



CALGARY PUBLIC LIBRARY

# Board Meeting

5:30 PM, Wednesday, September 29, 2021  
Online via Microsoft Teams

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I.	<b>Treaty 7 Virtual Opening</b> <i>Alexis Apps, Senior Executive Assistant</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> <i>Avnish Mehta, Chair</i>	Verbal
VI.	<b>Libraries Act Stakeholder Consultation</b> <i>Diana Davidson, Public Library Services Branch (PLSB)</i>	Verbal Discussion
VII.	<b>Operational Report (September 2021)</b> <i>Sarah Meilleur, CEO (Interim)</i>	5 Information
VIII.	<b>Governance Committee</b>	
	A. <b>MOTION</b> Report of the September 1, 2021 Meeting <i>Sandy Gill, Committee Chair</i>	11 Information
IX.	<b>Strategy and Community Committee</b>	
	A. <b>MOTION</b> Report of the September 8, 2021 Meeting <i>Crystal Manyfingers, Committee Chair</i>	15 Information
X.	<b>Audit and Finance Committee</b>	
	A. Audit and Finance Committee Report <i>Andrew Rodych, Committee Chair</i>	Verbal Information
XI.	<b>Calgary Public Library Foundation Update</b> <i>Avnish Mehta &amp; Sandy Gill, CPL Board Representatives</i>	Verbal
	A. Calgary Public Library Foundation Update <i>Tracy Johnson, CEO Calgary Public Library Foundation</i>	21 Information

**XII. Other Business**

**XIII. In Camera**

**XIV. 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 September 2021**

## **GOVERNMENT RELATIONS**

The City of Calgary is in a State of Local Emergency and the Province of Alberta is also in a State of Public Health Emergency, with new public health measures and restrictions.

Calgary Public Library locations currently remain open at regular hours. As of Thursday, September 16, the Library implemented revised visitor guidelines:

- Masks are required in all public and staff areas
- No eating and drinking in public areas
- All indoor group programming and events will be suspended until further notice
- All third-party events and room bookings will be suspended until further notice
- Public meeting room bookings will be suspended until further notice
- Employees and visitors must always practice physical distancing
- Locations will have reduced capacity to support physical distancing
- Visitors are encouraged to limit their visit to 60 minutes

Visitors are not required to present proof of vaccination to access locations and in-person services. Libraries are considered entities that need to be accessed by the public for daily living purposes, and as such are not able to implement the restrictions exemption program. Following consultation with the Public Libraries Services Branch (PLSB) and the City of Calgary, the Library will maintain its current visitor guidelines and health and safety measures.

The Library continues to share information and public resources on COVID-19, including the effectiveness of vaccines. This includes an ongoing partnership with 19 to Zero on public awareness campaigns and Central Library hosted their Mobile Vaccination Bus on a weekday evening in August where over 100 people received a dose. The Library is also promoting its free printing services to help members access their Alberta proof of vaccination card.

The Library is implementing a vaccine requirement for all employees and has provided notice to all employees that they must provide proof of full vaccination by November 1, 2021. A detailed policy will be provided to employees following consultation and review, but we wanted to ensure employees received appropriate notice. This policy will outline the process for providing proof of vaccination and protected exceptions.

Library staff have continued to demonstrate commitment, flexibility, and resilience in response to the ongoing operational changes and adjustments. I want to express deep thanks and appreciation for each and every one of them.

Libraries and the importance of our work to support the community throughout the pandemic were highlighted by the Honourable Ric McIver, Minister of Municipal Affairs, in a letter to provincial public library stakeholders and noted in the [2020 - 2021 Municipal Affairs Annual Report](#), which states:

“Public libraries provide equitable information access to all residents of Alberta, even when the library buildings’ doors are closed.... These services helped to build resiliency in Alberta’s communities by connecting them to meaningful information and community supports during COVID-19 closures, and by providing safe access to physical materials when it was time to open.”

As mentioned in June, the provincial government announced its intention to review the Libraries Act and Libraries Regulation to reduce unnecessary red tape to better support our libraries and Albertans. On August 12, 2021, PLSB shared an invitation for all provincial library boards and administration to participate in the engagement sessions focused on four broad topics:

1. Public library board governance, including appointments, meetings, and policies;
2. Public library system participation, agreements, and Public Library Network services;
3. Intermunicipal public library board (and federation library boards); and
4. A requirement for public library boards that serve populations over 10,000 to hire professional librarians.

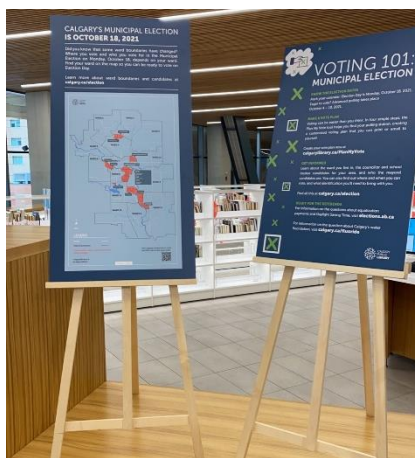
In addition to virtual engagement sessions through Zoom moderated by PLSB staff, an online survey will be available from September 1 to October 8, 2021.

The Library Board Chair, Interim CEO, and Library administration have been attending the engagement sessions, and gathering feedback for a coordinated survey response, to be finalized by the Governance committee in October. We are also pleased to welcome Diana Davidson, Director of Public Library Services Branch, to our September Board meeting to discuss the engagement sessions and opportunities for feedback.

Election Supports for both the federal and municipal election have launched and will continue until the municipal election on October 18. The following objectives are the Library's main focus areas this fall:

- Build general civic literacy, specifically around the responsibilities of the various levels of government and the referenda questions on the ballot;
- Help voters understand the process of voting and build trust in Canada's electoral systems; and
- Create tools to aid voters in building the executive function needed to see their intention to vote through to action.

Achievement of these objectives include an election themed Create Space installation at the Central Library, messaging at all locations about the divisions of power between the levels of government, and a "[Plan My Vote](#)" digital vote planning tool developed in partnership with Elections Calgary, along with numerous programs and events in partnership with other community organizations.



The Library also continues to share briefing packages with newly declared candidates in the municipal election and is looking forward to maintaining and developing strong relationships with Council following the election.

## OPERATIONAL HIGHLIGHTS

### *2021 Strategic Initiatives*

The Library continues to serve its Strategic Pillars of Inclusion, Reconciliation, Connection, Early Literacy, Learning, and Empowerment through a range of initiatives. Below are a few highlights of recent projects.

In 2020, the Library partnered with Computers for Success Canada and the Computers for Schools Plus Interns program, with funding from the Government of Canada, to create eight **youth internship opportunities** in various departments. With a strong focus on hiring BIPOC (Black, Indigenous, and People of Colour), youth interns, this program brought fresh perspectives and new digital skills into a variety of areas. The interns took on roles in Marketing, Collections, IT, and Service Design, and some of them have moved into permanent roles at the Library.

The Library will be participating in this funded program again and is recruiting for another four internships this fall. Computers for Success Canada created a video on the program, which featured several of our interns. I encourage you to watch it here: [https://cfsc-opec.org/wp-content/uploads/2021/08/CFSC\\_2021\\_Internship\\_FINAL\\_LONG\\_ENG\\_rev\\_smaller.mp4](https://cfsc-opec.org/wp-content/uploads/2021/08/CFSC_2021_Internship_FINAL_LONG_ENG_rev_smaller.mp4)

The new **Seasonal Collections** are focused on opportunities to discover and share diverse celebrations for the various seasons. This is intended to provide a more inclusive approach to the previous holiday collections. After piloting at Seton, Nicholls, and Crowfoot this summer, the seasonal collections approach will launch system-wide in October. This process will involve ongoing adjustments as we consult with community, including our Indigenous Services team, as we continue to incorporate titles from our growing collection of Indigenous related children's materials.



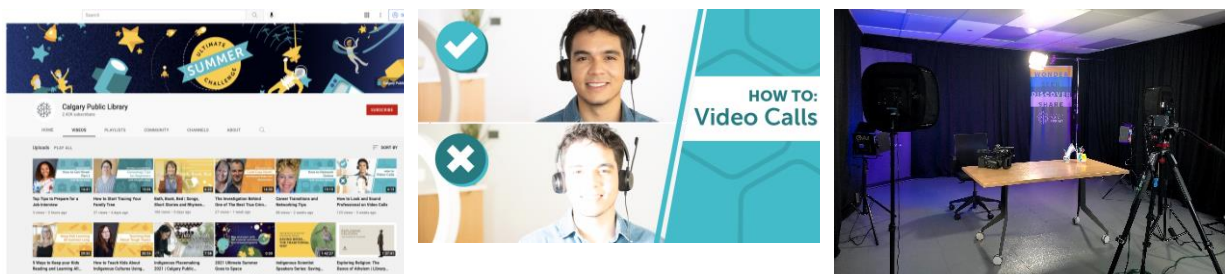
The Library hosted four **Treaty 7 Family Storytime** programs during the Calgary Stampede at Elbow River Camp and read books from the Treaty 7 language collection. Service Delivery staff assisted with outreach and registration and information sharing about Library programs and services. This was a new opportunity for partnership with the Calgary Stampede, both organizations were pleased with the results and the Library has been invited back to Calgary Stampede 2022.

Along with other libraries in North America, the Collections team has been working to **decolonize our catalogue** by developing an Indigenous subject heading modification process. Diverging from existing Library of Congress standards and practice, this in-house process seeks to remove from the catalogue subject terminology deemed inappropriate, insensitive, and incorrect as it relates to Indigenous peoples, and replace it with more culturally sensitive and accurate terminology. This work is ongoing and is an important step towards Truth and Reconciliation.

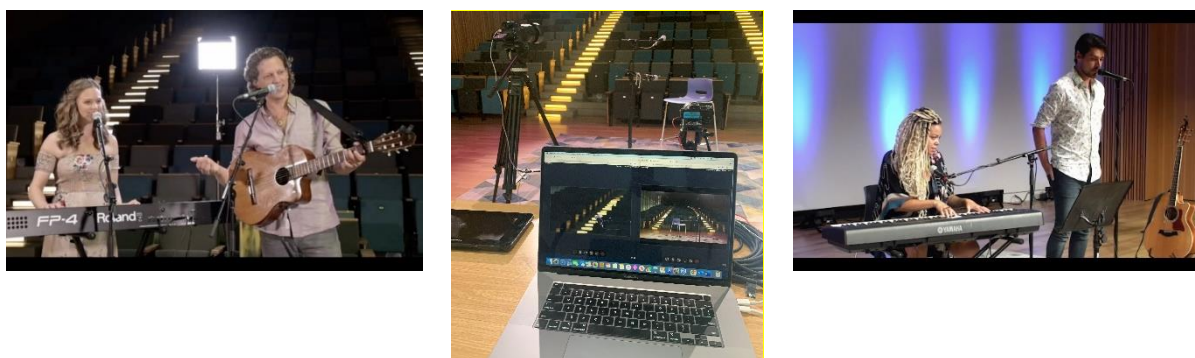
The new Production Team continues to help expand and enhance our digital programming offerings. Their work to date includes an overhaul of video and livestream standards, training and resources for all online programming staff, online programming kits that staff and partners can borrow, a rebrand and relaunch of our YouTube channel, a range of training videos, learning and promotional content, livestream event support, and more. Working with Facilities, they have



recently created a pop-up production studio back-of-house at Central Library to support program delivery and partners through the fall.



Before the latest restrictions, the Library was testing hybrid programming to support more choice and accessibility. On July 31, our 2021 Songwriter in Residence brought life back to the Patricia A. Whelan Performance Hall with *The Calgary Songwriters' Festival* that featured 11 local songwriters performing to a virtual and in-person audience. Capacity was limited to just 50 audience members, but the format and length of the event allowed for over 350 people to attend over the course of the day, with another 100 attendees joining virtually.



The Library partnered with the Chinook Country Historical Society to host 22 online programs for the annual **Historic Calgary Week**. This year Mayor Nenshi provided opening remarks during the launch event, shared his favourite places in Calgary and officially proclaimed July 23 – August 2, 2021 as Historic Calgary Week. These partnership programs attracted 1,002 attendees with 1,073 registering – a nearly perfect retention rate.

**Rozsa Arts at the Library** returned this summer with an outdoor performance at Crowfoot Library on August 5. The performance featured Calgary songwriter and singer Zenon Epp, and the violin and flute duo of Laura Reid and Jiajia Li. More outdoor and virtual Rozsa Arts at the Library events are planned throughout September in support of Alberta Culture Days.

This summer, educator Anne Cloarec, our **Play Professor**, facilitated pop-up play programming weekly near Forest Lawn Library. She was joined by researchers from the University of Calgary Werklund School of Education in a partnership to better understand how different communities experience and engage with play, the language and literacy parts of the learning (talking, singing, reading, writing, imagining, creating), and how to support school readiness.





The **Ultimate Summer Challenge (USC)** wrapped up on August 31 with an 159% increase in registrations and 192% increase in reading hours in comparison to the 2020 program. This year, 12,896 kids and teens took part and collectively read for over 286,000 hours in June, July and August. The Library also offered 331 in-person outdoor programs and 237 online programs for kids, teens and families during USC for a total program attendance of 9,457. The USC activity map was available for curbside pick-up and in-location, with more than 15,000 maps being picked-up across Calgary. The map was also downloaded more than 4,600 times from calgarylibrary.ca and overall website traffic to USC content increased by 169% when compared to 2020. After a year of school disruptions, having this many children and families engaged in positive learning activities and summer reading will have a significant impact in reducing summer slide and ensure more kids are set up for a positive school year.



The Library was invited to join City of Calgary, Platform Calgary, Calgary Economic Development, SAIT School for Advanced Digital Technology and other Civic Partners as stakeholders in conversations about the development of an **Innovation District** for Calgary. The success of Innovation Districts in other communities including Detroit, St. Louis, and Milan have included a mix of public private, civic, and university leadership. The Library is a critical component to this proposal for Calgary, and it is an excellent opportunity to support job creation and economic recovery in partnership with other stakeholders.

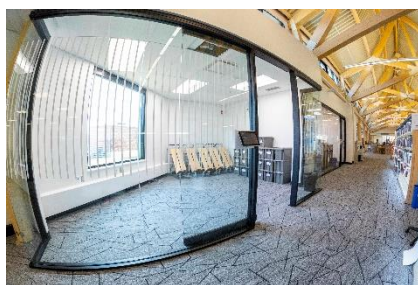
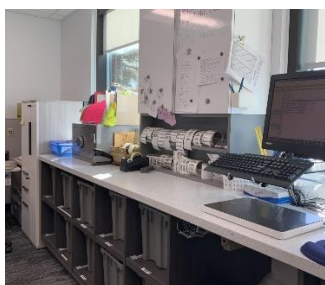
### *IT Infrastructure*

**Cybersecurity** continues to be a focus for our IT department. Our current applications and services including Firewalls, Intrusion Detections Systems (IDS), Endpoint Management Systems (EMS), Endpoint Detection and Remediation (EDR) systems, and Data Loss Prevention (DLP) Systems to name a few. Over the summer months, many Library staff participated in virtual cybersecurity training. The IT department is also beginning to move to a Zero Trust IT infrastructure. Zero Trust adds additional layers of security that must be met before a device is trusted and allowed to connect to the network or services and is based on user authentication. Zero Trust is best practice in the IT world for a large organization like the Library.

## *Facility Enhancements*

Signal Hill Library underwent a significant renovation over the summer to provide more efficient work areas for staff, new study and program spaces. Features also include a new Automated Materials Handling machine.

Memorial Park Library, a National Heritage Site, began an extensive interior renovation that includes new paint, carpeting, and shelving. All design choices were informed by heritage consultation. Despite the ongoing renovation, modified services continue at the location.



A renovation at Saddletowne Library will begin shortly with a phased construction that ensures public service can continue throughout the renovation. A highlight of the plans include the addition of meeting rooms to better meet the needs of community members who use this location as a study and meeting place.

The Giuffre Family Library's outdoor space benefited from a makeover in mid-summer. A community pollinator garden was installed and the Marketing team designed a colourful vinyl mural for the steps and rooftop penthouse to brighten up the outdoor programming space. Also, an artificial turf design was added to the concrete space to support programming and add interest. Overall, the space is now more vibrant and welcoming for patrons and provides a new spot for outdoor programming or simply to relax and read.



Bowness Library also received a new mural on its back wall. Local arts group, Mixed Manifest was behind the project, with support from the Bowness Mainstreet BIA and building owners. Celebrating diversity and LGBTQ experiences, the mural includes a paraphrased quote from Janet Mock with the verbiage "Telling our stories is a revolutionary act".

**Unapproved Minutes**  
**Governance Committee Meeting**  
Calgary Public Library Board  
Online via Microsoft Teams  
**Wednesday, September 1, 2021**  
5:30 pm

**In Attendance:**

**Board**

Sandy Gill (Chair)  
Haritha Devulapally  
Jocelyn Phu  
Shereen Samuels

**Administration**

Sarah Meilleur, *Interim CEO*  
Heather Robertson, *Director, Service Design*

**Regrets:**

Crystal Manyfingers

**I. Treaty 7 Opening**

Shereen Samuels respectfully opened the meeting with a Treaty 7 land acknowledgement.

**II. Review of Agenda**

**MOVED** by Jocelyn Phu that the September 1, 2021 agenda be approved as presented.

Carried unanimously

**III. Approval of Minutes**

**MOVED** by Jocelyn Phu that the minutes of the June 2, 2021 Governance Committee meeting be approved as presented.

Carried unanimously

**IV. Business Arising from Minutes**

None.

**V. Board Recruitment Committee Update**

Haritha Devulapally advised that the Board Recruitment Committee is in the process of identifying the short list of candidates to interview in September. The Recruitment Committee will be prepared to present its recommendations in an in-camera discussion at the September 29, 2021 meeting of the Board.

## VI. Board Retreat Planning Committee Update

Jocelyn Phu advised that the Board Retreat Planning Committee has revised the October 2, 2021 retreat agenda. The day will begin with a teaching from Dr. Clarence Wolfleg on Niitsitapi values, followed by lunch, an in-camera discussion, and the option for a social gathering.

Due to increasing COVID-19 infection rates in Alberta and the potential changes to provincial and municipal public health guidelines, Administration advised that the Library may soon need to revisit its policies regarding mandatory indoor masking and in-person gatherings. Administration advised that an update will be provided to Phu within two weeks on any changes to Library policies that may have an impact on the event. Phu asked that the Executive Assistant be prepared to assist in coordinating alternate logistics to support a hybrid or virtual event.

Task	Responsible	Deadline
Provide guidance to the Planning Committee Chair about changes to Library policies that may have an impact on retreat logistics.	Administration	September 14, 2021
Investigate PPE, virtual meeting options, and other risk mitigations to accommodate potential changes to Library policies regarding the COVID-19 pandemic.	Administration	October 1, 2021

## VII. Libraries Act Consultation Update

Sarah Meilleur presented a summary of the consultation process undertaken by the Government of Alberta's Public Library Services Branch (PLSB) to reduce red tape related to the *Libraries Act*. Beginning in 2019, PLSB sought feedback from library stakeholders throughout the province, but the COVID-19 pandemic caused such a significant delay that the process has been re-initiated to confirm that the data previously gathered is still relevant.

An Executive Brief circulated to the Board outlined a planned approach, with the Interim CEO attending an engagement session on each of the topics, and the Board Chair joining her at two of the engagement sessions. Other Board members are welcome to attend at their discretion.

PLSB also circulated an online survey on September 1, 2021, which includes questions addressing several key topics that have arisen during the consultation process. Administration welcomes Library Board feedback on all five topics and has requested specific feedback on the questions related to Governance, through a shared document.

A representative of PLSB will be invited to attend the September 29, 2021 meeting of the Board and provide insights and answer questions. At the October 6, 2021 meeting of the Governance Committee, the survey response will be finalized. It will then be submitted by Administration to PLSB before the October 8, 2021 deadline.



Task	Responsible	Deadline
Send governance-related survey questions to the Board.	Administration	September 10, 2021
Provide feedback on the governance-related survey questions.	Board	September 20, 2021

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

The Committee discussed the self-evaluation survey questions that had been circulated for review since the June 2, 2021 Governance Committee meeting. After making requested changes to the working document, the Committee asked that Administration provide a clean draft at the October 6, 2021 Governance Committee meeting. Upon approval, this final version will be distributed to the Board and the responses will be analyzed in Q1 2022 by the new Governance Committee.

Task	Responsible	Deadline
Make requested revisions to the self-evaluation questionnaire for the Committee's final review.	Administration	September 29, 2021

### **IX. 2021 Workplan Review**

The Committee reviewed the workplan and confirmed with Administration that equity, diversity, and inclusion (EDI) policy work will be discussed in October 2021. Administration advised the Committee that this agenda item will be review of a potential process to support the anticipated work of drafting an EDI policy in 2022.

### **X. Other Business**

None.

### **XI. In Camera**

**MOVED** by Jocelyn Phu that the Governance Committee move in Camera.

Carried unanimously

**MOVED** by Jocelyn Phu that the Governance Committee rise without reporting.

Carried unanimously

## **XII. Adjournment**

**MOVED** by Jocelyn Phu that the meeting be adjourned at 7:50 pm.

Transcribed by Amanda Robertson

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Sandy Gill  
Chair

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

**In Attendance:**

**Board**

Crystal Manyfingers (Chair)  
Jocelyn Phu  
Andrew Rodych  
Sheeba Vijayan

**Regrets:**  
Shereen Samuels

**Administration**

Sarah Meilleur, *Interim CEO*  
Mary Kapusta, *Director, Communications*  
Paul Lane, *Director, Corporate Services*

**Guests:**

Myke Atkinson, *Service Design Lead*  
Steven Dohman, *Service Delivery Lead*  
Kristen Duke, *Service Design Lead*  
Trevor Myers, *Business Analyst, Corporate Services*

**I. Meeting Opening**

Sheeba Vijayan respectfully opened the meeting with a Treaty 7 land acknowledgement.

**II. Review of Agenda**

**MOVED** by Sheeba Vijayan that the agenda for September 8, 2021 be approved as presented.

Carried unanimously

**III. Approval of Minutes**

**MOVED** by Andrew Rodych that the minutes of the June 8, 2021 meeting be approved as presented.

Carried unanimously

**IV. Business Arising**

None.

**V. Q2 2021 Strategic Scorecard Review**



Trevor Myers presented highlights from the Q2 Strategic Scorecard Update. The Q2 2021 report includes results from Q2 of the How Much category of accountability measures and the year-to-date results from the How Well category.

Public health measures had an impact on Q2 results as locations were closed from April 8 to June 13, during which time services were limited to curbside pickup and online offerings. Most measures reported in Q2 fell short of their targets, though for many it was only by a small percentage. The targets were forecast under the assumption that locations would be open to the public for a greater period of time than what was actually permitted.

Though Library locations were open for nearly the same number of days in Q2 as they had been during the previous reporting period, multiple measures were lower than they had been in Q1. Circulation, Computer Use, and Printing Use showed minor decreases in line with Q2 in previous years. Online Learning showed a more significant decline, dropping by 21% from Q1. This may be attributed to seasonal changes, such as warmer weather, reduced public health restrictions, and summer vacations.

Physical circulation is approximately 30% lower than results from Q2 2019 in pre-pandemic conditions, but electronic circulation has increased by 47%. It has been growing annually for years, but social restrictions and decreased access to physical materials has increased demand and this is expected to continue driving Library usage in the future.

Curbside holds, printing, and bookbag options remained popular service offerings in Q2. Even with the decrease in demand since locations opened to the public in June, curbside holds are still showing strong usage. The Home Delivery pilot project saw only moderate use in Q2 with 207 packages delivered to members isolating in their homes, but it shows an alternative service to support members during challenging times.

Library programs were delivered almost entirely online. Online program offerings missed the target by a small amount but continued the upward trend that began in Q3 2020. With 17,000 individual attendees and an average of 17 participants per program, Q2 2021 has shown stronger average program attendance than the same period in 2019. Virtual outreach efforts were also successful in Q2 and reached over 9,700 individuals through virtual classroom presentations and tours.

Overall Library satisfaction remains high among survey respondents. Dwell Time and Repeat Visits are newer measures in the scorecard, but extended location closures have prevented these from accurately capturing member engagement to date.

**MOVED** by Sheeba Vijayan that the Q2 2021 Strategic Scorecard Review be received as presented.

Carried unanimously

## **VI. Connection: Civic Engagement and Election Supports at Calgary Public Library**

Myke Atkinson and Steven Dohlman presented highlights from the Civic Engagement and Election Supports at Calgary Public Library report. This report was prepared in support of the Library's strategic pillar of Connection.

This initiative began with the question, "How might we empower community members to fully understand and participate in the democratic process to promote civic engagement?" and has been guided by Calgary Public Library's Political Use of Library Space policy.

Atkinson advised that the Library had been working on non-partisan supports for the regularly scheduled municipal election when the writ dropped for a federal election as well. Most of the Library's existing election plans were able to proceed with small adjustments designed to clearly differentiate between the two elections.

Research has shown that low voter turnout is related more to executive function rather than political motivation. To address this gap in voter turnout, the Library's two election information campaigns have been designed to target first-time voters, specifically youth and newcomers.

The Library's past civic engagement campaigns have focused on four key areas: Volunteerism, Civic Spaces, Civic Literacy, and Civic Partnerships. Because of health concerns associated with the global pandemic, less emphasis was placed on volunteerism this year in favour of the other three categories.

The Library is most directly supporting the upcoming elections by allowing Elections Canada and Elections Calgary to use Library locations for voting, both as polling stations and as hosts to mail-in ballot drop-boxes. Central Library was also the filming location for the Elections Calgary "How to Vote" video and they are hosting some of their election worker training at Memorial Park Library.

Beginning September 1, the Create Space at Central Library is being reconfigured as an interactive display about voting with educational materials from Election Canada. The display will be modified to focus on the municipal election after September 20.

To build civic literacy within the community through increased accessibility and visibility, the Library will display large-format posters at all 21 locations with messaging about understanding the different levels of government from September 7 to 20, followed by municipal government and election information from September 22 to October 18.

Frontline staff will also be empowered to answer questions from the public about the two elections. Documentation provided to staff will include Library policies about remaining non-partisan, the role of staff in supporting community needs during election periods, and links to trustworthy information sources, such as [elections.ca](https://elections.ca) and [calgary.ca/election](https://calgary.ca/election).

The Library has been able to provide virtual and in-person event spaces for community groups in addition to the Library's official programming with partner organizations. These event requests are reviewed to ensure compliance with Library policy.

In particular, the Library has engaged University of Calgary professor and local civics expert Paul Fairie to deliver two programs focused on building general civic literacy and to prepare the public for the extensive contents of the municipal election ballot. Short clips from Fairie's programs will also be made available afterwards to increase access by allowing wider distribution through social media.

The Library has also leveraged strong partnerships with local organizations. In a partnership with Elections Calgary, the Library is launching the "My Vote Plan" online tool on September 22 to enable users to enter relevant data and download or print a plan with travel and other logistical instructions to remove barriers for the voter on election day.

Data shows newcomers often take five to ten years before they are comfortable participating in a Canadian election. To address this gap, the Library has partnered with the Calgary Local Immigration Partnership (CLIP). CLIP has informed the Library's strategies, particularly in building confidence in Canadian elections for those who came from countries with weak democratic protections and delineating differences between the levels of government. CLIP will also provide translations of the questions on the ballot for the Library to pass on to Calgarians with low English skills. The Library has also partnered with CLIP on two #YourVoiceMatters events for newcomer audiences.

Strategies, tools, and resources used in this year's elections will be evaluated for impact with a goal to begin developing a toolkit that can be revised and deployed quickly for future elections.

**MOVED** by Jocelyn Phu that the Connection: Civic Engagement and Election Supports at Calgary Public Library report be received as presented.

Carried unanimously

## **VII. Early Literacy: Outdoor Activation in Early Learning**

Kristen Duke presented highlights from the Outdoor Activation in Early Learning. This report was prepared in support of the Library's strategic pillar of Early Literacy.

Duke advised that outdoor activation is an overarching strategy employed to activate Library spaces through the spring, summer, and fall and, particularly this year, to provide a safe and measured re-introduction to the Library's in-person programs. Outdoor activities and programming have also been effective for engaging youth, including children aged 0 to 5 and their caregivers, in the Library's Ultimate Summer Challenge.

Outdoor activation and programming this year included some innovative offerings as well as creative adaptations for the Library's existing programs and services.

Take Home Kits allowed families visiting Library locations to take home a bag with instructions and some supplies for learning-based activities to try at home. Outdoor Activity Kits could be borrowed to use onsite at Library locations, then returned to staff immediately after use to be

cleaned and organized. The 11 different kits included art, music, STEAM, and physical activities. The most popular kits were the steppingstone obstacle course and musical instruments.

“Stories Outside” is a self-directed outdoor activation. This was based on the Poetry Walk project at Memorial Park Library in 2020. This year, stories from the Library’s Treaty 7 Language book series were posted page by page along a path or park space, giving families an opportunity to enjoy stories along with physical activity.

Facilitated outdoor programs were offered at Library locations throughout the summer. In addition to the Library’s regular programming, third party presenters and community partners delivered movie nights, songwriting workshops, youth STEAM classes, sign language lessons, concerts, and theatrical performances.

The Library was also able to resume some of its community outreach in 2021 through targeted opportunities, such as a partnership with the City of Calgary Stay and Play program, drop-off deposit collections, virtual daycare visits, and select Book Truck visits.

Signal Hill Library has been identified as the next location for an outdoor Early Learning Centre (ELC). Outdoor ELCs are designed to encourage childhood development through self-directed, open-ended play and provide opportunities for inclusive play and community building. With plans to complete design and development of the space for launch in 2022, this summer provided valuable opportunities to engage directly with staff and the community about how best to serve the needs of the families who will use it.

In September 2020, the Library created a new consultancy position, the Play Professor. Anne Cloarec, the Library’s first Play Professor, is a scientist, artist, and educator who seeks to build strong relationships in our communities by sharing engaging, playful experiences with children and their caregivers. The Play Professor’s deliverables include strategic outreach, community consultation, research, educational activities, and dynamic workshops.

In Q3 and Q4 2021, caregiver-focused workshops delivered by the Play Professor will provide engagement opportunities in Village Square and Forest Lawn. As part of an artistic project called “Photovoices”, families will also be invited to take pictures of their day-to-day play moments to capture the dynamics of play within the family context to help provide further information along with a visual narrative of community members engaged in play.

The Library has developed a partnership with the University of Calgary as the objectives of the Play Professor initiative align with the University’s research project, “Play and Early Literacy Learning in the Community: Opening Doors Between Family, Community, and School”, within the Werklund School of Education. With this partnership, the Library hopes to gain a better understanding of how different communities engage in play as well as how community programs can support school readiness.

**MOVED** by Sheeba Vijayan that the Early Literacy: Early Learning Strategy Updates report be received as presented.

Carried unanimously

### **VIII. Workplan Review**

Mary Kapusta advised the committee that Administration would like to present a Spotlight report on Inclusion in October. The report will be an early data analysis seeking to identify barriers to accessing Library services.

Kapusta also advised that she will speak with Committee Chair Crystal Manyfingers offline about how best to structure the Committee's October skills matrix review.

Task	Responsible	Deadline
Coordinate with Committee Chair regarding October 2021 Committee skills matrix review.	Administration	September 2021

### **IX. Other Business**

None.

### **X. Adjournment**

**MOVED** by Jocelyn Phu that the meeting be adjourned at 7:20 pm.

Transcribed by Amanda Robertson

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Crystal Manyfingers  
Chair

## Calgary Public Library Foundation Update

September 22, 2021

### Impact Giving Highlights

- Our first public-facing 50/50 Cash Raffle launched in June. The jackpot reached \$85,720 through 1,857 donations (603 new donors).
  - Shaw Birdies for Kids presented by AltaLink supported our 50/50 Cash Raffle. All ticket purchases were matched up to 50%. This resulted in an additional \$12,600 for the Library.
- In July, we celebrated our one-year anniversary for Fine Free and launched a month-long Pay it Forward fundraising appeal to support the removal of barriers to Library services. With six donors contributing to a match, the e-campaign raised a total of \$47,000.
- In August, we began a three-month trial period of the mobile payment operator, TipTap. TipTap's hardware allows us to collect donations through credit, debit, and mobile tap payments at library locations. Our five trial locations are Central, Signal Hill, Giuffre Family, Crowfoot, and Fish Creek. The trial will continue until the end of October.

### Mid & Major Gift Highlights

- \$161,000 verbal commitments in support of a joint Calgary Public Library and Edmonton Public Library Human Rights and Holocaust Education Program
- \$101,000 pledge for an Influencer Collection project.
- One-year renewal for Library School supported by Cenovus Energy.
- Two-year renewal for Sun Life Musical Instrument Lending Library
- \$50,000 pledge to support programming.
- \$50,000 pledge in support of Wellness Desk.
- \$25,000 gift in support of It's a Crime Not to Read.
- \$10,000+ matching gift to inspire further support of the Pay It Forward 1 Year anniversary of Fine Free appeal.
- Renewal gift from Canada Life for My First Bookshelf.

### Other Highlights

- Boost Your Buy continues to drive LibraryStore.ca sales:
  - We have two new local business partnerships launching in the coming weeks, an embroidery kit from Chiller Whale Art (proceeds to support the Library's mental wellness initiatives) and a candle from Geeky Candles (owned by a new Canadian).

### The Library Foundation Board

- Foundation staff members are working closely with the Foundation Board to prospect new donors.
  - We've asked each board member to champion a Case for Support (My First Bookshelf, Digital Equity, School Support/ Booktruck Outreach, Wellness Initiatives, or Story Truck).
  - Foundation Directors are provided Development 101 training as required.
- Our team is also available to work with interested Library Board members to support our fundraising efforts.

### Upcoming

- October 4 - Town Hall: Pandemic Recovery with Sarah Meilleur, the Library's Interim CEO
- November TBD - Our 2nd Virtual Locked Library