vital to the education social and cultural development of the province.

2017 - 2020 Strategic Priorities (NEW)

1. ALTA clearly communicates its value proposition to stakeholders, trustees, provincial officials and staff.
 2. ALTA maintains current awareness of trustee demographics, needs, priorities and communication preferences.
 3. ALTA presents a strong, forward-looking portfolio of education, resources, and programs.
2. United Voice for Alberta Libraries
 - The first meeting of this scheduled June 22.
 - Laura and Tanya will represent ALTA.
 - Although the organizers anticipate a 9 month timeline, ALTA reps feel that “it will take a couple of years to accomplish any unification, as ALTA needs to engage its trustees”.
 - At this time ALTA does not have a formal position on the unification.
 - Avnish’s e-mail communication to Heather was brought forward. It included the following points about the process:
 - that it be fair and transparent
 - that it ensure trustee engagement
 - that principles be established to support the negotiation
 - that ALTA ensures the management of personal bias
 - It was suggested that updates be regularly posed on the ALTA website, including all meeting agendas.

3. Committee meetings

- Existing committees remain; one committee added.
- Committees include:
 - Personnel/Finance
 - Operations
 - Advocacy
 - Recognition and Recruitment
 - Education and Resources
 - Marketing and Communication **(NEW)**
- Committees typically meet every other month, with ALTA meetings scheduled in-between.

**Advocacy Overview Chart
as of Mar 7, 2017**

Board Role		Board Advocacy Priorities	Interested Team Members
Leader	1	Recruitment of Potential Library Partners To help expand CPL services, especially for those who need the Library the most	Avnish, Judy, Janet, Catherine, Debra
Leader	2	Support for Volunteer Resources Connecting potential volunteers with the Library, and thanking individual volunteers	Shereen, Debra, Catherine
Leader	3	City Charter and Amendments to the Libraries Act As required, stay apprised of changes and influence direction (with Library Admin Team, City, Ministry of Municipal Affairs, or ALTA)	Rob, Janet, Avnish
Advocate	4	Provincial or National Initiatives Support building stronger partnerships/relationships (e.g. AHS, school boards, provincial ministries, national literacy efforts)	Judy (ALTA), Janet (ULC links)
Advocate	5	Funding Where required, advocate with elected officials for maintaining or increasing current levels of funding for 2017 and beyond	Janet
Advocate	6	Support for Foundation Fundraising Support for attending and leading "Get to Know Your Library Tours"	Avnish, Deb, Janet
Advocate	7	Green Line LRT Participate in engagement activities (i.e. charrettes) to ensure Library is involved in early planning	Shereen
Learner / Leader	8	Alberta Library Conference Present new and successful Calgary Public Library Board initiatives and be a presence at the conference to network and build relationships	Debra, Janet, Shereen, Catherine, Avnish
Learner	9	Beyond Words: The Cult Initiative Participate with renewed purpose, focus and energy	Board role to be defined, coming out of retreat

Report to the
Calgary Public Library Board
June 28, 2017
Chief Executive Officer's Report

GOVERNMENT RELATIONS

All hands were on deck for the opening of Library 19, Sage Hill Library. Conveniently located in a busy commercial district in a rapidly growing community, Sage Hill is sure to be well received and robustly used. While it will be the smallest of all of Calgary's public libraries, it was designed as a full service location that will help us learn and grow toward the eventual launch of a full scale Library on a nearby site in the next three years. On June 16, Councillor Joe Magliocca and Board member Shereen Samuels proclaimed the Sage Hill starter Library officially open. Nicknamed Baby Sage by the team, The Sage Hill starter Library is located at 19 Sage Hill Passage N.W. and is open: Monday to Thursday: 10-8, Friday: 10- 6, Saturday: 10-5., and Sunday: 12-5 (year round).



One of the first public meetings at this new library will be a planning session hosted by the City's Corporate Properties Division about the design of the full-fledged Sage Hill Library. Representatives from all of the community associations around Sage Hill will be there to meet with planners and architects who are working on a site plan for the seven acre site within view of the Sage Hill Starter Library. That same team from the City is working with a different set of architects and consultants to plan the Thornhill Civic Centre Learning Project. This integrated facility will be on or near the site of the Judith Umbach Library and, despite the announcement that the Green Line will not be going that far in its first iteration, the plans for this Transit Oriented Development are proceeding. It was interesting that the consulting team met with 22 residents of the area and developed "personas" which they then used in their planning.

At the request of the City Council's Community and Neighborhood Services Committee last year, CMLC, the Library and City Staff updated that committee on the progress at the New Central Library. Mike Brown, Lori Kerr and I were able to deliver a very positive message of a project that is on time, on budget and planned to deliver great experiences. On behalf of CMLC Mike announced that his team was working toward delivering the building to the Library by

October 1st of next year. We are prepared to open to the public shortly after that so at this point it looks like November 1st or sooner is our working target date.

At the end of May the City of Calgary contacted us to see if we would be willing to host a Fair Entry location at our Central Library, since the long lines and extended wait times at City Hall were resulting in poor service. Of course the Library responded enthusiastically, since we have always felt that it makes great sense for Fair Entry to be at libraries, and have had great success with it at our Village Square Community Library. At first they only wanted to come Tuesdays and Thursdays from 10-5, and we of course suggested both more days and longer hours. By the end of week two, when four days of service resulted in over 200 applications processed, and in a much friendlier environment, the city requested to extend hours at the Library to 5 days a week 10-5. Within a few weeks we hope they may expand into the evening hours.



OPERATIONS

There has been great community response to the new SunLife Financial Music Lending Library program at Memorial Park, which launched on June 1st. Within 2 days, all of the instruments were loaned out and there are currently 636 holds on 158 instruments. The most popular

instrument appears to be the full-size violin, with 102 holds on 5 items! The collection was catalogued and processed in a very short period of time. We had more media coverage for the launch than Toronto or Vancouver – 49 published media hits – and the Calgary CBC site had over 9,000 shares. k.d. Lang has become an engaged donor as part of her role in the launch. She has donated funds to support our music lesson programs and purchase two unique instruments for the collection.

The first pilot of the **Create Space** (NCL# 25) was completed at Memorial Park Library – Community Scrabble. Members have completed our sentence prompt “The Beltline is…” creating a dialogue with positive and negative words including: change, unity, growth, beauty, expensive, dead land, ashes, dust, and woeful

Woven into the exhibit space at Memorial Park and enhancing member experience are three other pilots:

1. A themed **Book Candy Aisle** (NCL #24) with digital and physical Indigenous resources, and an intrigue station
2. **Book call outs** (An early pilot of NCL #45, building on learning from Lido) with recommendations from Humainologie, and the Indigenous youth featured in the films.
3. A **Talk Back Wall**, highlights how Calgary Library is working to build community and indigenize, which also welcomes feedback from the community.



In partnership with local organization Humainologie, an empathy-building, short-film exhibit, **Under an Umbrella We Met: Indigenous Youth Voices**, was installed at Memorial Park Library at the end of May. The launch event, opening with a blessing by Elder Stewart Breaker, bannock and mint tea (provided by a local indigenous caterer) and Ward 8 Councilor Evan Woolley speaking, was attended by around 30 people including many members of our Library Board. We had a fail moment with trying to time the event close to the Board meeting and the delay of one of our speakers, teaching us that it is important to account for delays when coordinating multiple events.



All of these events and activities are part of the reimagining of the Memorial Park Library. Not unexpectedly, not all of the changes were appreciated by everyone in the community. At a meeting to update the Cliff Bungalow Community Association about the changes at Memorial Park Library we heard that some folks did not like the changes to the collections, the changes to the technology and the manner in which the changes at that library were implemented. We recorded their concerns and will address the issues they raised. We will use this as a learning opportunity to improve the manner in which we implement change.

Over 200 children and family members gathered at the Shawnessy Library on the morning of June 3rd for the much anticipated launch of the Early Learning Centre. They had been teased for several weeks by the designs that were emerging above the hording while the construction was underway. Is that a tree attached to the ceiling? Look at the colorful leaves hanging from that giant branch near the fireplace! I'm sure I saw a tree stump carried into the building site! That's a puppet stage being wheeled into the kids' area!

Brett "The Hitman" Hart was the guest of honor at the launch. Before greeting the audience and sharing a story and a stretch with Community Outreach Librarian Mary Spooner, he surprised a group of fathers who were attending Papa Time with their babies in the program room. Storytimmer Mariangela Summers delighted the Dads with a photo op with the local wrestling celebrity and well-known philanthropist.





Shawnessy's Early Learning Centre was made possible thanks to the guests at last year's GalaMania, the Bob Edwards Gala that recognized Bret Hart and raised more than \$300,000 in support of early learning. Shawnessy's Centre is the first of five that will be designed by F & D Scene Changes Ltd. and open in 2017, each uniquely designed to optimize the space and appeal to the communities they serve.



The feature number this month reflects a 23% increase in participation in training by Library team members. This increase dovetails nicely with the commitments made on January 12 to support everyone at the Library in understanding evolving programs and services and further developing the skills needed to deliver them. Most of the sessions were focused on inquiry based learning and working with young children.

Computer sessions are trending flat, while dramatic increases in Chromebook and wireless use demonstrate the trend to members preferring to use personal or Library-provided mobile devices over desktop stations. Less demand on desktop stations has allowed the Library to increase the maximum period of use for a desktop computer from two to three hours a day.

Circulation continues to decline largely as a result of decreasing use of CDs and DVDs. CD use and availability in particular is leading to some important changes. The Library's CD collection as a whole is shrinking in response to the rapidly decreasing demand and availability for CDs. Indeed, we are now at a point where spreading the diminishing collection of CDs over nineteen locations makes for a poor browsing experience in the smallest locations. As a result, we are no longer building CDs into the collections of new locations and CDs will be removed from all but

eight locations by August 2017. The remaining CD collections and any future CD purchases will be consolidated in the largest Library locations: Central, Country Hills, Crowfoot, Fish Creek, Nose Hill, Shawnessy, Signal Hill, and Village Square.

The Library's Membership Agreement and Public Access Terms of Use have been updated for two purposes. To the Membership Agreement, verbiage has been added to formalize the process for allowing Members to borrow items and place and pick up holds on another Member's Account. This change means that spouses and family members, but even friends and neighbors, can now identify other members who can pick up holds, for instance, on their behalf. The Public Network Access Terms of Use have been modified to give the Library more flexibility in setting time limits for public computer usage. We specifically made this change in order to increase the amount of time members can use public workstations from two to three hours, in response to decreased pressure on public workstations as use of Chromebooks and personal devices on the Library's wireless network continues to grow.

OTHER

As part of our relationship with CMLC around the New Central Library, the Library will not be generating any change orders unless the Library is able to fund the change. One big element that falls in this category is the children's play area. Based on the work that has been done on early childhood centers across the City, the Library has worked with the architects and CMLC to come up with a design for a very special children's activity area on the second floor of the new building. The Foundation is in the process of lining up funding for the project. We have committed to make a final decision on this project by the end of June.

The Foundation has been busy in East Village expanding its presence. The Library Foundation is part of the East Village Junction and they **have hired a new Street team with a grant from Alberta Summer jobs**, providing two university students for 30 hours per week each. This was marketed directly to Library volunteers as a job opportunity. Below you will see Jordan and Amanda running the new mobile Library Bike Store at the East Village Junction. Sales at Lilac Fest with the new store were over \$1000.



They have also opened the Library Experience Center in the Hillier Block Building. Aside from a venue for various Library events, it will be a showcase of the fits and finishes for the New Central Library as well as a place to sign up to fund a window, buy some Library Foundation Swag or see the plans and floor plates for the New Library which is immediately out the door. The Foundation is hosting an Open House for staff, volunteers, family and friends on June 25th.



**Community Library Overview
May 2017**

	New Members		Visits		Circulation (physical items)		Computer Sessions		Chromebook Sessions		Wireless Sessions		Holds Filled		Programs in the Library		Programs in the Community	
	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017
Alexander Calhoun	254	251	17,831	17,327	34,120	29,706	1,941	2,015	287	208	1,493	1,613	8,242	8,325	43	56	10	10
Bowness	157	147	7,957	8,015	14,239	12,066	1,347	1,432	212	206	482	657	2,858	2,843	23	35	19	7
Central	1,973	2,451	94,123	101,194	59,923	48,724	19,037	19,201	542	2,222	7,320	8,533	13,643	14,679	148	226	51	76
Country Hills	565	521	36,613	37,763	56,924	48,177	3,953	4,181	103	410	3,646	4,476	11,016	10,717	48	71	19	3
Crowfoot	669	680	45,669	37,227	101,581	83,170	4,765	4,279	501	547	5,484	6,459	21,368	22,047	103	97	20	14
Fish Creek	735	581	40,558	36,727	78,950	66,253	4,400	4,568	252	592	3,729	4,325	17,083	16,489	73	81	32	28
Forest Lawn	418	466	19,073	17,959	21,950	18,191	4,764	4,647	272	554	2,178	2,805	3,779	3,799	59	71	59	73
Judith Umbach	280	275	20,872	20,156	34,194	28,725	3,250	3,378	456	579	2,046	2,519	7,289	7,304	58	54	41	45
Louise Riley	287	266	29,552	27,267	42,741	37,133	3,484	3,162	560	716	2,040	2,666	12,043	11,896	51	53	6	16
Memorial Park	174	200	10,423	11,127	10,994	10,750	1,849			879	1,059	1,267	4,233	3,854	14	22	8	3
Nicholls Family	485	300	17,955	16,694	21,115	15,549	1,390	1,596	779	1,047	1,836	2,403	3,880	3,655	28	37	1	2
Nose Hill	318	299	22,904	31,888	53,275	49,471	301	3,246	545	681	966	3,193	12,619	12,782	16	48	6	10
Quarry Park	137	197	7,717	19,337	12,602	22,504	1,428	1,657	72	129	687	1,404	2,987	3,629	16	31	10	8
Saddletowne	641	602	42,598	44,829	30,323	24,429	6,716	7,186	807	2,116	3,169	4,072	3,611	3,766	73	71	11	15
Shawnessy	730	511	44,872	42,895	75,108	54,066	4,584	4,704	582	875	4,098	5,005	16,802	16,356	84	91	27	48
Signal Hill	496	356	35,352	34,777	72,454	61,919	3,035	3,233	211	311	2,006	2,430	16,128	16,947	62	92	3	4
Southwood	205	174	15,040	14,144	31,524	26,707	1,778	1,913	214	192	965	1,106	8,883	9,041	47	43	18	16
Village Square	611	497	37,586	42,303	31,867	27,516	5,566	4,367	638	2,295	2,664	3,331	5,634	4,909	74	68	63	30
TOTAL	9,135	8,774	546,695	561,629	783,884	665,056	73,287	74,765	7,033	14,559	42,768	57,607	172,098	173,038	1,020	1,247	404	408

Calgary Public Library

Monthly Overview

May 2017

Featured Number

Participants in Employee Training

Jan 1 to	2016	2017	
May 31	879	1,078	23%

New Members

May	2017	8,799	-4%	YTD	2017	55,565	12%
	2016	9,135			2016	49,745	

Active users

May	2017	598,664		Apr	2017	595,181
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Programs & Outreach

Programs

...in the library

May	2017	1,247	22%	YTD	2017	6,640	17%
	2016	1,023			2016	5,652	

...in the community

May	2017	459	2%	YTD	2017	1,693	9%
	2016	452			2016	1,556	

...for adults or all ages

May	2017	554	5%	YTD	2017	2,776	23%
	2016	529			2016	2,260	

...for kids & teens

May	2017	1,152	22%	YTD	2017	5,557	12%
	2016	946			2016	4,948	

Total number of programs

May	2017	1,706	16%	YTD	2017	8,333	16%
	2016	1,475			2016	7,208	

Program participants

May	2017	34,994	-1%	YTD	2017	152,399	2%
	2016	35,179			2016	148,896	

Library Space

Visits

May	2017	561,629	3%	YTD	2017	2,866,190	0%
	2016	546,695			2016	2,859,468	

Room bookings

May	2017	433	115%	YTD	2017	2,429	95%
	2016	201			2016	1,244	

Collections

Physical items acquired

May	2017	14,445	-26%	YTD	2017	92,622	-13%
	2016	19,523			2016	106,264	

Physical collection size

May	2017	1,435,823	-2%
	2016	1,469,462	

Expenditure on physical items

May	2017	370,025	-4%	YTD	2017	1,910,793	-5%
	2016	386,390			2016	2,002,193	

Total expenditure

May	2017	502,602	0%	YTD	2017	3,573,608	-1%
	2016	500,846			2016	3,607,648	

Circulation

Total checkouts

May	2017	1,174,778	-10%	YTD	2017	6,185,265	-8%
	2016	1,305,948			2016	6,716,810	

...physical items

May	2017	973,310	-12%	YTD	2017	5,149,511	-10%
	2016	1,110,164			2016	5,732,217	

...digital items

May	2017	201,468	3%	YTD	2017	1,035,754	5%
	2016	195,784			2016	984,593	

Connectivity

Computer sessions

May	2017	74,765	2%	YTD	2017	364,503	-4%
	2016	73,588			2016	381,174	

Wireless sessions

May	2017	58,264	27%	YTD	2017	284,516	24%
	2016	45,868			2016	229,485	

Chromebook sessions

May	2017	14,559	107%	YTD	2017	65,333	141%
	2016	7,033			2016	27,126	

Website sessions

May	2017	654,704	11%	YTD	2017	3,450,248	11%
	2016	591,868			2016	3,107,846	

Catalogue sessions

May	2017	414,488	-7%	YTD	2017	2,207,406	-2%
	2016	445,568			2016	2,251,471	

Pages viewed per session

May	2017	1.49		May	2017	5.31
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Social Media

Followers

May	2017	35,314	16%
	2016	30,455	

Facebook, Twitter, Instagram & LinkedIn

Hold (daily average)

Active holds

May	2017	234,616	13%
	2016	208,301	

Patrons with active holds

May	2017	43,381	10%
	2016	39,312	

Report to the
Calgary Public Library Board
Strategy and Community Meeting
June 6, 2017

In Attendance:

Board

Ms. Judy Gray, Committee Chair
Ms. Catherine Angus
Mr. Frank Durnford
Ms. Janet Hutchinson
Mr. Rob Macaulay
Ms. Debra Giles

Administration

Mr. Bill Ptacek, CEO
Ms. Ellen Humphrey, Deputy CEO
Ms. Sarah Meilleur, Director, Service Delivery, City Centre
Community Libraries and New Central Library
Mr. Mark Asberg, Director, Service Delivery, Community
Libraries and System Operations
Mr. Paul Lane, Director, Corporate Services
Ms. Heather Robertson, Director, Service Design
Ms. Elrose Klause, Controller
Ms. Teneya Gwin, Service Design Lead
Ms. Rosemary Griebel, Service Design Lead
Ms. Lisa Hardy, Facilities Design Lead
Ms. Kristen Duke, Service Design Lead

I. Treaty 7 Opening

Ms. Gray respectfully acknowledged that the Board is meeting in the traditional territories of the Blackfoot and the people of the Treaty 7 region in southern Alberta, which includes the Siksika, the Piikuni, the Kainai, the Tsuu T'ina and the Stoney Nakoda First Nations. The City of Calgary is also home to Metis Nation of Alberta, Region III.

II. Approval of Agenda

MOVED by Ms. Angus, that the agenda be approved as presented.

III. Approval of Minutes

MOVED by Mr. Macaulay, that the minutes of the May 2, 2017 Strategy & Community Committee meeting be approved as distributed.

Carried Unanimously

IV. Business Arising and Review of Action Items

There was no business arising and all action items have been managed.

V. Strategic Planning Stewardship

- *Judy Gray, Committee Chair, and Paul Lane, Director, Service Delivery*

The next deliverable will be conditions of well-being related to key outcomes. The Committee discussed dedicating a working session to focus on the overarching narrative, which will flow from the Vision, Mission, Values, and articulate outcomes and impacts, as well as the role of the Board, with Angie Gélinas continuing as the facilitator. It would be helpful to review the road map of the complete process, as well as the proposed changes and their alignment with the Vision, Mission, Values, and to receive all material in advance of the working session. The session would begin at 5:30 pm to allow time for as many Board Members as possible to attend.

	Action items arising	Person Responsible	Deadline
1	Find a date and invite Angie Gélinas to a facilitated working session, to begin at a time of 5:30 pm	Paul	
2	Prepare and distribute background material, including a refresh of the process road-map for information	Paul	

VI. Indigenous Library Services

- *Teneya Gwin, Service Design Lead*

Ms. Gwin gave a brief history of how her job came about as the Library’s response to the Truth and Reconciliation Commission of Canada and The City’s White Goose Flying report. The Library plays a key and inspirational role in cultural heritage through its materials, stories, exhibits and programming, as well as its contributions to Calgary’s Heritage Triangle. The Library takes a holistic approach, with community engagement as the core value. She explained the terms decolonization and indigenization, and described her mandate to help fulfill the commitment made by the Library as part of the White Goose Flying Report. Plans include system-wide Indigenous culture awareness training piloted in fall 2017 and fully implemented in 2018, short-term Indigenous resources, an Elder on call, special programming, and place-making to create restorative spaces that reflect Indigenous heritage and community. Ms. Gwin said her work is inspired by the Cree natural laws of kindness, honesty, strength and sharing.

The Committee thanked Ms. Gwin for the great progress accomplished to date, and expressed their enthusiasm for the unfolding initiatives. They asked for a number of relevant reports to be placed on the Board portal.

MOVED by Mr. Durnford, that the Strategy & Community Committee recommend that the Calgary Public Library Board receive this report, *Indigenous Library Services*, for information.

Carried Unanimously

	Action items arising	Person Responsible	Deadline
1	Place relevant reports, referred to in the report on Indigenous Library Services, on Board Portal	Admin.	

VII. Support and Endorsement of the CFLA-FCAB Truth and Reconciliation Committee Report

- Rosemary Griebel, Service Design Lead

Ms. Griebel reported on the Library’s role arising from the Truth and Reconciliation Commission of Canada, and on her work as the Library’s representative in this area at the Canadian Urban Libraries Council, along with representatives from libraries across Canada. Through the library lens, the term “decolonization” includes, among other aspects, a realization that library organizational systems are based on a European perspective that does not embrace indigenous ways of knowing, and library spaces and boards have not always been welcoming from an indigenous viewpoint. The CFLA-FCAB report released in April 2017 outlines a path forward including ten recommendations to decolonize and enhance library services.

MOVED by Ms. Hutchinson, that the Strategy and Community Committee recommend that the Calgary Public Library Board receive this report, and provide support and endorsement of the *CFLA-FCAB Truth and Reconciliation Committee Report*.

Carried Unanimously

	Action items arising	Person Responsible	Deadline
1	Post the report referred to by Ms. Griebel on the Board Portal.	Admin.	

Mr. Macaulay excused himself from the meeting at this point.

VIII. Renovations and New Community Libraries Reviews

- Lisa Hardy, Facilities Design Lead, and Kristen Duke, Service Design Lead

The presentation focused on a number of changes to facilities to make a difference and bring the library into more people’s lives, such as the Early Learning Centres, which integrate play and collection, and the Forest Lawn Playground, which will open in July. The Nose Hill Library was completely redesigned in 2016, and upgrades were made at Signal Hill Library. Two new libraries opened during the year: Nicholls Family and Quarry Park Libraries. An outline was provided for ongoing facility projects in 2017 and for the new libraries planned for 2018-2019.

MOVED by Ms. Hutchinson, that the Strategy & Community Committee recommend that the Calgary Public Library Board receive this report, *Facilities Renovations and New Libraries Review*, for information.

Carried Unanimously

	Action items arising	Person Responsible	Deadline
1	None		

XIII. Adjournment

Ms. Gray stated that the meeting would now have to adjourn due to an imminent loss of quorum. The following items were deferred to a future meeting:

- IX.** Staff Engagement and Evolving Library Culture
- *Mark Asberg, Director, Service Delivery*
- X.** Advocacy Monitoring
- *Catherine Angus*
 - A. Council Candidates and Advocacy
- XI.** ALTA Update
- *Judy Gray, Committee Chair*

MOVED by Ms. Angus, that the meeting be adjourned at 7:02 pm.

Carried Unanimously

Report to the
Calgary Public Library board
Governance Committee Meeting
May 9, 2017

In Attendance:

Board

Ms. Shereen Samuels
Mr. Frank Durnford
Ms. Janet Hutchinson
Ms. Debra Giles

Administration

Mr. Bill Ptacek, CEO
Ms. Ellen Humphrey, Deputy CEO
Ms. Sarah Meilleur, Director, Service Delivery, City
Centre Community Libraries and New Central Library

I. Treaty 7 Opening

Ms. Samuels respectfully acknowledged that the Board is meeting in the traditional territories of the Blackfoot and the people of the Treaty 7 region in southern Alberta, which includes the Siksika, the Piikuni, the Kainai, the Tsuu T'ina and the Stoney Nakoda First Nations. The City of Calgary is also home to Metis Nation of Alberta, Region III.

II. Review of Agenda

The Agenda was approved as presented.

III. Approval of Minutes

MOVED by Ms. Hutchinson, that the minutes of the March 14, 2017 Governance Committee meeting be approved as written.

Carried Unanimously

IV. Business Arising from Minutes

There was no business arising.

V. Addition of Non-Board Members to Committees

The Committee reviewed the proposed policy for this item and highlighted the following points:

- Consultants hired for their expertise, in areas such as insurance, can be brought in by a Committee without Board approval, and are not covered under the terms of this policy.
- The non-Board Members would be volunteers.
- Instead of Board approval, the policy will specify Board oversight. Volunteer appointments would be reported to The Board, but this would not hold up the work of the Committee when time is of the essence.
- The use of volunteers would generally be for ad hoc committees or work groups, which would be defined in the policy.

MOVED by Mr. Durnford, that the Governance Committee recommend that the Calgary Public Library Board approve the Policy on Opportunities for Volunteers on Board Standing Committees and Ad Hoc Committees, with the amendments made by the Governance Committee on May 9, 2017.

Action Item	Person Responsible	Timeline
The Policy on Opportunities for Volunteers on Board Standing Committees and Ad Hoc Committees will be amended with today's suggestions and go forward to the May Board meeting for approval.	Janet, Shereen, and Ellen	May Board Meeting

VI. Report Board Time Tracking

The Committee discussed the results of their time tracking trial. The average number of hours spent by participating Board Members was 15.77 per month. Some months are much busier due to special projects, conferences or Board retreats. There is much fluctuation throughout the year, and Committee and Board Chairs tend to accrue more hours. It was decided that a fair representation of Board time would be the range of 15-20 hours per month.

Action Item	Person Responsible	Timeline
Verbal report to the Board that the Governance Committee has found that the range of 15-20 hours per month is a fair representation of Board time.	Shereen	May Board Meeting

VII. Board Recruitment

Ms. Hutchinson reported that the terms of three Board Members, Ms. Hutchinson, Mr. Durnford, and Mr. Macaulay, expire this year, and all three are eligible for re-appointment. If all stand, this would eliminate the need for a recruitment process, since the Library Board does not need to put forward more candidates than the number of vacancies. It was noted a Board term may be interrupted by a three-month leave or a mid-term resignation, at which time the Board may or may not seek another Council appointment depending on the time remaining in the term.

Action Item	Person Responsible	Timeline
Put forward reappointments to City Clerk in preparation for the November appointment process.	Janet	As soon as possible for the City Clerk's records

VIII. Committee Workplan – Updated May 4, 2017

The Committee discussed the policy for remote attendance. The policy should state that it is the norm for members to attend in person, but remote attendees would be allowed to make up quorum and vote. The Board Chair (or Vice-Chair or temporary chair) must be physically present at each meeting. Any issues of excessive absence are covered by the Board's Roles and Responsibilities statement.

The item, *Lobbying to increase number of Board Members*, will be deferred to the 2018 workplan. The City Charters legislation is expected to be enacted in the summer, and this may allow The City greater flexibility and authority to change the number of Board Members. It was

noted that there is also a City of Calgary bylaw that stipulates the number of members, and this would have to be changed to include a reference to the City Charter.

Once the new Strategic Plan values are formally adopted, the Governance Committee will review the policies and bylaws to ensure they reflect, foster and support those values, as part of a *Strategic Alignment Review* on the 2018 workplan.

After the remote attendance policy is reviewed in June, this will complete the 2017 workplan items, and the Committee will adjourn for the summer.

Action Item	Person Responsible	Timeline
Prepare remote attendance policy	Janet and Shereen	June Governance Meeting
Chair's one-on-one meetings with individual Board Members	Ms. Hutchinson	Ongoing

Shereen Samuels
Chair, Governance Committee

Report to the
Calgary Public Library Board
Governance Committee Meeting
June 13, 2017

In Attendance:

Board

Ms. Shereen Samuels
Mr. Frank Durnford
Ms. Janet Hutchinson
Ms. Debra Giles

Administration

Mr. Bill Ptacek, CEO
Ms. Ellen Humphrey, Deputy CEO
Ms. Sarah Meilleur, Director, Service Delivery,
City Centre Community Libraries and New Central
Library

I. Treaty 7 Opening

Ms. Samuels respectfully acknowledged that the Committee is meeting in the traditional territories of the Blackfoot and the people of the Treaty 7 region in southern Alberta, which includes the Siksika, the Piikuni, the Kainai, the Tsuu T'ina and the Stoney Nakoda First Nations. The City of Calgary is also home to Metis Nation of Alberta, Region III.

II. Review of Agenda

The Agenda was approved as presented.

Approval of Minutes

MOVED by Ms. Giles, that the minutes of the May 9, 2017 Governance Committee meeting be approved as written.

Carried Unanimously

III. Business Arising from Minutes

There was no business arising.

Ms. Hutchinson reminded the Committee that the Governance Report had been tabled at the May Board meeting and that it will need to be discussed at the June Board meeting.

IV. Draft Addition to Board Policies – Remote Attendance

The Committee reviewed the proposed policy for this item and discussed the following:

- It was clarified that remote attendance must be codified in a policy as the Board Governance Bylaw states “in compliance with Board policy”.

- The Committee decided that advising the Chair of the need for remote attendance 3 days beforehand was too restrictive and changed the policy to read “shall advise the Chair before the start of the meeting”.
- It was agreed not to mention the type of technology to be used in order to make the policy more enduring.
- It was agreed to remove the procedures elements from the policy and move them to the Board handbook.

MOVED by Mr. Durnford, that the Governance Committee recommend that the Calgary Public Library Board approve the Policy on Remote Attendance, with the amendments made by the Governance Committee on June 13, 2017.

Action Item	Person Responsible	Timeline
The Policy on Remote Attendance will be amended with today’s suggestions and go forward to the June Board meeting for approval.	Administration	June Board Meeting

V. Opportunities for Volunteers on Committees

The Committee reviewed the proposed draft for this item and discussed the following:

- After considerable discussion by the Committee, it was agreed that Item c should remain, in accordance with Article 5 of the Board Governance Bylaw. The Committee’s concerns centred on the prompt onboarding of volunteers versus Board oversight of committees.
- It was agreed that orientation could be concurrent with a volunteer’s membership on a Committee.
- It was agreed that full recruitment is not necessary in all situations and that the recommendation to add a volunteer to a Committee may be as a result of a known individual’s skill sets, knowledge or viewpoint. Mr. Fred Valentine’s appointment to the NCL Ad Hoc Committee was cited as an example.
- It was agreed to change item f to “Evaluation of the volunteer position, including performance issues, will be addressed by the Committee and/or Board Chair.” to recognize the need for oversight of both the position and the individual.

MOVED by Ms. Giles, that the Governance Committee recommend that the Calgary Public Library Board approve the Policy on Opportunities for Volunteers on Board Standing Committees and Ad Hoc Committees, with the amendments made by the Governance Committee on June 13, 2017.

Action Item	Person Responsible	Timeline
The Policy on Opportunities for Volunteers on Board Standing Committees and Ad Hoc Committees will be amended with today’s suggestions and go forward to the May Board meeting for approval.	Administration	June Board Meeting

VI. Committee Workplan – Updated June 14, 2017

Administration will follow up with Lori Kerr, Manager, Civic Partners, at The City with respect to finalizing Board recruitment.

There was a short discussion on where ownership of the anticipated inclusivity training lies – with the Governance Committee or with the Strategy and Community Committee. It was clarified that in this instance the S&C Committee would take the lead and as it became part of general Board orientation it would become the responsibility of the Governance Committee.

Ms. Giles requested that it be verified that a final report had been received from Mr. Peter Boland regarding the CEO evaluation and compensation.

The Committee concluded that, barring anything unusual, they will be adjourned until September when they will make recommendations for the coming year’s workplan.

Action Item	Person Responsible	Timeline
Ensure that final report was received from Peter Boland	Janet	September
Contact Lori Kerr regarding recruitment	Administration	immediately

VII. Other Business

There was no other business.

VIII. Adjournment

MOVED by Mr. Durnford, that the meeting be adjourned at 8:38 am.

DRAFT 5.3 Opportunities for Volunteers on Committees **(Changed June 14, 2017)**

From time to time, the Board will benefit from the capacity, perspective and expertise of individuals not on the Board. While the Library has many connections with diverse communities through our targeted programming, services, and a robust volunteer program, on occasion, the Board Committees may need this expertise at the table.

In looking for a volunteer to contribute to Standing and Ad Hoc Committees, the following must be considered:

- a) The Committee must identify a clear need for community expertise and experience. Ideally, this voice (or voices) would add expertise, diversity and opinion separate from those articulated by the current Committee members.
- b) Volunteer positions are non-voting and fixed term.
- c) The recommendation to add volunteer positions(s) to Committees must be approved by the Board.
- d) If recruitment is required, it will be coordinated by the Manager, Volunteer Resources, and opportunities should be advertised, at a minimum, through the library branches and website.
- e) Prospective volunteers will be screened and interviewed in accordance with library practice; they must complete an orientation program as part of participation on a Committee.
- f) Evaluation of the volunteer position, including performance issues, will be addressed by the Committee and/or Board Chair.

When the work of a Standing or Ad Hoc Committee is routinely of a confidential nature, volunteer community members will not be appointed.

DRAFT Remote Attendance Policy (changed June 14, 2017)

While physical attendance at meetings of the Board and Committees is the most desirable, on occasion, a member may be deemed “present” at a meeting and contribute to its quorum through electronic communication means from a remote location with listening, speaking, and voting capabilities.

The Library will ensure that the appropriate technology is available at the meeting to assist in remote attendance.

The following conditions must be met for a member to be deemed present through electronic communication means:

1. The member wishing to attend remotely shall advise the Chair before the start of the meeting.

All other provisions of the Governance Bylaw apply.

Category	Board
Statutory	No
Approval History	
Approval	

Report to the
Calgary Public Library Board
June 28, 2017

Calgary Public Library's Strategy for the 2017 Municipal Election

I. Objectives

- Build electoral candidates' awareness of, and connections to, the Library and its role in the community
- Help library members to get to know candidates better and to identify candidate views on the role of the Library in their communities / wards.
- Position the Library as a resource for information and engagement leading up to, and during, the election.

II. Strategy

1. Build electoral candidates' awareness of, and connections to, the Library and its role in the community
 - Develop *key messages* about the Library that can be shared with candidates as well as on the Library website.
 - Send an *introductory package* that can be sent out to all candidates that includes:
 - A *Letter* outlining how the Library supports civic engagement, especially during the election process (i.e. access to information and meeting room spaces)
 - *Key messages* about the role the Library has in empowering individuals and strengthening communities (e.g. business card sized flyer with key messages)

Responsibility: Service Design (content) and MarCom (packaging)

2. Help library members to get to know candidates better and identify candidate views on the role of the Library in their communities / wards
 - Develop and distribute a *fun and informative questionnaire*¹ for candidates to complete.
 - Responses will be posted on the elections landing page within our website, along with links to their campaign information, as provided by the candidate.
 - Questions are intended to be fun and informative, not a time burden on the candidate. Word count guidelines will be provided.
 - Completion of the questionnaire is voluntary and the Library will not edit responses.

Responsibility: Service Design (content), MarCom (web design), CEO's Office (distribution, receipt of responses)

3. Position the Library as a resource for information and engagement leading up to, and during, the election:
 - *Integrate information and resources into existing programming* (i.e. Coffee and Conversation for Newcomers) to support civic engagement in the election process.

¹ See considerations and ideas for questions at the end of this document

- *Provide meeting room and programming space* for community groups and election candidates to meet, learn and share at the Library (including hosting of presentations and discussion forums led by the community)
- *Partner with community groups* who provide opportunity to learn more about the electoral process and how to get engaged (i.e. Vote Kit, Civic Camp).
- *Host Advance Polling stations at select Library locations* to make it easier for Calgarians to get out and vote
- *Use calgarlibrary.ca to share information and engage with Calgarians:*
 - Develop a *landing page* that will provide suggested resources (e.g. book lists), links to authoritative sources of basic voter information, and information about upcoming community events (i.e. candidate forums)
 - Share *candidate responses to the Library's questionnaire*, along with links to their campaign information
 - *Create an online poll* that will encourage Calgarians to identify what they feel are the top issues facing their communities.
- *Utilize social media* to share information and promote events happening the in library related to the election

Responsibility: Service Design, Service Design Support, MarCom, Service Delivery

III. Suggested Timelines

Develop key messages, candidate questionnaires and prepare introductory package for candidates	June / July 2017
Provide meeting room and library programming space to community groups and candidates	June to October 2017
Distribute questionnaires and introductory packages to candidates	August to October 2017; packages to be sent out as soon as candidates declare they are running
Integrate information into library programming	September and October 2017
Launch website features and election landing page	September 1 st ; candidate questionnaire responses will be posted as they are received
Social Media	September and October 2017

IV. Candidate Questionnaire: Considerations and Ideas

The purpose of the questionnaire is to help The Library and Calgarians get to know candidates better and understand their views on the role of the Library in the community. It is also an opportunity support candidates in understanding the strong role the Library plays in the lives of Calgarians.

Questions should be fun and informative, not a time burden on candidates, and should be worded in such a way that they support the key messages that candidates will be receiving about the Library. The number of questions will be limited to 5 or 6.

Ideas:

1. What does the Library mean to you?
2. Do you have a library card? Do you use the Library?
3. What does the Library of the future look like to you?
4. What is the role of the Library in your communities/ward?
 - a. What do you think the role of the Library should be in your communities/ward?
5. In your view, how does the Library contribute to strengthening communities?
6. How do you interpret the Library's logo?
7. What is your favourite library memory or experience?
8. What is your favourite book/movie /playlist right now? What was your favourite book/ movie/playlist from when you were a child?
9. What are you reading now?
10. What's one book that you think everyone should read?
11. Has a book made a difference in your life? Which book is it and why?

V. Risk Assessment

Risk	Level of Risk	Mitigation Strategy
The Library may be perceived to be inappropriately taking and voicing positions on issues being discussed in the election	High	Ensuring that the content of the key messages and candidate questions focus on the Library's work and impact in the community and steer clear of topics on which it would be inappropriate for the Library to take a public position, especially in an election cycle
The Library may be perceived to be favoring one candidate over another	High	<p>All messaging and questions for candidates will be distributed on the same date, or as soon as possible after that date if candidates declare later in the election process</p> <p>Everyone will have the same opportunity to respond and to have unedited responses included on the Library's website</p>

Heather Robertson
Director, Service Design

