

CALGARY PUBLIC LIBRARY

# Board Meeting

5:30 PM, Wednesday, June 23, 2021  
Online via Microsoft Teams



- |       |  |                   |
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| I.    | <b>Treaty 7 Virtual Opening</b><br><i>Sheeba Vijayan, Board Member</i>                             | 4                 |
| II.   | <b>Review of Agenda</b>  |                   |
| III.  | <b>Consent Agenda</b>  |                   |
| IV.   | <b>Business Arising</b>  |                   |
|       | A. Business Arising from the Minutes   |                   |
|       | B. Advocacy Updates, including ALTA Report   | Verbal            |
| V.    | <b>Chair's Report</b><br><i>Avnish Mehta, Chair</i>  | Verbal            |
| VI.   | <b>Operational Report (June 2021)</b><br><i>Sarah Meilleur, CEO (Interim)</i>                      | 5<br>Information  |
| VII.  | <b>Governance Committee</b>  |                   |
|       | A. <b>MOTION</b> Report of the June 2, 2021 Meeting<br><i>Sandy Gill, Committee Chair</i>          | 10<br>Information |
|       | B. <b>MOTION</b> Revised Governance Committee Mandate<br><i>Sandy Gill, Committee Chair</i>        | 15<br>Approval    |
| VIII. | <b>Strategy and Community Committee</b>  |                   |
|       | A. <b>MOTION</b> Report of the June 8, 2021 Meeting<br><i>Crystal Manyfingers, Committee Chair</i> | 17<br>Information |

**IX. Audit and Finance Committee**

- A. Audit and Finance Committee Report *Verbal*  
*Andrew Rodych, Committee Chair*

**X. Calgary Public Library Foundation Update**

*Avnish Mehta & Sandy Gill, CPL Board Representatives*

*Verbal*

- A. Calgary Public Library Foundation Update 21  
*Tracy Johnson, CEO Calgary Public Library Foundation* *Information*

**XI. Other Business**

- A. Board Calendar Updates:  
*Avnish Mehta, Board Chair*
- Current Board Calendar (as of December 2020) 23
  - Revised Board Calendar 24
- Approval*

**XII. In Camera**

**XIII. Adjournment**

## **Treaty 7 Virtual Opening**

To begin our meeting today, we acknowledge Moh'kinsstis, the lands where the Elbow and Bow Rivers meet. In the spirit of Truth and Reconciliation, we recognize the ancestral territories, cultures, and oral practices of the Blackfoot people, the Iyârhe Nakoda Nation, the Beaver people of the Tsuut'ina Nation, and the Métis Nation of Alberta, Region 3. Calgary Public Library serves the community on this traditional land and we honor all people who share, celebrate, and steward the Treaty 7 territory of Southern Alberta. This Land Acknowledgement reminds us of the histories that precede us, highlights our responsibilities going forward, and helps bring us together on a shared journey of Truth and Reconciliation.

## **Pronunciation Guide**

Hello: Oki - Oo-key (Blackfoot hello)

Âba wathtech - Om-bah-wah-stitch (Stoney hello)

Danit'ada - Duh-nee-duh-duh (Dene Hello)

### **Blackfoot Confederacy nations:**

Siksikaistitapi - Six-ih-gay-tss-ih-taa-bee

Siksika - Six-ih-gah

Piikani - Be-gun-nee

Kainai - Gay-nah

### **Treaty 7 Nations:**

Tsuut'ina - Suu-tin-Ah

Îyâñé Nakoda – Ay-a-hay Nuh-koh-duh

Mohkinstiss (Moh-gin-tsss-iss) meaning Elbow and refers to when the two rivers meet and what we refer to today as Calgary.

## Operational Report June 2021

### Government Relations

On June 10, the Province moved into Stage 2 of the [Open for Summer](#) plan. Public libraries are part of this stage and Calgary Public Library reopened 19 locations on Monday, June 14 at regular hours of service.

The self-serve nature of Rocky Ridge necessitates a coordination with the YMCA, our facility partners, who are intending to reopen June 28. Renovations at Signal Hill to improve back of house work areas will delay reopening until later in June, but the location is able to continue with curbside service.

The health and safety of our employees and visitors remains our top priority, and we are committed to providing as much public service as safely possible. To balance these priorities, the Library will be taking a measured approach to reopening that will see in-location and outreach services slowly expanding throughout the summer. There continue to be strict guidelines and procedures in place at reopened locations. While most guidelines and restrictions will be familiar, the Library will clearly communicate that locations will continue to look different to our visitors.

The Provincial government has announced their intention to review the Libraries Act and Libraries Regulation to reduce unnecessary red tape to better support libraries and Albertans. The Minister of Municipal Affairs, Ric McIver, has invited Calgary Public Library's Board Chair and CEO to an initial meeting of stakeholders including the Provincial Public Library Network Nodes group, the Alberta Library Trustees Association, the Library Association of Alberta, a provincial Indigenous librarian working group, the Alberta Urban Municipalities Association, and the Rural Municipalities of Alberta. The purpose of the meeting is to help the government develop an effective consultation plan regarding the Libraries Act. This consultation is an opportunity to analyze the ways in which the Libraries Act supports the independence and governance of Library Boards, contemplate the possibility for improvements, particularly in ensuring equitable library access to all Albertans, and more accurately reflect the differences between rural and urban contexts.

The Calgary General Election will take place on Monday, October 18, and the Library is developing programming and resources to support civic engagement across the communities we serve. This will include work to build general awareness and understanding of the dates of the election, the process at the polls, and questions they may be asked at the ballot box within the election scope. There are four focus areas including:

- **Library as Space** – leveraging the Library's physical locations and community reach to support the sharing of information and election activities
- **Resources and Tools** – highlighting and curating resources to inform Calgarians about the election and support engagement
- **Programming** – in-person and digital forums for learning and discussion
- **Partnerships** – working together with key stakeholders to leverage city initiatives and address barriers for marginalized groups

A major focus will be put on groups who historically have faced barriers to participation (for example: youth, newcomer and Indigenous communities). To do this effectively, the Library will work with civic partners such as Calgary Local Immigration Partnership, Action Dignity, Calgary Drop-In Centre, and the Calgary Bridge Foundation for Youth to support and leverage their efforts to reach as many Calgarians as possible. All initiatives must be in line with our Political Use of Library Space policy and in keeping with guidelines from the City's Ethics Office.

In order to ensure all current councillors and candidates are informed about the role and impact of the Library in the community, the CEO's Office will be providing all parties with a briefing package that contains reporting highlights from our recent Civic Partners Report and information on the location(s) within their respective wards. The Library is looking forward to maintaining strong relationships with Council following the election.

## **Operational Highlights**

### *2021 Strategic Initiatives*

The Library has been meeting with Habitus to support the antiracism engagement work they have been hired to do on behalf of the City of Calgary. A few of the possibilities discussed include utilizing the Create Space at Central Library, meeting space for working groups, and a series of online programs discussing a vision for an anti-racist City.

The English Language Learners online conversation circle has seen increasing attendance since its launch, with a record 173 participants in May. Participants' home countries are quite diverse, including Iran, Syria, Turkey, China, Brazil, Mexico, Nigeria, Egypt, Russia, and more, and conversation topics provide opportunity to foster commonalities between local themes with those in the learners' home countries.

Forest Lawn Library hosted the Youth Centres of Calgary's Grocery and Snack Pick-Up service through a pilot partnership to meet urgent community need related to food insecurity amongst children. Since the beginning of the pandemic, this service has been in operation to provide students and families who usually depend on school food programs with healthy meals. Multiple sites across the City and the Forest Lawn site offer a few hundred meals for hungry students on Wednesday and Friday afternoons.

In celebration of Asian Heritage month in May, the Library partnered with the Asian Heritage Foundation and Studio Luma on a 3D projection mapping project, recorded at night on the east side of the Central Library, highlighting the story and history of how the Asian community has built and contributed to Canada for over 150+ years. [3D Projection Show on Calgary Central Library for Asian Heritage Month Calgary - 2021 | Studio Luma - YouTube](#)

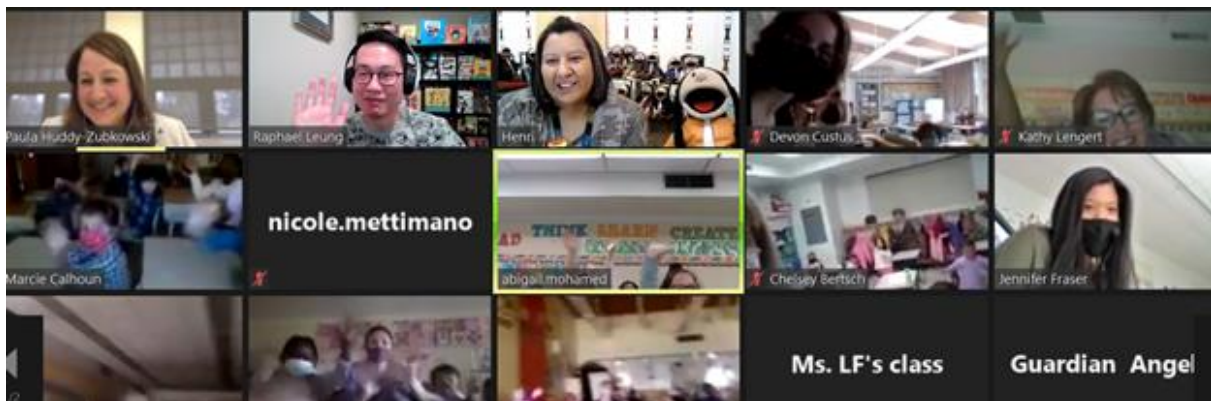
In response to the announcement of the remains of 215 children buried at the site of the former Kamloops Indian Residential School, the Library acknowledged the tragedy and re-affirmed a commitment to the Truth and Reconciliation Calls to Action and the City of Calgary's White Goose Flying Report. Calgary Public Library has an obligation to share the truth about residential schools and the ongoing, intergenerational trauma they caused. In advance of the opening ceremony for National Indigenous History Month, the Library shared information and resources about residential schools on our social media and website and encouraged the community to read, ask questions, and learn. We also shared mental wellness and community resources to support those who have been personally impacted by residential schools. Learning the truth is an important first step to healing our community and the Library hopes to honour all residential school victims and their families through this work.

National Indigenous History month began with an Opening Ceremony on June 4 featuring a welcome and two minutes and fifteen seconds of silence hosted by Sarah Meilleur, an opening blessing from Elder Alice Kaquitts, and a musical performance by Wendy Walker. Working with the Library's new in-house Production Team, the event was live-streamed to the Library's Facebook account, garnering 203 live viewers and has since accumulated an additional 1,300 views and tens of thousands of impressions.



Other programming for National Indigenous History Month includes weekly virtual Indigenous storytimes, a virtual screening and discussion of the short film *The Road* starring Indigenous girls of Stardale Womens' Group and directed by filmmaker Vanessa Wenzel, and all-ages Elders' Storytime with Anthony Starlight, to name but a few.

Round three of Indigenous Placemaking also completed this month, with projects installed at Seton, Shawnessy, Crowfoot, and Saddletowne. These projects and their stories will be launched on Saturday June 26 through a Facebook Live event featuring the artists: Rudy Black Plume, litsikiitsapoyii; Hali Heavy Shield, Nato'yi'kina'soyi; Sarah Houle; Morrigan Caldwell; Tace Ens-Buchacher; Kierra First Charger; Kaylee Anne Leibham; and Haley Long.



Every month the Calgary Catholic School District facilitates a monthly read-aloud storytime that classes can attend. For May, the Library hosted an Indigenous storytime visit with Library staff member Henri Giroux. Fifty classes and almost 1,500 students signed on to participate as Henri explained the importance of land acknowledgements, taught the students a song and how to count from 1-10 in Cree.

The Library is partnering with between Calgary Economic Development and Mount Royal University's CityXLab for the Project Climbing Wall initiative. Project Climbing Wall is working to move talent development in Calgary from a 'ladder' to a 'climbing wall' to transition to an integrated open talent marketplace composed of certified, non-certified and informal learning. The Library is working with project stakeholders to pilot the informal learning of "competencies for life" to create a common understanding and use of competency terminology. This summer the English Language Learning Conversation Circle will pilot a module around the necessity and value of all types of learning within our job market and how to identify and develop core enabling competencies (often referred to as soft skills).



In June, the Library began piloting an online Bedtime Storytime series. For three weeks, families with children aged 0-8 have joined pyjama-clad storytellers every Tuesday and Thursday from 6:30 - 7:30 pm for gentle and calming books, songs, activities, and rhymes. Crowfoot staff member Kinza Khan facilitated the first storytime and the children loved Kinza's backdrop - a beautiful night-time scene with a friendly sleeping moon, fluffy clouds, and many stars.



Virtual outreach has continued to increase throughout June including the popular It's a Crime Not to Read program that has made the move to virtual at multiple Library sites, much to the delight of students, teachers, and police officers. Additionally, many school libraries have not been accessible during the pandemic, so the Library has fielded requests for extra books to be dropped off at school sites.

The Library has also seen a phenomenal response to virtual Ultimate Summer Challenge (USC) visits with schools. This has included virtual visits to Chief Old Sun School on the Siksika Nation and the delivery of children's new library cards and lots of books to Chief Old Sun School before the end of June to support summer reading. After just one week, USC registration has already exceeded the total number for 2020, with over 6,000 kids and teens signing up. Registration continues to grow as more events and programs go live.

Musical Storytimes with Calgary Philharmonic was also a great success this month, with between 65-88 attendees for each program. The violinist Theresa Lane was a great draw and her program had kids were dancing on camera and joining in with their own instruments from home.

As of June 3, OverDrive circulation has reached 1,693,857, an increase of 26% when compared to 2020. In the same time period, the use of children's eBooks and eAudiobooks has grown by 59%, as children and families access these resources to support learning and reading from home. Strategies to increase use of the collection include curated booklists, a variety of licencing models and high-interest titles bundled into readily available 'skip the line' collections. At our present rate of growth, we are on track to reach 4,000,000 OverDrive circulations in 2021.

### *Staff Support and Engagement*

The Employee Engagement Action Team (EEAT) met this month and focused their discussions on planning for a week of professional learning for Library staff in the fall, along with sharing experiences, ideas, and priorities to inform the development of an equity, diversity, inclusion, and anti-racism strategy for the organization.

Library locations have taken the opportunity of the last year to learn together and learn from each other in a variety of ways including launching in-house team learning projects to share videos and articles on workplan, staff development, and wellness topics. This month at Forest Lawn Library, a staff member coached her colleagues on the pronunciation of the member nations of Treaty 7 and introduced a Blackfoot word of the day.



### *Notes on Impact*

Library Hotline received the following note from a patron this month, that speaks to the impact the Library has had on the community during the pandemic.

*"I just wanted to take a minute to thank the people who make up Calgary Public Library for their extraordinary service and energy during this pandemic. Your adaptability and resilience as an organization during this period has provided so many of us with continued and much needed access to books and other materials. My family and I have so appreciated the creativity and positivity of the staff and volunteers who have not only allowed us to continue to access our book holds but have also added a "dash" of fun by including surprise picks to our reading selections. It is kind of amazing how much joy that has given all of us during this strange and stressful time. Thank you so much for all you do!"*

**Unapproved Minutes**  
**Governance Committee Meeting**  
Calgary Public Library Board  
Online via Microsoft Teams  
**Wednesday, June 2, 2021**  
5:30 pm

**In Attendance:**

**Board**

Sandy Gill (Chair)  
Jocelyn Phu  
Crystal Manyfingers  
Shereen Samuels

**Administration**

Sarah Meilleur, *Interim CEO*  
Alexis Apps, *Senior Executive Assistant*  
Mary Kapusta, *Director, Communications*  
Amanda Robertson, *Executive Assistant*  
Heather Robertson, *Director, Service Design*

**Regrets:**

Haritha Devulapally

**I. Treaty 7 Opening**

Sandy Gill respectfully opened the meeting with a Treaty 7 land acknowledgement.

**II. Review of Agenda**

**MOVED** by Jocelyn Phu that the June 2, 2021 agenda be approved as presented.

Carried unanimously

**III. Approval of Minutes**

**MOVED** by Crystal Manyfingers that the minutes of the May 5, 2021 Governance Committee meeting be approved as presented.

Carried unanimously

**IV. Business Arising from Minutes**

None.

**V. Board Recruitment**

**A. Recruitment Committee Update**

Jocelyn Phu advised that the Board Recruitment Committee had recently met with representatives of the search firm to confirm the scope and details of the posting. The search firm is working on

a posting to be distributed imminently and advertised through the month of June. After that, the search firm will provide a short list from which the committee will select candidates to interview in August and early September. This timeline will allow the Board to make their final selection at the September 29, 2021 meeting in advance of the City Clerk's deadline for appointment proposals.

## **VI. Board Relations**

### **A. Library Orientation Process**

The Orientation Checklist outlines responsibilities for the Library Board and Library Administration in supporting new Board members to learn about the responsibilities of the Board and about the Library to ensure they are set up for success during their tenure. In response to recent feedback that new members onboarded in 2019 and 2020 lacked opportunities for supplemental mentorship and training that arose more easily when the Board and committee meetings were held in person, Administration has reviewed its responsibilities within the process and proposed an enhanced approach to orientation by providing more structured, specialized orientation sessions hosted by key Library staff.

Orientation sessions will be offered every year to all Board members, regardless of tenure, as a means of ensuring all are entering the year's work with a shared understanding of their roles, responsibilities, and duties. In addition to the sessions, Administration will also undergo a review of the written materials that are provided to Board members now and at the beginning of each year in the form of a Handbook and consider new filing considerations in light of increased use of the Microsoft Teams by the Board. Existing resources will be re-organized and updated and new documentation will be created to ensure all Board members can easily locate and access the information they require. Additional supports for Microsoft Teams training will also be provided.

The committee agreed that the new training sessions would be of interest to a wider group than just the new members. Administration advised that an invitation will be extended to Sheeba Vijayan, Crystal Manyfingers, and Sandy Gill for a session allowing new and experienced members to experience a pilot of the training before it is launched fully in the fall.

The committee also discussed the possibility of updating the Board's responsibilities within the orientation process by creating a more formal Board mentoring program with set dates for mentors and mentees to meet rather than the more informal, open-door approach that creates potential barriers for new members hesitant to contact a senior member.

Task	Responsible	Deadline
Send suggestions for refinement on the orientation enhancements to Amanda Robertson (Executive Assistant) and Sandy Gill (Committee Chair).	Governance Committee	June 2021
Request feedback from the Board on the orientation enhancements and Board mentorship program.	Sandy Gill, Committee Chair	June 23, 2021

## **B. Governance Committee Mandate**

Heather Robertson advised the committee that currently, the Board Bylaw (as per Section 5.2) requires the Board, by resolution, to determine the membership, mandate, and quorum requirements for an ad hoc committee. A core responsibility of the Governance Committee is to support recruitment of new Board members through an ad hoc committee, which is often an annual task. In the interest of efficiency, Robertson recommended that a revision to the Governance Committee mandate be proposed to the Board for approval, which would give the Governance Committee the authority to execute this task each year without the constraints of requiring full Board approval each time.

Robertson also advised that Administration is updating existing documentation to ensure that the annual Board recruitment process is clearly outlined to support each incoming Governance Committee. This would include provisions explaining the mitigating considerations to make in Ad Hoc Board Recruitment Committee member selection with regard to conflicts of interest and other matters. Sandy Gill and Administration will collaborate to ensure the document contains appropriate wording to describe the process undertaken this year to mitigate potential conflicts of interest when a member eligible for reappointment was one of the only members available to participate in the Ad Hoc Committee.

With those mitigations being addressed in the procedural document, the committee agreed to recommend the revised mandate to the Board at the June 23, 2021 meeting for approval.

Task	Responsible	Deadline
Collaborate to ensure appropriate wording for a revised Ad Hoc Board Recruitment Committee procedural document, including mitigations for potential conflicts of interest.	Administration; Sandy Gill, Committee Chair	Summer 2021

**MOVED** by Sandy Gill that the Governance Committee recommend the revised Governance Committee Mandate to the Calgary Public Library Board for approval.

Carried unanimously

## **C. Board Retreat Update**

The Board discussed the potential fall Board Retreat at the May in camera session. The Board is coming to a consensus on which topics will be addressed at the fall retreat. Sandy Gill advised that Board members are welcome to provide input directly to her at any time. On behalf of the Ad Hoc Board Recruitment Committee, Jocelyn Phu requested that the retreat not be scheduled before September 15, 2021, to allow full availability to meet with prospective candidates earlier in the month.

Administration is available to provide logistical support when the Board is ready to proceed with their plans.

## **VII. Board Self Evaluation Survey**

The committee reviewed the full list of questions posed in the 2019-2020 Board Self Evaluation Survey. The questions were categorized by topic and coded to show which themes had been selected as less important to include at the previous Governance Committee meeting.

The committee discussed several different approaches to reviewing the questions and decided that one member would write a first draft, then send it to the Committee Chair to be recirculated to the committee. Shereen Samuels volunteered to perform the first review.

The committee asked that a note be added to the beginning of the survey to explain to the respondents that its purpose is to confidentially measure the performance of the Board as a whole.

Task	Responsible	Deadline
Send Word version of the survey questions to Shereen Samuels for review.	Administration	June 2021
Perform an initial review and redraft of the survey questions, then submit to Sandy Gill for recirculation.	Shereen Samuels	July 2021
Circulate the first draft to the Governance Committee and facilitate a second round of reviews.	Sandy Gill	August 2021
Bring revised survey to Governance Committee meeting for final review and approval. Include a note to begin the survey informing respondents of its purpose and level of confidentiality.	Administration	September 2021

## VIII. 2021 Workplan Review

Sandy Gill reviewed the workplan and advised that the Team Charter was completed ahead of schedule and would be removed from the remainder of the 2021 meeting schedule. The other notable change is the Diversity and Inclusion policy work is being deferred to 2022 to allow time for the Board to address other pressing matters this year.

The committee requested that a Diversity and Inclusion policy discussion be added to September 2021 to allow the committee an opportunity to set expectations and address logistics in advance for the 2022 policy-writing process.

Task	Responsible	Deadline
Revise the workplan as requested by the committee.	Administration	September 2021

## IX. Other business

None.

**X. Adjournment**

**MOVED** by Sandy Gill that the meeting be adjourned at 6:55 pm.

Transcribed by Amanda Robertson

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Sandy Gill  
Chair

**Calgary Public Library Governance Committee**  
**Revised Governance Committee Mandate**  
**Covering Note**  
June 23, 2021

Currently, the Board Bylaw (as per Section 5.2) requires the Board, by resolution, to determine the membership, mandate, and quorum requirements for an ad hoc committee. A core responsibility of the Governance Committee is to support recruitment of new Board Members, which requires an ad hoc committee, and this is often an annual task. In the interest of efficiency, a recommendation has been made that an amendment to the Governance Committee mandate be approved by the Board outlining this responsibility to strike an ad hoc committee when needed for Board recruitment. This would give Governance the authority to execute this task each year without the constraints of requiring full Board approval.



## **Governance Committee Mandate**

Approved January 6, 2021

The Governance Committee reports to the Board and advises on matters regarding overall governance and related policies including, but not limited to:

1. Overseeing the process of selection, performance evaluation, compensation, and succession planning for the CEO position
2. Recruitment, nomination and evaluation of Board and Committee members. **This includes the striking of an Ad Hoc Board Recruitment Committee as needed, with a membership of at least three Board members, one of whom sits on the Governance Committee.**
3. Development of Board and Committee members including orientation for new members
4. Periodic review of the Board's bylaws and policies
5. The practices of the Board and its Committees

**Unapproved Minutes**  
**Strategy and Community Committee**  
Online via Microsoft Teams  
Tuesday, June 8, 2021  
5:30 pm

**In Attendance:**

**Board**

Crystal Manyfingers (Chair)  
Jocelyn Phu  
Sheeba Vijayan

**Regrets:**

Andrew Rodych  
Shereen Samuels

**Administration**

Sarah Meilleur, *Interim CEO*  
Mary Kapusta, *Director, Communications*  
Heather Robertson, *Director, Service Design*  
Shannon Slater, *Interim Director, Service Delivery*

**Guests:**

Kelli Morning Bull, *Service Design Lead*

**I. Meeting Opening**

Jocelyn Phu respectfully opened the meeting with a Treaty 7 land acknowledgement.

**II. Review of Agenda**

**MOVED** by Jocelyn Phu that the agenda for June 8, 2021 be approved as presented.

Carried unanimously

**III. Approval of Minutes**

**MOVED** by Jocelyn Phu that the minutes of the May 11, 2021 meeting be approved as presented.

Carried unanimously

**IV. Business Arising**

Jocelyn Phu spoke in her capacity as a member of both the Strategy and Community Committee.

The committee recognized that some Board members are interested in continuing to develop their existing relationships within the program when and however it is safe to do so. They also recognized that members who joined the Board within the context of the global pandemic would benefit from clarification on the expectations of the program, the scope of its relationship to

advocacy work, and a list of discussion points or questions to raise with the managers of their assigned locations. The committee agreed to recommend to the Board a pause in the formal expectations of the program until its parameters can be reevaluated within the Strategy and Community committee workplan within the next Board year. The committee advised Administration to invite all Board members to future Library events (when restrictions would permit) so they may attend based on availability rather than relationships between individuals and locations.

**MOVED** by Jocelyn Phu that the Strategy and Community committee recommend to the Calgary Public Library Board a pause in the formal expectations of the Board and Community Library Connections program until a review has been completed within the Strategy and Community workplan.

Carried unanimously

## **V. Reconciliation: Update on Indigenous Programs, Services, and Spaces**

To support the Strategic Plan's pillar of Reconciliation, Kelli Morning Bull reviewed the background of the Library's commitment to Truth and Reconciliation stemming from the release of the [White Goose Flying Report](#) brought forward by the Calgary Aboriginal Urban Affairs Committee in their work to develop and identify which of the Truth and Reconciliation Calls to Action could easily be influenced on a local scale.

Morning Bull presented highlights from the report focusing on four key areas within the Indigenous Services portfolio: Elders' Guidance Circle (EGC) and Elders Storytelling Series; Indigenous Placemaking; Indigenous Language and Culture Programs and Services; and Organizational Capacity Building.

The Library has adapted to the pandemic by enabling patrons to book virtual EGC meetings in advance by making an online request. This process has allowed the Library to "match" Elders and patrons based on the requestor's preferred topics and has provided opportunities for Library staff to educate community members on protocols to help filter their questions on difficult topics. In addition to these new processes, Library computer loans, enhanced internet access, customized training, and proactive support have all helped the Elders to feel more confident and comfortable with the technology they need to remain connected to the Library community.

In September 2020, the Library launched the Elders Storytelling Series, which features Elders and Knowledge keepers across the Treaty 7 area to share stories and Indigenous ways of knowing. Ten virtual storytelling sessions have been hosted, reaching 142 registered participants. Virtual programs like this have increased opportunities for accessibility with Elders and Knowledge Keepers across North America.

The Indigenous Placemaking initiative has continued in 2021 with four new art installations at Saddletowne, Crowfoot, Seton, and Shawnessy. These newest additions were created by an all-

female slate of Indigenous artists linked to Treaty 7 and will be unveiled to the public on June 26, 2021. These pieces are intended to increase awareness of Indigenous history in the area and to continue the Library's work towards creating a sense of belonging for all area residents.

Morning Bull highlighted the Library's Indigenous language and cultural programs, including a virtual beading program led by beadwork artist Alberta Otter. Because the program is open to community members of all cultural backgrounds, the Library provided participants with guidelines, protocols, and best practices to prevent the exploitation and commercialization of any traditional knowledge being shared by the artist.

Morning Bull advised that the Treaty 7 children's language book collection and storytelling series remains popular. Requests for copies of the Treaty 7 language books continue to be forwarded to the authors themselves to allow them to control and profit from the sales directly.

Organizational capacity building continues with staff training being well-received through the 4 Seasons of Reconciliation and other measures. Morning Bull advised that the Library is also working on education for staff and the public regarding land acknowledgments. As an example of this work, the Treaty 7 Land Acknowledgment remains one of the Library's most popular YouTube videos with over 26,000 views.

**MOVED** by Sheeba Vijayan that the Reconciliation: Update on Indigenous Programs, Services, and Spaces report be received as presented.

Carried unanimously

## **VI. Connection: Visitor Experience Team**

To support the Strategic Plan's pillar of Connection, Shannon Slater reviewed her report on the work of the Library's Visitor Experience Team (VET). Formed in November 2019, VET has had to change its plans already on several occasions in order to adapt to the changing reality of the Library's pandemic-era operations.

Slater advised that VET's purpose is to develop, foster, and guide exceptional visitor experiences at all locations through a cross-functional approach focused on best practices, guidelines, procedures, and key messages. The team is comprised of staff members representing Service Delivery across all library clusters along with representatives from several back-of-house departments. This cross-system approach has opened communication channels and prompted different departments to better understand the implications of each decision on one another's work.

During the pandemic, VET has been instrumental in developing temporary service models and re-opening locations amidst changing public health guidelines. As part of their broader mandate, VET has established and maintains a wiki to consolidate a strong knowledge base across the system to allow staff to provide consistent, positive visitor experiences at all locations. VET has also provided a simple form for any member of staff to submit ideas or questions to the team for

consideration as it is often front-line staff who are able to identify a gap in their ability to provide service. These suggestions are reviewed regularly and range from quick, small changes to larger initiatives, such as adopting the fine free model.

One of VET's other priorities has been creating a set of Visitor Experience Principles for all Library staff. These principles are not intended to guide staff in "what" to do, but rather in "how" to do it to have a positive impact on all Library visitors. As VET continues its work going forward, these principles will be the foundation for all staff in creating exceptional visitor experiences.

**MOVED** by Jocelyn Phu that the Connection: Visitor Experience Team report be received as presented.

Carried unanimously

## **VII. Workplan Review**

Mary Kapusta advised the committee that a spotlight report on civic engagement under the pillar of Connection will be provided in September along with the report on Early Literacy. The workplan remains unchanged for October, which will include a report on Inclusion.

Task	Responsible	Deadline
Revise the committee workplan as discussed.	Administration	June 2021

## **VIII. Other Business**

### **A. Board Advocacy**

Mary Kapusta advised that Administration will provide clarification later in June to establish a shared understanding of the Board's roles, responsibilities, and limitations regarding advocacy during municipal elections.

## **IX. Adjournment**

**MOVED** by Jocelyn Phu that the meeting be adjourned at 6:50 pm.

Transcribed by Amanda Robertson

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Crystal Manyfingers  
Chair

## Calgary Public Library Foundation Update

June 15, 2021

### Fundraising Highlights

- Our first public-facing 50/50 Cash Raffle launched on June 1. Tickets are on sale until June 28 with the draw taking place on June 30.
  - As of June 15, the jackpot sits at \$33,580! We have sold more than 23,800 tickets to 681 purchasers.
- As of June 15, revenue for our Spring direct mail appeal sits at \$31,000 with more gifts coming in by cheque and electronically each day.
  - This appeal was in support of enhancing collections at the Library and was supported by our May Town Hall event featuring a conversation with Kari Brawn, Collections Manager at the Library. We asked donors to share their book-borrowing experiences with us and we have received dozens of responses to the prompt, "For me, borrowing a book means...":
    - ... A Chance for Young Immigrants
    - ... Travelling with my imagination
    - ... Freedom, enjoyment, gratitude
    - ... the world!
- We secured:
  - a verbal commitment for a joint Calgary Public Library and Edmonton Public Library Human Rights and Holocaust Education project
  - a two-year renewal of Sun Life Musical Instrument Lending Library
  - a renewal gift from Canada Life for My First Bookshelf
- We extended our Boost Your Buy in support of Collections through June. To date, we have sold 32 products from the Happiest Collection and raised \$975, which is matched by a generous donor.
- Town Hall: Ultimate Summer Challenge
  - Kate Schutz, Service Design Lead at Calgary Public Library joined us on June 10 to speak to donors about the significance of summer learning programs through public libraries. Donors learned about The Ultimate Summer Challenge 2021 and how they can get involved to support similar programs through the Library.
- Birdies for Kids Update
  - Shaw Birdies for Kids presented by AltaLink is supporting our 50/50 Cash Raffle. All ticket purchases will be matched up to 50% by the program so that support will go even further.
- In July, we will be celebrating the one year anniversary of the Library's move to a Fine Free model, and fundraising to support the removal of barriers to Library services. To date, three donors have agreed to match donations for this appeal.

### Organization Highlights

- We are pleased to welcome Ankur Gangopadhyay as our temporary Administrative Assistant from June to August. This position was made possible through the Canada Summer Jobs Grant.

### Library Foundation Board of Directors Overview

At the last meeting, I shared that we welcomed three new Board Directors. As there were a few questions that arose, I wanted to briefly share our Board Recruitment Process and highlight the differences between our respective Boards.

Library Foundation Board of Directors are enthusiastic supporters and patrons of the Library. They are donors (philanthropically and with their time), provide assistance in finding and engaging potential donors, and promote our fundraising initiatives and events.

Board Members are asked to:

- Fundraise;
- Engage in the governance of the Library Foundation;
- Provide expertise for long-term planning of the Library Foundation's goals and strategic directions;
- Monitor compliance with by-laws, governance policies and applicable regulations and/or legislation.

The Library Foundation's Board of Directors is connected to the Calgary Public Library Board through membership (two Directors are members of the Library Board), and through the work of the External Relations Committee.

### Upcoming

- **June 1 - 30** – Public 50/50 Cash Raffle
- **August 15** – Deadline for the Birdies for Kids match



## Library Board Meeting Schedule

# 2020 - 2021

Approved as of December 4, 2020

Legend		
Meeting	Time	
BRD	Regular Board Meeting	5:30 PM
A&F	Audit & Finance Committee	5:30 PM
GOV	Governance Committee	5:30 PM
S&C	Strategy & Community Comm.	5:30 PM
SP	Special Board Session / Retreat	TBD: Early to mid-March
F	Foundation Board Meeting	5:30 PM
AGM	Foundation AGM	5:30 PM
CA	City's Audit Committee	TBC 9:30 AM
SPC	City's SPC on CPS (Civic Partner Report)	TBC 9:30 AM
ALC	Alberta Library Conference, Jasper	
ORG	Board Organizational Meeting	5:30 PM
EPL	EPL-CPL Boards Joint Meeting	
HOL	Holidays	

November 2020						
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### Notes:

Audit Financial Report to the Board Meetings:

June Q1      September Q2      November Q3      January Q4

# Library Board Meeting Schedule

# 2020 - 2021

*Proposed as of June 23, 2021*

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## Notes:

### Audit Financial Report to the Board Meetings:

June Q1      September Q2      November Q3      January Q4