



CALGARY PUBLIC LIBRARY

# Board Meeting

5:30 PM, Wednesday, June 27, 2018  
2<sup>nd</sup> Floor Boardroom, Central Library







## Board Meeting

5:30 pm, Wednesday, June 27, 2018  
2<sup>nd</sup> Floor Boardroom, Central Library

<b>I.</b>	<b>Treaty 7 Opening and Chair's Opening Remarks</b>	...2
<b>II.</b>	<b>Review of Agenda</b>	
<b>III.</b>	<b>Consent Agenda (<u>5 minutes</u>)</b>	
	A. Minutes of the May 30, 2018 Board Meeting	...4
	B. Chair's Report	...10
<b>IV.</b>	<b>Business Arising (<u>20 minutes</u>)</b>	
	A. Business Arising from the Minutes	
	B. Advocacy Updates	...verbal Information
	C. Resolution on ALTA <i>Ms. Judy Gray, ALTA Representative</i>	...12 Decision
	D. Strategic Plan Final (separate attachment) <i>Mr. Paul Lane, Director, Corporate Services</i>	...verbal Information
<b>V.</b>	<b>The Next Generation of the Calgary Public Library Foundation</b> <i>Patricia Moore, Chair, Board of Directors, CPL Foundation</i> <i>Carl Landry, Vice-Chair, Board of Directors, CPL Foundation</i>	...verbal Information
<b>VI.</b>	<b>Calgary Public Library Foundation Update</b> <i>Mr. Avnish Mehta, Board Representative</i>	...16 Information
<b>VII.</b>	<b>Chief Executive Officer's Report (<u>15 minutes</u>)</b> <i>Mr. Bill Ptacek, CEO</i>	...18 Information
	A. Curated Collections – Physical and Digital <i>Ms. Heather Robertson, Director, Service Design</i>	...verbal Information

**VIII. Strategy & Community Committee (20 minutes)**

- A. Report of the June 5, 2018 Meeting  
(based on draft unapproved minutes) ...26  
*Mr. Rob Macaulay, Committee Chair* Information
- B. Board Presentations at 2019 Alberta Library Conference ...verbal  
Discussion

**IX. Governance Committee (20 minutes)**

- A. Report of the June 13, 2018 Meeting  
(based on draft unapproved minutes) ...30  
*Ms. Shereen Samuels, Committee Chair* Information

**X. Other Business**

**XI. Adjournment**

## **Treaty 7**

### **Meeting Opening**

We are gathered here today at a place called Moh'kinsstis, a Blackfoot word that means elbow. The word describes the landscape of what is now known as Calgary, an area where the Elbow River meets the Bow River.

It is in the spirit of respect and truth that we honour and acknowledge Moh'kinsstis, and recognize the traditional territories and oral practices of the Blackfoot people, the Nakota people of the Stoney Nation, the Beaver people of the Tsuut'ina Nation, and the Métis Nation of Alberta, Region Three. This Library is one of 20 libraries across our city built on this traditional land. Finally, we acknowledge all people who make their homes in the Treaty 7 territory of Southern Alberta.



Report to the  
Calgary Public Library Board  
June 27, 2018  
**Chair's Report**

May 28	Meeting to review the RFP responses for recruitment firm
May 30	Library Board Meeting
Jun 01	Afternoon with Anthony Lemphers, Assistant Deputy Minister, Corporate Strategic Services, and Diana Davidson, Director, Public Library Services Branch
June 05	Strategy & Community Committee meeting at Crowfoot Library
June 9	Meeting with Deb and Rob re: recruitment process
June 11	Meeting with Shereen re: Governance catch-up and mid-term chat
June 12	Board Agenda meeting with Shereen, Bill and Heather
June 13	Sun Life Financial breakfast to celebrate the Arts + Culture Pass program
June 21	Meeting to touch base with Evan and Bill  Initial meeting with Pekarsky regarding recruitment (Deb and Janet)
June 25	Meeting with Andrew re: recruitment backup
June 27	Audit review call, ULC

Throughout June:

- Communications regarding Board recruitment, self-evaluation, and other governance matters
- Preparation and follow-up to meetings
- Phone calls and meetings with Board and Library staff on various matters

Janet Hutchinson  
Board Chair





ALBERTA LIBRARY TRUSTEES ASSOCIATION  
Board of Director's Meeting 6:30 - 8:30 Zoom Conference  
Monday, June 4<sup>th</sup>, 2018 Consent AGENDA

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Absent: Judy (regrets), Vic (regrets), Ernest (regrets) Jane(regrets) Doug (regrets), Geoff, Nazir, Stephen, Avnish,

1. 6:32 p.m. Call to order,  
Welcome Trustees
2. Adoption of the Agenda with the following changes:
  - i) ALC is pulled out as Tanya will speak to this
  - ii) Delegation added, it will be #5

**Motion by Colleen to adopt the amended agenda. CARRIED**

3. Approve the March 15<sup>th</sup> minutes.

**Motion by Bob to accept the March minutes. CARRIED.**

4. Consent Agenda
  - a. The President's Report (no written report)
  - b. The Executive Director's Report (as submitted)
  - c. ALC 2018 Report (no written report)
  - d. Committee Reports
    - Operations
    - Finance & Personnel
    - Marketing & Communications
    - Advocacy
    - Education & Resources

Reports to be removed for further discussion; ALC 2018  
2019 ALC submissions are open July – September.

**ACTION: Everyone is encouraged to share their expertise and make a submission!**

**Motion by Bob, to accept the ED Report as presented. CARRIED.**

**5. Changes in EPL Delegation**

Jill shared with us this was her last meeting and a new EPL representative will be replacing her. Please join us in welcoming Fern Snart to the ALTA Board.  
Fern is the former Dean of Education at U of A and is know by Colleen, as they are both originally from Dauphin, Manitoba.

**6. Finances**

- May Financials were presented by Colleen
- i. Colleen inquired when the PLSB grant will be arriving.

- ii. Jen (PLSB) shared it will be after June 12<sup>th</sup> as Diana is away.

**MOTION: Colleen moves to accept the financials as presented, seconded by Vic. CARRIED**

**7. Old Business**

- a. **2018 ALC** was covered \*(see above)
- b. **Social Media**, new representative is needed, as Catharine Richardson term was completed on the board. Jenn A. is interested.

**ACTION. Jenn will contact Catharine Richardson for more information on social media; Twitter, Facebook, and the like.**

**ACTION: Tammy will check Facebook and post newsletter**

**c. ALTA Board Retreat**

Retreat was cancelled due to many board members were not available to attend.

This was frustrating as the dates were announced a year ago, we lost a \$500 deposit, and ED's work was wasted in planning and preparing.

This was also a lost opportunity for the board to come together, to connect, plan, review strategic plan and jump start Committee projects and timelines.

Further, ALTA received a letter from the Lazy M Ranch, they lost income as many other groups were turned away as this date was held for ALTA. They can no longer accept the risk of having ALTA as guests at their Ranch.

**Re-Scheduled 2018 ALTA RETREAT: October 12, 13, 14<sup>th</sup>, 2018**

Heather is researching potential venues, currently looking at Nisku Hotel & Conference Centre and Radisson located off of Argyle Drive (East of Edmonton, within industrial Park area, very accessible if travelling in - located on the outer perimeter of the city)

**ACTION: If you have any ideas on potential venue, please connect with them and see if they are available to host 12-14 guests on October 12-14<sup>th</sup>, 2018.**

**ACTION Once venue is secured, 2 emails will be sent out, from Tanya and another by Heather**

**8. New Business**

**a. Attendance:**

Discussion, attendance has become an issue. It was concerning the retreat had to be cancelled and securing quorum has become a factor when hosting Board Meetings.

We all need to be respectful of people's time, scheduled meetings and the impact no meeting has on our workload and commitments to our partners like PLSB.

It was suggested perhaps a letter of commitment is needed?

**ACTION: The Operations Committee will review ALTA's bylaws on board/alternate attendance and reviewing the possibility of introducing a letter of commitment for both board and alternates.**

b.) **Social Media** was covered (see above)

c.) ALTA Executive

**2018-19 Vice-President**

Call for nominations from the floor for the position of 2018-19 Vice-President.

Tanya, nominated Lennox Gomes. No other nominations.

Motion by Tanya to accept Lennox's nomination for Vice-President. CARRIED.

**Congratulations, Lennox is ALTA's Vice-President!**

**2018-19 Treasurer**

Call for nominations from the floor for the position of Treasurer.

Colleen, current Treasurer re-instates her name for Treasurer for 2018 -2019.

No other nominations. Motion by Tanya to accept Colleen's nomination for Treasurer.

CARRIED.

**Congratulations, Colleen is ALTA's Treasurer!**

d) **PLSB Report**

- Staffing: Ken has accepted position with Medicine Hat Library Board.
- Jordan deSousa from YRL has joined PLSB staff as their newest consultant.
- PLSB has had limited staff since the beginning of the year, now working to get those positions filled.
- Jen was promoted to Manager, this is another position they had to fill
- Cochrane, Board Basics Workshop on Saturday. More workshops in the fall.
- Best practices document for Public Libraries is in the works. Last update was 2010, the revision will be released in 2018, probably in June and will feature new sections.
- Operating Grants are due June 14<sup>th</sup>, 2018
- Municipal Councillors, training document is in the works.

e) **Beaverlodge public library board is facing public criticism in their local paper**

Brenda shared, a letter was sent by a citizen to the local paper complaining about the increase in Town taxes and he itemized a whole long list of items, including the following: "They are paying for staff at the public library, meaning the salaries are paid by the taxpayers instead of by fundraising

(as in most other communities) The person who wrote the letter is a local Friends of the Library Society!

Brenda asked, what numbers or percentages of libraries in Alberta fundraise to pay salaries, and those who receive staff salaries from their municipality? Or where I could get this information?

Discussion:

Suggestions; tackle the issue via highlighting the library services in the community. Change the narrative. Jen (PLSB) shared 98% of all public library boards do some kind of fundraising.

**ACTION: Westlock (Tanya) will send Beaverlodge additional information.**

**f) Next ALTA Board meeting?**

**Mark your calendar! The next ALTA meeting is tentatively booked for Tuesday, August 14<sup>th</sup> at 6:30 using ZOOM video conferencing!**

**ACTION: Tanya will send an email to confirm the August Board Meeting date**

**g) ALTA Committees**

**ACTION: ALTA Committees – If you're not on a Committee, PICK 2 you would like to join! Email your choices to [ed@librarytrustees.ab.ca](mailto:ed@librarytrustees.ab.ca)**

- Operations
- Finance & Personnel
- Marketing & Communications
- Advocacy
- Education & Resources

**9. Adjourn**

Meeting was adjourned at 7:41 p.m.

Report to the  
Calgary Public Library Board  
21 June 2018  
**Calgary Public Library Foundation Update**

## **JUNE HIGHLIGHTS**

### **Gifts Secured**

- \$50,000 gift from Field Law for the naming of the Field Law Meeting Room at NCL
- \$80,000 gift from Cadmus Fund in support of the NCL Opening Gala
- \$150,000 in-kind from Pattison Outdoor for Campaign advertising in LRTs, billboards and digitally.

### **Other Highlights**

- Sun Life Arts & Culture Pass Partner appreciation event held on June 13<sup>th</sup> at the Central Library, prior to a renewal request planned for summer.
- A Planned Giving Presentation on June 21 at the Nicholls Family Library with speakers from Sagium, Deboski & Co and Underwood Gilhome Estate Lawyers
- Annie Would Be Proud Initiative: fall Book Club Challenge in planning phase.
- Grant submission made for funding for The Calgary Public Library Digitization of Local Documentary Heritage.
- Windows promotions will include a Canada Post mail drop to 100,000 Calgarians on June 27

### **Declines:**

- Scotiabank declined proposal for kids space at NCL, reworking proposal to match community investment priorities.

## **JULY FORECAST**

- An anonymous donor is interested in supporting the purchase and exhibit of The Print(ed) Word exhibit in the TD Great Reading Room at the New Central Library.
- Michael Green portrait donated for Michael Green Room at NCL
- New Founding Partner prospect on June 28<sup>th</sup> NCL Construction tour.
- Media campaign for Windows of Opportunity initiative to target Calgary influencers
- Individual and Corporate gifts continue to be cultivated at all financial levels by major gift team including Library Foundation Council of Champions support with National Bank. Other corporate discussions underway include Hopewell Residential; Shell Canada; Crescent Point Energy; Stuart Olson.

## **ORGANIZATIONAL NEWS**

- Philip Vernon joined the team as our new Grant & Reporting Coordinator
- Robin Padanyi will start on August 1<sup>st</sup> as our new Campaign Director

**ADD IN CAMPAIGN – KEY PERFORMANCE INDICATORS (AS OF JUNE 20)**

- Campaign to Date Raised: \$325,869,987
- Year to Date Raised: \$5,485,832
- Total Campaign Gifts: 50,216
- Unique Donors: 15,626
- Windows of Opportunity: 1401 total
  - 1283 at \$100
  - 73 at \$2018
  - 45 at \$5000

Ellen Humphrey  
President and CEO  
Calgary Public Library Foundation

Report to the  
Calgary Public Library Board  
June 27, 2018  
**CEO Report**  
**June 2018**

## GOVERNMENT RELATIONS

Two people a day are dying in Calgary from opioids. In 2017 there was a 40% increase in opioid related deaths in Alberta and a 21% increase in emergency and urgent care visits from the use of opioids. This is a major problem for our community, which has implications for the Library as we see it firsthand at our city centre libraries where we manage more incidents related to drug use. While no community in North America has found an answer to this crisis, Calgary has begun mobilizing community partners to take action.

The United Way's Council of Champions which is a group focused on the health and wellbeing of young people in Calgary organized an all-day symposium on the issue of drug misuse. The Chief of Police, Roger Chaffin, Alberta Health Services, and the United Way joined forces to sponsor the event.

Prevention is a long-term solution that focuses on the health of our children, but in the meantime, the watchword appears to be *harm reduction*. The experts agree that people who are preventing deaths through safe injection sites and the administration of other less dangerous drugs is a necessary first step. Supervised consumption services at Sheldon Chumir Hospital have had no negative impact on the nearby Memorial Park Library and according to our security team, it may be reducing the number of incidents of drug use at that library.

In addition to the fire truck at the current Central Library, library staff members and volunteers continue to be a mitigating presence outside of the Library. Staff members and volunteers are engaging with people outside the main entrance of the Central Library and creating safe spaces for our patrons and offsetting some of the drug issues that have been happening on that corner.



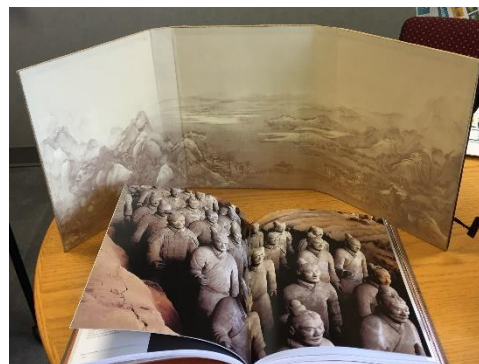
*"It was really a fantastic experience.... I thoroughly enjoyed the session. It was my first volunteering activity in Calgary and it was fantabulous..."*

– feedback from a new volunteer

Our **visit on June 1 with the Provincial Library Officials** went very well. Based on a connection at the Alberta Library Conference, Anthony Lemphers, the Assistant Deputy Minister for Municipal Affairs, and Diana Davidson, the head of the Library Services Branch, came to tour the new Central Library. We were also able to show Anthony the new Rocky Ridge Library in a Recreation Centre and the Early Learning Centre at the Crowfoot Library. As part of their visit we also supplied them with a proposal for the Province that would fund a Treaty Seven Language Resource Centre. They are going to bring that proposal forward and let us know before September if the Province can lend support. They were initially pleased with the idea and said that it fit the strategic interests of the current government.

Historic Sites and Monuments Board of Canada (HSMBC) and Parks Canada Agency will be installing to a bronze plaque commemorating the **Central Memorial Library and Park as a National Historic Site**. This designation was announced previously, and we hope that plaque will be installed later this year. Our staff are with Parks Canada, Historic Resources Management Branch of Alberta Culture and Tourism, and City of Calgary Parks on this project.

We also had a visit from the **Consul General of the People's Republic of China** in Calgary. Lu Xu has been in the position for eight months. Her Office was responsible for the Panda Exhibit at the Central Library to celebrate the new Panda Exhibit at the Calgary Zoo. She presented us with a donation of books and a book of Chinese Art that will be at new Central Library. Her Office has purchased a window in the new Central Library on behalf of the People's Republic of China.



Teaja Organic Tea House, the retail food and beverage vendor at the Nicholls Family Library, has abandoned their operation and closed up shop. We were aware of their financial difficulties at this location and on Friday, June 15 they closed their location permanently. We have met with Michael Thompson the head of Calgary Transit to see if that space could be made available to the Library, rather than securing a new retail vendor. We have seen more demand for children's services and meeting room use at that location. The café space would help for both of those issues.

The first information for **The City's four-year budget process** will be delivered to The City by July 3. The Strategic Plan will be submitted along with initial estimates of our base budget needs. Later in the summer we will provide The City with scenarios for various levels of funding. That information will be used to inform the City Council's budget deliberations in November.

## OPERATIONS

As part of the Calgary Foundation funding for four new Early Learning Centres at the Library in 2017, the Library partnered with Vivo and Mount Royal University to implement an **early learning research project** that would assess the impact of Early Learning Centres on visitor learning and experience at the Library.

Some of the key findings include:

- reports of high satisfaction of parents and caregivers;
- an increase in visits to a Library space where an Early Learning Centre was created;



- an increase in learning opportunities and activities for children and their families to the Library; and
- reports from parents and caregivers of children building and demonstrating new skills after visiting and Early Learning Centre spaces indicating a transfer of learning from the Library into the home.

A report has been developed to share with Library staff, partners and donors that provides an overview of the early learning design framework, the intention of the evaluation project, key results and next steps.

The **major renovation of Village Square Library** has begun. The Library will remain operational throughout the approximately six-month long renovation. Features of the new renovation will include a more mobile service model (including a new Central Library style connection point), new shelving and lights, additional meeting rooms, a more efficient back office space, improved accommodations for Fair Entry, and increased seating for this extremely well used and loved library. This location and Country Hills are the final libraries to be renovated in advance of the opening of the new Central Library.



Despite the Village Square renovation, the Library in partnership with the Calgary Board of Education has been working with the kindergarten class from **Douglas Harkness School** for a unique opportunity where the children spend a school day at the library. They walk over from Douglas Harkness as a group and even have their snack time at Village Square Library. The visits are once every two weeks for 1.5 – 2 hours and the children will visit the library five times before the school year is done. So far, time has been designated for storytimes and the chance for the kindergartens to choose a book to take with them. Activities are also given to the classes to explore the space and to really get to know the library as a place within their community. Next year this program will engage the parents of these students so that they can be more comfortable coming to the Library and connecting with the Services at the Village Square Centre. In effect, the Library and CBE are activating the Community Hub at Village Square.

The measures of activity are healthy for May, including a small **uptick in the number of new members** for the month, compared with the May of 2017. Higher programming and outreach numbers reflect efforts to bring more in-house programs and outreach efforts on line at new libraries and for the summer months. Stronger than average growth in digital circulation has helped stabilize circulation numbers for two months in a row.

As reported last month, the number of print, copy and scan jobs has normalized and is once again showing its characteristic growth.

## FEATURE NUMBERS

These numbers are a snapshot of activities in the 2017-2018 school year:

- Number of outreach visits or Library staff mediated school visits to libraries: 1,358
- Number of reads in TumbleBookLibrary, a collection of books for grades K-3 purchased jointly by the Library, CBE, and CCSD: 608,563
- Number of content views in Solaro, which provides Alberta-specific curriculum information: 571,274
- Daily average number of sessions in BrainFuse, offering free online tutoring for students: 54
- Average length of a session in BrainFuse: 28 minutes
- Percentage of users who say BrainFuse is helping them improve their grades: 93%

All of these point to the excellent partnership that has developed between the Library and Calgary's schools.

The **We Recommend** collection was launched in 2016. The collection is being rebranded and new procedures developed to:

- provide more opportunities for staff to share reading interests with adult readers;
- increase opportunities to showcase the depth and breadth of Library collections by highlighting a wider selection of fiction and nonfiction titles from the regular collections;
- ensure adult readers find an enjoyable read that aligns with their reading interests and tastes; and
- help the Library to better evaluate use.



In the revised model, 70% of this collection will be developed through staff picks identified by great new book marks that enable staff to personalize their selection, and 30% will be selected and labeled by Collections. The exceptions are collections at Sage Hill, Rocky Ridge and Memorial Park, as their entire fiction collection is We Recommend labeled. Staff at these locations will add bookmarks with personal recommendations to face-out displayed materials. We Recommend collections at all locations will be rebranded and new processes put in place this summer.

In other Collection news, the Library has acquired **SimplyAnalytics**, which will go live on July 1. One of the most curious aspects of this tool is that in-library use is only permitted during business hours, but remote access is allowed between 7:00 pm – 7:00 am daily (local time). SimplyAnalytics is a web-based mapping, analytics, and data visualization application which facilitates creating interactive maps, charts, and reports using 100,000+ data variables. Useful in answering research questions, making business decisions, job prospects and understanding the socio-demographic and economic conditions of any geographic area in the United States and Canada, this product may have broad application, especially for small businesses. This software will be featured in the Idea Lab at Central Library. We will also ask our partners at Rainforest Alberta to help us promote this tool as an interpretive tool for open data.



Over the past month, we have worked with our Art Consultant, Tamara Cardinal, to create two call outs for the **Indigenous Placemaking** project:

- an artist selection committee opportunity for eight community members to review and make recommendations on the artists for the placemaking project (call closed on June 8); and
- an artist / artist team opportunity to design permanent installations in three areas in the NCL for November 1 (call closes on June 19).

Staff have travelled out to Piikani, Siksika, TsuuTina, Stoney and all over Calgary to share information about the initiative and promote the artist and artist selection committee opportunities. There have been a number of stories in local media about this effort and it is helping our relations with this community.

In recognition of **National Aboriginal Month**, the Library is hosting nine artists at nine library locations across the system. In addition, everyone is invited to celebrate Indigenous Awareness Week at the Library (June 18 to 22) with nightly film screenings and discussions at the John Dutton Theatre.

The Library's new **Operation Centre** is almost ready for occupancy. The Centre will house the Library's IT Department and Collections Department. It will also facilitate the storage of several pallets of "extra or replacement" materials from the new Central Library construction. The IT Department will move in in July and Collections will move later in the summer.



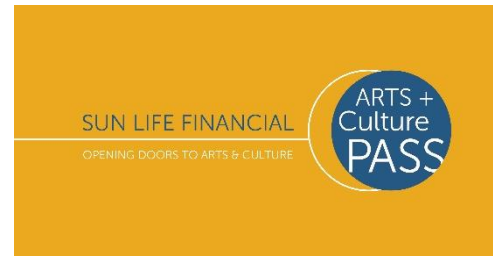
## OTHER NEWS

A new Membership Brochure was rolled-out system wide to provide new members with information on their membership and tips on how to get the most out of our wide range of programs and services. Feedback from staff has been very positive, with many appreciating the graphics that highlight each location in the system.



Drivers on Deerfoot Trail on June 15 might have been surprised to see a helicopter hitching a ride towards Seton Library! An Alouette III helicopter recently touched down in the under-construction Seton Library, opening in 2019. The new helicopter will be an anchor in the Library's Early Learning Centre. This incredible opportunity was made possible through a partnership with the Hangar Flight Museum and the City of Calgary.

The Library and the Library Foundation hosted an appreciation event for SunLife Arts and Culture Pass partners and funders. The program continues to have a profound impact on the participants who use it and it is exciting to hear that since its launch, over 100,000 passes have been redeemed. The event included testimonials from some of the participants and the partner organization. Mr. Vinod Karna, Senior Associate Manager at Sun Life Financial, attended the event and was so excited about the project and the Library that he has agreed to join the Foundation's Council of Champions.



Even though one may have served on the Library Board and the Foundation Board: and even though one may have named a Library, their work at the Calgary Public Library has not come to an end. Judith Umbach was able to fill in a volunteer request for the Campus Calgary Library School to facilitate a class on how to take good photos to grade 6 students. Anna Dunne-Hussey reported:

*"Judith's workshop was awesome! I received lots of positive feedback from the teacher and the students (one student named her workshop as the highlight of their week!). The format of her workshop worked really well. She kept them engaged and on their feet — which was perfect for this age group!"*



Bill Ptacek  
CEO

Date

Year 2018  
Month May

Monthly Community Library Results

May

Location	New Members		Visits		Circulation (Physical Items)		Computer Sessions		Chromebook Sessions		Wireless Sessions		Holds Filled (daily average)		Programs in the Library		Programs in the Community	
	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018
Bowness	145	154	8,015	7,246	12,066	10,715	1,432	1,405	206	272	657	610	95	90	35	25	7	16
Central	1,867	2,239	101,194	96,056	48,724	43,870	19,201	15,226	2,222	3,189	8,533	7,701	489	501	226	217	76	82
Country Hills	518	460	37,763	32,606	48,177	42,249	4,181	4,045	410	645	4,476	3,782	357	336	71	65	5	18
Crowfoot	678	604	37,227	39,084	83,170	71,061	4,279	4,181	547	646	6,459	5,492	711	712	97	104	14	13
Fish Creek	578	598	36,727	36,851	66,253	59,777	4,568	4,154	592	703	4,325	4,749	550	504	81	93	29	39
Forest Lawn	464	497	17,959	22,494	18,191	16,122	4,647	5,001	554	835	2,805	2,973	127	118	71	77	79	66
Giuffre Family	250	230	17,327	17,467	29,706	26,348	2,015	1,930	208	384	1,613	1,800	278	251	56	76	10	13
Judith Umbach	276	287	20,156	17,784	28,725	24,396	3,378	3,439	579	650	2,519	2,339	243	228	54	62	45	19
Louise Riley	261	285	27,267	26,100	37,133	33,747	3,162	3,254	716	985	2,666	2,467	397	379	53	62	16	8
Memorial Park	196	190	11,127	12,330	10,750	9,415			879	974	1,267	1,152	128	118	22	40	3	2
Nicholls Family	300	247	16,694	17,120	15,549	14,830	1,596	1,463	1,047	1,482	2,403	2,705	122	124	37	31	2	10
Nose Hill	293	297	31,888	32,859	49,471	45,053	3,246	3,191	681	818	3,193	3,049	412	412	53	71	10	31
Quarry Park	196	261	19,337	16,370	22,504	23,080	1,657	1,816	129	260	1,404	1,760	121	135	31	46	8	8
Rocky Ridge	3	47				7,254						785		6		20		
Saddletowne	597	753	44,829	50,336	24,429	19,880	7,186	7,355	2,116	3,188	4,072	4,250	126	94	71	82	15	17
Sage Hill	10	135		5,081		7,319				458		352		40		47	3	5
Shawnessy	510	575	42,895	45,619	54,066	49,367	4,704	4,890	875	1,078	5,005	4,536	545	459	91	100	48	33
Signal Hill	358	372	34,777	33,680	61,919	56,290	3,233	2,881	311	325	2,430	2,670	565	533	92	98	7	20
Southwood	173	189	14,144	13,436	26,707	23,386	1,913	1,700	192	320	1,106	1,186	301	265	43	42	16	40
Village Square	498	606	42,303	39,201	27,516	22,838	4,367	4,324	2,295	2,277	3,331	3,041	164	146	69	79	32	47
	8,171	9,026	561,629	561,720	665,056	606,997	74,765	70,255	14,559	19,489	58,264	57,399	5,731	5,451	1,253	1,437	425	487





Report to the  
Calgary Public Library Board  
**Strategy and Community Committee Meeting**  
**June 5, 2018**  
**(based on draft unapproved minutes)**

**In Attendance:**

**Board**

Mr. Rob Macaulay, Chair  
Ms. Shereen Samuels  
Ms. Janet Hutchinson

**Regrets**

Mr. Andrew Rodych

**Administration**

Mr. Bill Ptacek, CEO  
Mr. Mark Asberg, Director, Service Delivery,  
Community Libraries and System Operations  
Ms. Sarah Meilleur, Director, Service Delivery,  
New Central Library and City Centre Community Libraries  
Ms. Kristen Duke, Service Design Lead  
Ms. Lisa Hardy, Facilities Design Lead  
Ms. Evette Berry, Manager, Service Delivery, Crowfoot and  
Rocky Ridge Libraries

**I. Meeting Opening**

We acknowledge the traditional territories and oral practices of the Blackfoot people, the Nakota people of the Stoney Nation, the Beaver people of the Tsuut'ina Nation, and the Métis Nation of Alberta, Region Three. This Library is one of 20 libraries across our city built on this traditional land.

**II. Review of Agenda**

The Agenda order was altered so that New Central Library Operational Readiness followed the Impact of Calgary Public Library's Early Learning Centre.

**III. Approval of Minutes**

**A. Minutes of the April 3, 2018 Meeting**

MOVED by Ms. Hutchinson, that the minutes of the April 3, 2018 Strategy and Community Committee be approved as presented.

Carried Unanimously

**B. Minutes of the May 1, 2018 Meeting**

MOVED by Mr. Macaulay, that the minutes of the May 1, 2018 Strategy and Community Committee be approved as presented.

Carried Unanimously

#### **IV. Business Arising and Review of Action Items**

Under Action Items, it was decided to put the two May 1 reports on the Board portal instead of in the Board Agenda. At an upcoming meeting with Councillor Woolley, Ms. Hutchinson and Mr. Ptacek will follow up on the status of the Library's capital projects.

#### **V. The Impact of Calgary Public Library's Early Learning Centres**

*Ms. Kristen Duke, Service Design Lead*

Ms. Duke reported on the Library's Early Learning Centres (ELCs) and the five-month research project that garnered valuable insights into ELC impacts and design. She showed a presentation with pictures of the Library's 6 ELCs and detailed research results. The research covered areas such as use patterns, levels of movement, types of play and activities, engagement levels, social interactions, learning opportunities, and technology use. It was interesting to note that 64% of children are transferring new ELC ways of play at home and school, and that more children are initiating their family trips to the Library to use the ELCs. The research provides good evidence that ELC concept is transformative and ties in to the Strategic Plan and The City's initiatives, as well as guiding future ELC development and directions. Trained staff and volunteer engagement is an important part of the success of the ELCs. The next steps are to enhance ELC areas, to leverage spaces for social interaction among caregivers, to continue to learn, and to establish an ELC in every location, as well as outdoor play spaces wherever possible.

The following are highlights of the Committee's discussion:

- Users can learn about the different ELC spaces and themes from the website and social media. Other ideas include a map display of each location and a passport for children's visits.
- It is important that the ELC and outdoor playgrounds provide access for disabled caregivers.
- The presentation on ELCs could be made to the Foundation Board and to the Calgary Foundation.
- The New Central Library will pilot activities for school-aged children and successful activities will then be taken to the community libraries.

The Committee thanked Ms. Duke for an inspirational and exciting report, clearly tied to strategic outcomes.

There being no objections, the Strategy & Community Committee of the Calgary Public Library Board received the report, *The Impact of Calgary Public Library's Early Learning Centres*, for information.

#### **VI. New Central Library Operational Readiness**

*Ms. Sarah Meilleur, Director, Service Delivery*

This is the 3<sup>rd</sup> in a series of reports on NCL Operational Readiness, and there will be two more reports, in September and October. This report highlights areas where significant metrics have been achieved in this reporting period. These points of interest were discussed:

- IT equipment install is on track, including TV displays in the meeting rooms.



- The NCL promotional strategy is proceeding well, with Edelman PR and Venture Communications onboard to support NCL and promote the membership drive.
- The performance hall has already been booked for the first 3 months and beyond. Bookings for other meeting rooms will be available September 1. Plans are developing for programming in partnership with community partners, including U of C, Calgary Arts Academy, and d.talks, and increased Library programming as well.
- The lease is now undergoing the approval steps to be passed by Council.
- Building equipment is being tested and library building operators will undergo in-depth training this summer.
- The transition to G4S Security has gone well. There will be 172 security cameras and 24-hour security service in the new building.
- The ordering for the refreshed Central collection is complete.
- The Foundation donor recognition signage design has been completed and will be placed throughout the building, with careful thought to ensure the placements are meaningful and appropriate.
- Staff readiness is on track, with a comprehensive professional learning package, site tours, and plans for on-site orientations in October.

There being no objections, the Strategy and Community Committee of the Calgary Public Library Board received the report, NCL Operational Readiness, for information.

## **VII. Renovations and New Libraries Review**

*Ms. Lisa Hardy, Corporate Services*

Ms. Hardy gave a presentation showing the facility upgrades and openings in 2017, and the plans for 2018. These highlights were discussed:

- The City of Calgary is working on the Master Plan for the multi-use Symons Valley Centre, which will house the Sage Hill Library as a partner; however, a completion date for this project is still to be determined.
- Post-operational evaluation, which arises from operating a space for a time period before making any big changes, is an important learning process for facility developments.
- The weekly NCL transition meetings will continue into December to evaluate the new facility and make pivotal changes if necessary.
- The evaluation of different furniture types involves factors such as hands-on testing, input from user groups, and cleaning and color considerations. The NCL furniture selection will impact future community library selections.

The Committee noted that Ms. Hardy's knowledge of library users' behaviour patterns and expectations is a major asset when interacting with space and furniture designers. They thanked her for a comprehensive and interesting report.

There being no objections, the Strategy & Community Committee of the Calgary Public Library Board received the report, Renovations and New Libraries Review, for information.

### **VIII. Board Advocacy Priorities Review**

There were no changes to the Board Advocacy Priorities except to remove the word “Draft”.

During the discussion, the Committee noted that it is time to consider session ideas for the Alberta Library Conference, with a submission deadline in September.

Action items arising	Person Responsible	Deadline
Remove word “Draft” from Board Advocacy Priorities”	Administration	Immediate
Remind Board to consider session ideas for the Alberta Library Conference	Mr. Macaulay	June Board Meeting

### **VIII. Other Business**

There was no other business.

### **IX. Workplan**

The Committee will confirm its summer meeting schedule at the June meeting. The item New Strategic Plan Development will be added for September.

### **X. Adjournment**

The meeting adjourned at 9:28 am.

Report to the  
Calgary Public Library Board  
**Governance Committee Meeting**  
**June 13, 2018**

**(based on draft unapproved minutes)**

**In Attendance:**

**Board**

Ms. Shereen Samuels  
Ms. Debra Giles

**Administration**

Mr. Bill Ptacek, CEO  
Ms. Heather Robertson, Director Service Design

**Attending Remotely:**

Mr. Avnish Mehta

**Regrets:**

Ms. Janet Hutchinson

**I. Treaty 7 Opening**

Ms. Samuels respectfully acknowledged that the Committee is meeting today at a place called Moh'kinsstis, a Blackfoot word that means elbow. The word describes the landscape of what is now known as Calgary, an area where the Elbow River meets the Bow River.

It is in the spirit of respect and truth that we honour and acknowledge Moh'kinsstis, and recognize the traditional territories and oral practices of the Blackfoot people, the Nakota people of the Stoney Nation, the Beaver people of the Tsuut'ina Nation, and the Métis Nation of Alberta, Region Three. This Library is one of 19 libraries across our city built on this traditional land. Finally, we acknowledge all people who make their homes in the Treaty 7 territory of Southern Alberta.

**II. Review of Agenda**

The Agenda was approved with the following amendment:  
Add Board Recruitment Update from Ms. Hutchinson.

Ms Samuels noted that the policy review that was originally scheduled for this month has been rescheduled for later in the year.

**III. Approval of Minutes**

MOVED by Ms. Giles, that the minutes of the May 9, 2018 Governance Committee meeting be approved as written.

Carried Unanimously

#### **IV. Business Arising from Minutes**

##### **A. Update: Collaborative Recruitment**

There is no new information as meetings with the other boards have not yet been held.

##### **B. Board Recruitment**

Ms. Samuels read an update that Ms. Hutchinson had provided. The recruitment subcommittee met and decided on four attributes in this year's candidates that would help balance the Board: resides east of Deerfoot Trail, the home library is not an inner-city library, youth and Indigeneity. Ms. Giles pointed out that they were not seeking all four attributes in a single candidate, but at least one of those criteria should be met in a new Board member. They also concluded that while it is important that the candidate understand the difference between a governance and an operational board, there would be no need for a great deal of governance experience, given the Board's overall strength in this area. Advertising on the City Boards and Commissions website does not begin until August. Interested parties who contact Board or Administration will be directed to the Pekarsky website where the position will be posted at the end of June. The Library will promote independently of this process in all branches. Mr. Rodych will be added to the sub-committee as a back-up member.

Ms. Giles stated that the Pekarsky staff member that had been our liaison in the past was no longer with the firm. This sparked a discussion on the criteria used in choosing the recruitment firm with the Committee concluding that Pekarsky's combination of local specialization, not-for profit experience and knowledge of the Library's needs made it the best choice.

##### **C. Board Self-Evaluation Survey**

The Committee reviewed the discussion on this topic held at the May Board meeting. The recommended changes will be incorporated in the next scheduled Board Self-Evaluation Survey rather than sending out another survey this year.

The Committee also reviewed the idea of the Chair's mid-term check-ins and agreed that, from a governance standpoint, it was important to continue the practice, that the process be documented and that the form could be chosen by the Chair. The Committee could supply the Chair with some of the questions and it was recommended that they be sent to Board members prior to the check-in to allow time for reflection.

#### **V. Review of Skills Matrix**

The Committee clarified for itself the difference between the skills matrix and the Roles and Responsibilities document. The City requires a skills matrix as part of the recruitment process and that is created by the recruitment firm. The Roles and Responsibilities document is developed by the Board and given to the recruitment firm to assist in their process. Neither of these documents works well to identify Board development wishes. It was agreed that Board members should identify skills or areas for development at the Board Organizational Meeting. The Committee agreed that gaps in knowledge and experience need to be identified. Administration offered to compile a template of items for discussion at the Organizational Meeting.

## **VI. Committee Workplan – as of June 7, 2018**

The Committee made the following changes to the workplan:

- There will be no meetings in July or August
- Organizational Meeting Process will be discussed at the September meeting. Administration will provide a compilation of items to be discussed.
- The recruitment sub-committee will continue its work through the summer
- Chair one-on-one meetings are complete
- Collaborative recruitment will move to September
- CEO Compensation review will move to January 2019 – Range to be adjusted
- Board self-evaluation is complete – Status: changes to be made to survey for next year
- Bylaws to be discussed in September
- Opportunities for Board development will be folded into Organizational Meeting planning

## **VII. Other Business**

The Committee discussed if the Board needed to make a formal closure on NCL construction. It was agreed that members of CMLC and the Calgary Public Library Foundation could be invited to a Board meeting or Board retreat in 2019 to discuss lessons learned from the process.

## **VIII. Adjournment**

MOVED by Mr. Mehta, that the meeting be adjourned at 6:24 pm.