



CALGARY PUBLIC LIBRARY

Board Meeting

5:30 PM, Wednesday, June 26, 2019
0-11 Boardroom, Central Library



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	A. Business Arising from the Minutes	
	B. Advocacy Updates, including ALTA Report	
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- XI. Calgary Public Library Foundation Update (10 minutes)** *verbal*
Ms. Debra Giles and Ms. Janet Hutchinson, CPL Board Representatives *information*
- A. CPL Foundation Update 70
information
- XII. Other Business**
- XIII. In Camera** *verbal*
- XIV. Adjournment**

Treaty 7 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 Nakoda 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 21 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.

**Calgary Public Library Board
Record of Urgent Motion
Ad Hoc Committee Formation
Dated May 27, 2019**

May 27, 2019 at 5:35pm

The Calgary Public Library Board met in camera to discuss the documentation received from the CEO on May 24th, 2019.

Participants:

Avnish Mehta, Chair
Jocelyn Phu
Rob Macaulay
Janet Hutchinson
Shereen Samuels
Debra Giles
Isaac Elias
Andrew Rodych

May 27, 2019 at 6:35pm

Participants:

Avnish Mehta, Chair
Jocelyn Phu
Rob Macaulay
Janet Hutchinson
Shereen Samuels
Debra Giles
Isaac Elias

MOVED by Mr. Elias and seconded by Ms. Hutchinson that the Calgary Public Library Board create an ad hoc committee of the board to focus on the CEO transition.

Carried Unanimously

The Board will engage an external consultant to support the recruitment. In addition, the Board will seek Legal consultation to ensure that the required legal obligations are complied with.

The Board discussed the appointment of an interim CEO. It was agreed that there is no need to appoint an interim CEO at this time.

MOVED by Ms. Hutchinson that the meeting be adjourned at 6.45pm

**Calgary Public Library Board
Record of Urgent Motion
Approval of Update to Signing Authority Policy
Dated June 26, 2019**

Background:

In accordance with Calgary Public Library Board Governance By-Law 4.10, the following Urgent Motion was made by Mr. Mehta on June 6, 2019. The response deadline was June 7, at 4:00 pm, and responses were made by email. Board Members were asked to respond in only one of three ways - approval, disapproval or abstention. Mr. Mehta announced the results of the vote, which meet the standard as set out in the Urgent Motion clause of the Board Governance Bylaw.

Urgent Motion:

MOVED by Mr. Mehta, and seconded by Ms. Hutchinson, that the Calgary Public Library Board:

1. Approve the amended Signing Authority Policy as below.

Signing Authority

*The Board delegates to the Chief Executive Officer signing authority and responsibility for matters necessary for the management of day-to-day operations according to a Delegation of Authority Matrix for Employees contained in Administrative Policies. **When the Board determines that it is necessary to delegate the signing authority it will do so through a Board motion that names a delegate. The delegation will be terminated or amended by a further motion.***

2. Approve delegation of signing authority to the Director, Corporate Services until a new motion provides further guidance.

Approved: 8
Motion Carried

Operational Update April – June 2019

By the Numbers

- As of the end of May, the Library now has over 715,000 active members, up from 703,000 when last reported to the Board in February. Year over year growth in new members has been up each of the last three months (44%, 20%, and 33% respectively for March, April, and May).
- All other system numbers are showing healthy growth in the last three months, including programs delivered, visits to the libraries, room bookings, and technology sessions (comprised of printing, wireless, and computer usage). Even circulation continues to trend upward, powered by monthly double-digit gains in e-resource usage and more stable usage of physical resources.

Government Relations

- In April and May, representatives from the Library met with City Councillors to review the new Strategic Plan, *Potentials Realized*, and discuss opportunities and needs for library locations in their wards. Common themes were access, early learning, partnership and facility improvements.
- The Library is aware of pending budget exercises for Civic Partners and is working closely with The City to prepare.

Operations Highlights

- In celebration of **International Women's Week**, the Library partnered with Immigrant Services Calgary, the City of Calgary, and the Aboriginal Friendship Centre to host a Women's Wellness Fair at Central for approximately 250 attendees.
- **Podcast Live!** continues to bring exceptional speakers to Central Library and produce content for an upcoming podcast series in partnership with CJSW Radio. David Ridgen of "Someone Knows Something" (April 29) and CBC's Rosanna Deerchild (May 6) are the latest contributors.
- On April 25, 60 new Canadian citizens were sworn in at Central Library at a **Community Citizenship Ceremony**.
- The Library is partnering with the **Centre for Newcomers** to host monthly public engagement sessions around the importance of immigration from March until October at Central. Stories from these interactive events will be compiled into an online storytelling project to celebrate the Centre for Newcomers' 30th anniversary.
- The library continues to evaluate the increase of crime, drug activity, and disorderly behavior in and around Central **Memorial Park**. The Library is also working collaboratively with CPS, City of Calgary, and the DOAP team, as well as other stakeholders to ensure the library and park remain welcoming and safe for the community.
- On May 2, the Library was proud to host a formal **name transfer ceremony at Crowfoot Library**. Following a private ceremony with Elder Herman Yellow Old Woman, the public were invited to enjoy refreshments and hear remarks from Bert Crowfoot on behalf of his family. In early June, a blessing ceremony was also held at Seton Library with Elder Clement Leather.
- **Ultimate Summer Challenge** registration opened on May 15 and the Library hopes to reach 20,000 kids through hundreds of free programs. The Library also created a special Summer Kids Guide, highlighting all children, teen and families programming over the

summer. The J K L MacLachlan Family Fund is the title sponsor of Ultimate Summer Challenge for the next five years, and CBE and CCSD provided promotional support.

- **Rozsa Arts at the Library** launched on May 25 at Seton Library with a performance by Indigenous singer and drummer, Chantal Chagnon. This program brings cultural experiences into libraries through funding by the Rozsa Foundation.
- **Schulich Ignite** launched two pilot sessions in May. This program, in partnership with the Schulich School of Engineering at the University of Calgary, is a six-week coding program for teens taught by U of C engineering students.
- **Superhero Day** on June 1 was a great success! Five library locations were transformed into Superhero headquarters with special superhero guest, new collections, and interactive stations. Visits to those locations were up more than 30% over the previous week.
- June is **Indigenous History Month at the Library!** The Library is offering numerous free Indigenous programs and events to mark National Indigenous History Month, Aboriginal Awareness Week Calgary, and the International Year of Indigenous Languages. The Library thanks Suncor Energy Foundation for their support of Indigenous programming and cross-cultural learning opportunities at library locations across the city.
- The Create Space at Central Library remains a hub for civic engagement. Following installations by The City of Calgary and the Next 20, the Library has just installed **The Social Impact Lab**. An installation to ignite conversations around mental well-being that will be open until September.

Partner Highlights

Calgary Public Library Foundation

- The Library hosted the Calgary Public Library Foundation's Annual General Meeting on May 14.
- Congratulations to incoming CEO Tracy Johnson, new CEO of the Library Foundation as of July 2, 2019

Calgary Fire Department

- The Library is working closely with the Fire Department to refresh a new fire safety booklet for city-wide distribution later this year.

Calgary Police Services

- On June 10, new police chief Mark Neufeld was sworn in at a formal change of command ceremony at Central Library.

Libraries

- From May 7-9, Library staff hosted a conference of fifty Library professionals from across North America who wanted to learn from Calgary Public's Library recent success and organizational change. The conference was a huge success, bringing international attention and important new connections to Calgary.
- Library leadership has also provided a large number of tours and information exchanges with library professionals. Nearly 20 libraries or library associations have visited this year.

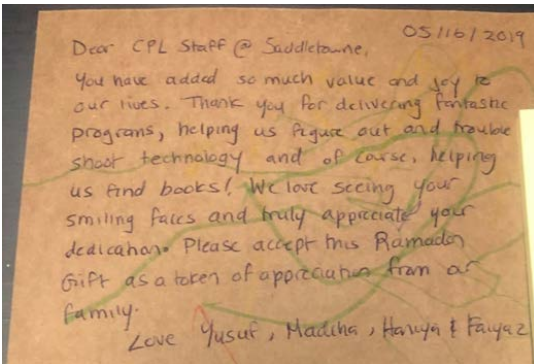
Awards

- Calgary Public Library received a special mention in Library Journal's Library of the Year Awards. Congratulations to LA County Library for being naming the 2019 Gale/Library of the Year.
- Central Library has been awarded a national AIA/ALA Library Building Award. Granted by the American Institute of Architects in partnership with the American Library Association, it honors the best in library architecture and design.

- Central Library received a White Hat Legacy Award from Tourism Calgary. The award celebrates milestone achievements and major enhancements to Calgary's Tourism and Hospitality community.

Mission Moment

In this month's A-B-C: You and Me program, our facilitator, Roxana, had a touching interaction with a family during Ramadan. The mother and child in the program brought flowers, dates, and a card to express their appreciation. Her card read:



Dear CPL Staff @ Saddletowne,

You have added so much value and joy to our lives. Thank you for delivering fantastic programs, helping us figure out and trouble-shoot technology and of course, helping us find books! We love seeing your smiling faces and truly appreciate your dedication. Please accept this Ramadan Gift as a token of our appreciation from our family.

Love, Yusuf, Madina, Haniya and Faiyaz

OPERATION **UPDATE** APRIL – JUNE 2019



Key Measures Overview

Calgary Public Library

Date										Library Space										Access to Technology																			
Year		2019								Visits										Total technology sessions																			
Month	March	Mar	2019	12,957						Mar	2019	650,601								Mar	2019	427,427																	
			2018	8,968	44%	YTD	2019	40,695	50%		2018	591,634	10%	YTD	2019	1,913,221	12%		2018		268,869	59%	YTD	2019	1,159,053	49%													
New Members										Room bookings										...computer sessions																			
Mar			2019	12,957						Mar	2019	2,883								Mar	2019	79,172																	
			2018	8,968	44%	YTD	2019	40,695	50%		2018	750	284%	YTD	2019	8,052	313%		2018		76,025	4%	YTD	2019	219,358	2%													
Active Members										Collections										...chromebook sessions																			
Mar	2019		708,660							Mar	Physical items acquired								Mar	2019																			
											2019									2019																			
Programs & Outreach										Physical collection size										...wireless sessions																			
Programs										Expenditure on physical items										...print, copy & scan jobs																			
...in the library										Total expenditure										Website, Catalogue & Social Media Followers																			
Mar	2019		2,065							Mar	2019								Mar	2019																			
			31%								2019									2019																			
...in the community										Website sessions										Catalogue sessions																			
Mar	2019		377							Mar	2019								Mar	2019																			
			25%								2019									2019																			
...for adults, seniors or all ages										Social media followers										Facebook, Twitter, Instagram & LinkedIn																			
Mar	2019		690							Mar	2019								Mar	2019																			
			18%								2019									2019																			
...for kids & teens										Circulation										Holds																			
Mar	2019		1,752							Mar	2019								Mar	2019																			
			36%								2019									2019																			
Total number of programs										Total Checkouts										Active holds																			
Mar	2019		2,442							Mar	2019								Mar	2019																			
			30%								2019									2019																			
Program participants										...physical items										Members with active holds																			
Mar	2019		43,876							Mar	2019								Mar	2019																			
			31%								2019									2019																			
										...digital items																													
Mar	2019		33,468							Mar	2019								Mar	2019																			
											2019									2019																			

Connected

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Key Measures Overview

Calgary Public Library

Date										Library Space										Access to Technology																																							
Year		2019								Visits										Total technology sessions																																							
Month	April									Apr	2019			YTD	2019			2019	2,565,759			Apr	2019			YTD	2019																																
New Members										Room bookings										...computer sessions																																							
Apr	2019									Apr	2019			YTD	2019			2019	10,840			Apr	2019			YTD	2019																																

Key Measures Overview

Calgary Public Library

Date					Library Space					Access to Technology														
Year	2019									Total technology sessions														
Month	May									May	2019	422,301	30%	YTD	2019	1,994,811	44%							
																		2018	324,748	2018	1,387,387			
New Members										...computer sessions														
May	2019	12,044	33%	YTD	2019	63,958	40%						May	2019	77,206	10%	YTD	2019	370,421	3%				
								2018	9,026	2018	45,530	2018									70,255	2018	360,991	
Active Members					...chromebook sessions																			
May	2019	716,916						May	2019	23,874	22%	YTD	2019	113,346	23%									
																2018	19,489	2018	91,924					
Programs & Outreach										...wireless sessions														
Programs										May					2019	103,116	80%	YTD	2019	457,205	63%			
...in the library										2018												280,319		
May	2019	1,822	27%	YTD	2019	9,125	25%						May	2019	218,105	23%	YTD	2019	1,053,839	61%				
								2018	1,437	2018	7,288										2018	177,605	2018	654,153
...in the community												Website, Catalogue & Social Media Followers												
May	2019	602	11%	YTD	2019	2,046	13%						Website sessions											
								2018	541	2018	1,807						May	2019	688,611	15%	YTD	2019	3,686,147	12%
...for adults, seniors or all ages												Catalogue sessions												
May	2019	647	5%	YTD	2019	3,154	9%						May	2019	664,814	61%	YTD	2019	3,170,607	44%				
								2018	619	2018	2,881										2018	413,924	2018	2,208,795
...for kids & teens												Social media followers												
May	2019	1,777	31%	YTD	2019	7,930	28%						May	2019	57,541	37%	Facebook, Twitter, Instagram & LinkedIn							
								2018	1,360	2018	6,216										2018	41,859		
Total number of programs												Holds												
May	2019	2,424	23%	YTD	2019	11,171	23%						Active holds					Members with active holds						
								2018	1,978	2018	9,095						May	2019	266,420	9%	YTD	2019	50,660	10%
Program participants												2018												
May	2019	46,896	2%	YTD	2019	199,724	18%																	
								2018	45,983	2018	169,307													

Board Level Overview

Calgary Public Library

Date

Year

2019

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Month

March

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Monthly Community Library Results

March

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	
	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019
Bowness	161	163	7,977	9,110	12,099	12,722	1,638	1,753	252	461	660	898	98	96	35	57	8	4
Central	2,186	4,809	95,834	140,019	50,756	71,147	15,234	18,406	3,634	4,611	8,399	32,740	545	636	205	457	55	45
Country Hills	528	526	38,301	39,320	48,055	47,164	3,960	2,537	564	1,778	3,890	4,841	333	266	84	105	5	4
Crowfoot	671	613	40,671	38,618	82,718	75,693	4,094	4,415	571	789	5,744	6,555	712	717	115	116	5	13
Fish Creek	611	572	43,789	33,656	71,977	60,169	4,785	4,730	641	632	4,937	5,523	562	572	110	106	13	17
Forest Lawn	418	419	21,189	20,462	18,800	18,170	5,265	5,221	696	1,165	2,544	3,083	123	128	89	84	49	44
Giuffre Family	223	229	17,027	15,076	28,635	26,050	1,917	1,942	334	327	1,705	1,811	268	266	71	74	8	15
Judith Umbach	280	277	15,521	19,078	29,358	27,074	3,544	3,557	636	1,058	2,277	2,896	257	242	84	86	10	13
Louise Riley	258	258	28,260	23,613	38,397	35,375	3,201	3,843	972	1,090	2,516	3,036	410	408	63	93	13	16
Memorial Park	167	139	8,036	11,623	10,521	10,826		0	917	1,117	1,034	1,092	133	151	47	44	5	0
Nicholls Family	297	269	18,067	16,490	16,240	15,138	1,353	2,117	1,332	1,330	2,490	3,182	147	151	33	39	6	8
Nose Hill	303	312	31,941	34,666	51,877	51,287	3,374	3,446	727	969	2,525	3,224	420	438	65	103	10	13
Quarry Park	250	226	19,740	16,942	25,608	18,945	1,861	1,694	193	240	1,775	1,863	140	163	49	48		0
Rocky Ridge	84	57			7,426	8,043		0		0		1,094	4	13	44	50		10
Saddletowne	662	752	58,025	57,196	25,269	25,526	7,435	7,587	3,115	4,396	4,896	4,968	114	107	86	93	23	16
Sage Hill	174	161	4,793	5,658	7,840	9,025		292	371	496	291	744	27	61	43	47	2	1
Seton		1,491		46,268		42,848		1,720		696		4,942		44		102		5
Shawnessy	563	547	51,632	38,311	58,899	49,152	5,227	5,151	1,087	1,105	4,445	5,300	504	510	106	112	28	15
Signal Hill	462	388	36,972	30,749	65,159	62,496	3,309	2,785	328	328	2,577	3,218	569	570	85	93	7	3
Southwood	197	229	14,179	13,625	25,374	24,821	1,511	1,958	348	408	1,128	1,497	277	270	74	69	7	14
Village Square	465	520	39,680	40,121	27,307	26,819	4,583	6,018	2,372	2,659	2,805	4,890	151	146	87	108	25	29
	8,960	12,957	591,634	650,601	702,315	718,490	72,291	79,172	19,090	25,655	56,638	97,397	5,794	5,955	1,575	2,086	279	285

Board Level Overview

Calgary Public Library

Date

Year

2019

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Month

April

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Monthly Community Library Results

April

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	
	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019
Bowness	178	142	8,452	9,426	11,695	10,933	1,573	1,610	251	372	816	1,130	90	92	45	42	8	11
Central	2,156	4,019	92,271	127,172	47,767	55,769	15,400	16,945	3,607	4,117	9,007	29,693	543	648	212	391	69	26
Country Hills	509	517	35,472	38,532	44,826	40,690	3,959	2,563	641	1,622	4,386	5,482	337	344	82	88	2	5
Crowfoot	657	626	40,420	40,666	80,165	69,975	4,108	4,056	649	720	6,321	7,367	716	722	113	113	9	8
Fish Creek	663	494	39,107	34,019	67,188	53,769	4,453	4,120	673	482	5,867	5,967	552	646	102	97	9	8
Forest Lawn	392	370	21,620	21,531	18,257	16,006	5,237	5,007	778	1,074	3,157	3,739	127	130	74	95	42	49
Giuffre Family	234	213	17,017	16,072	26,943	24,229	1,967	2,000	411	333	1,951	1,938	262	292	74	74	9	3
Judith Umbach	274	248	17,608	19,319	27,663	23,714	3,460	3,199	652	832	2,708	3,222	253	249	79	81	2	17
Louise Riley	341	255	27,366	23,332	37,191	33,169	3,286	3,073	939	1,042	2,762	3,386	415	436	54	78	16	17
Memorial Park	176	124	12,531	13,106	10,539	9,807		0	908	1,003	1,314	1,398	126	142	35	36	5	0
Nicholls Family	288	239	17,945	16,852	15,530	13,595	1,253	1,615	1,511	1,144	3,053	3,575	136	149	37	37	5	2
Nose Hill	310	270	34,608	36,665	49,936	46,394	3,392	3,321	763	1,015	3,266	3,909	434	426	72	68	2	6
Quarry Park	329	192	21,000	17,030	24,645	17,611	1,807	1,561	235	177	2,073	2,116	145	167	41	41	1	8
Rocky Ridge	72	61			6,733	7,148		0		0	687	831	3	10	43	26		9
Saddletowne	685	708	57,809	59,206	23,320	22,843	7,377	7,571	3,079	3,806	5,474	5,838	116	130	67	73	16	15
Sage Hill	175	135	4,759	6,025	7,688	7,560		251	435	518	351	856	35	53	34	29	9	1
Seton		1,085		42,204	1,756	38,181		1,658		589		4,847	1	56		83		7
Shawnessy	630	484	48,515	41,561	56,016	44,970	5,162	4,626	1,098	1,132	5,050	6,132	512	551	105	100	18	18
Signal Hill	480	382	37,980	31,792	61,939	55,765	3,279	2,900	331	338	3,081	3,313	555	584	89	86	4	2
Southwood	240	190	14,329	13,937	25,081	22,786	1,870	1,826	325	389	1,410	1,767	277	314	52	40	12	7
Village Square	537	465	41,480	44,091	25,637	23,319	4,702	5,955	2,602	2,510	3,582	5,692	152	150	77	77	31	30
	9,326	11,219	590,289	652,538	670,515	638,233	72,285	73,857	19,888	23,215	66,316	102,198	5,787	6,291	1,487	1,755	269	249

Board Level Overview

Calgary Public Library

Date

Year

2019

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Month

May

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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	
	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019
Bowness	154	185	7,246	9,093	10,715	11,807	1,405	1,489	272	426	610	1,244	90	98	25	42	16	10
Central	2,239	3,882	96,056	131,466	43,870	55,065	15,226	18,053	3,189	4,664	7,701	29,984	501	589	217	453	82	54
Country Hills	460	516	32,606	36,858	42,249	40,030	4,045	2,688	645	1,595	3,782	5,296	336	335	65	75	18	7
Crowfoot	604	725	39,084	39,376	71,061	67,810	4,181	4,226	646	764	5,492	6,945	712	680	104	109	13	15
Fish Creek	598	580	36,851	33,216	59,777	53,570	4,154	4,288	703	555	4,749	5,677	504	552	93	96	39	36
Forest Lawn	497	413	22,494	21,382	16,122	15,144	5,001	4,917	835	1,255	2,973	3,887	118	113	77	75	66	58
Giuffre Family	230	296	17,467	16,124	26,348	24,634	1,930	1,928	384	299	1,800	1,899	251	275	76	67	13	15
Judith Umbach	287	324	17,784	18,944	24,396	22,849	3,439	3,232	650	706	2,339	3,097	228	233	62	70	19	22
Louise Riley	285	278	26,100	23,198	33,747	31,323	3,254	3,809	985	1,041	2,467	3,497	379	394	62	53	8	19
Memorial Park	190	151	12,330	13,032	9,415	9,691		0	974	1,027	1,152	1,816	118	135	40	83	2	3
Nicholls Family	247	276	17,120	17,025	14,830	13,526	1,463	1,894	1,482	1,193	2,705	3,776	124	141	31	40	10	5
Nose Hill	297	308	32,859	37,023	45,053	45,858	3,191	3,289	818	1,072	3,049	4,766	412	405	71	78	31	14
Quarry Park	261	309	16,370	16,636	23,080	17,273	1,816	1,592	260	167	1,760	2,010	135	158	46	43	8	15
Rocky Ridge	47	64			7,254	7,408		0		0	785	954	6	11	20	30		10
Saddletowne	753	778	50,336	45,865	19,880	19,876	7,355	7,870	3,188	3,947	4,250	5,650	94	102	82	72	17	17
Sage Hill	135	171	5,081	6,265	7,319	8,046		329	458	590	352	885	40	52	47	44	5	25
Seton		836		35,943		33,907		1,709		459		4,508	1	56		96		38
Shawnessy	575	528	45,619	41,805	49,367	45,463	4,890	5,074	1,078	1,036	4,536	6,171	459	504	100	86	33	42
Signal Hill	372	515	33,680	31,341	56,290	54,861	2,881	2,829	325	258	2,670	3,323	533	532	98	81	20	29
Southwood	189	253	13,436	8,910	23,386	21,295	1,700	1,876	320	338	1,186	1,733	265	269	42	42	40	21
Village Square	606	656	39,201	46,433	22,838	21,984	4,324	6,114	2,277	2,482	3,041	5,998	146	138	79	87	47	39
	9,026	12,044	561,720	629,935	606,997	621,420	70,255	77,206	19,489	23,874	57,399	103,116	5,452	5,772	1,437	1,822	487	494

Audit & Finance Minutes
April 2019
Separate Attachment

**Report to the
Calgary Public Library Board
Audit & Finance Committee
April 16, 2019
Controller's Report for the month ended March 31, 2019**

The unaudited financial statements of The Calgary Public Library for the quarter ended March 31, 2019 are appended to this report for information. The statements have been prepared using the full accrual basis of accounting, which recognizes the financial effect of events that impact an entity in the accounting period, regardless of whether cash was received or spent.

In prior years this report would have been presented using a modified accrual basis. A comparison of the differences in reporting is included in the Statement of Financial Activities: Comparison of Full Accrual to Cash. The reports use the same financial data, but the emphasis is different.

There are also additional differences in the treatment of assets, which in prior years were only addressed at year end. The Statement of Financial Activities now includes expenses that are funded from life cycle fund (expenses that are not funded from this year's operating revenue) but excludes the purchase of books which are included in tangible capital assets (but are funded from this year's operating revenue).

A. Executive Summary

The interim financial statements of the Calgary Public Library Board are comprised of:

- Financial Activities Operating Expenses Dashboard
- Statement of Financial Position
- Statement of Financial Activities and Accumulated Surplus
- Statement of Financial Activities: Comparison of Full Accrual to Cash
- 2019 Life Cycle Management Spending Profile

The quarter ended with both revenue and expenses higher than budget. An unbudgeted \$400,000 is being funded from fully recoverable life cycle costs. The additional revenue will fund the balance of the additional expenses. Further explanations of the revenue and expense areas that made up that variance will be summarized in sections C and D and in the Statement of Financial Activities and Accumulated Surplus

B. Statement of Financial Position

Net financial assets are favourable. The cash balance was strong at the end of the quarter and there were no cash flow problems. Receivables are short term and will be fully recovered. Deferred revenues include the portion of provincial funding for the creation of an Indigenous Languages Resource Centre at the Central Library that will fund future expenses. The decrease in Tangible Capital Assets from March 31, 2018 includes the write down of approximately \$3,000,000 when the former Central Library was transferred back to the City.

C. Revenues

Revenues are \$102,383 favourable at the end of the first quarter end.

Line 19 – Investment and other revenues \$91,649F at March 31, 2019

The favorable variance is mainly due to higher printing revenue, investment income and increased union staff salary reimbursements. It is too early to forecast further increases to this revenue line.

D. Expenses

Expenses are \$427,063 unfavorable for the first quarter end.

Line 28 – Salaries and employee benefits - \$24,798U at March 31, 2019

There is a small unfavorable variance primarily due to the additional resources required for the new Central Library. Part of this variance is covered by unfilled staff positions from other branches. Additional expenses are projected to match restricted grant funding from the Foundation. Forecasts are reflected in the Statement of Financial Activities and Accumulated Surplus.

Line 32 – Collections - \$53,516U at March 31, 2019

Additional expenses are projected to match restricted grant funding from the Foundation. Forecasts are reflected in the Statement of Financial Activities and Accumulated Surplus.

Line 48 – General operating - \$12,408U at March 31, 2019

Additional expenses are projected to match funding transferred from life cycle funds. Forecasts are reflected in the Statement of Financial Activities and Accumulated Surplus.

Line 54 – Building and equipment - \$316,574U at March 31, 2019

Additional expenses are projected to match funding transferred from life cycle funds. Forecasts are reflected in the Statement of Financial Activities and Accumulated Surplus.

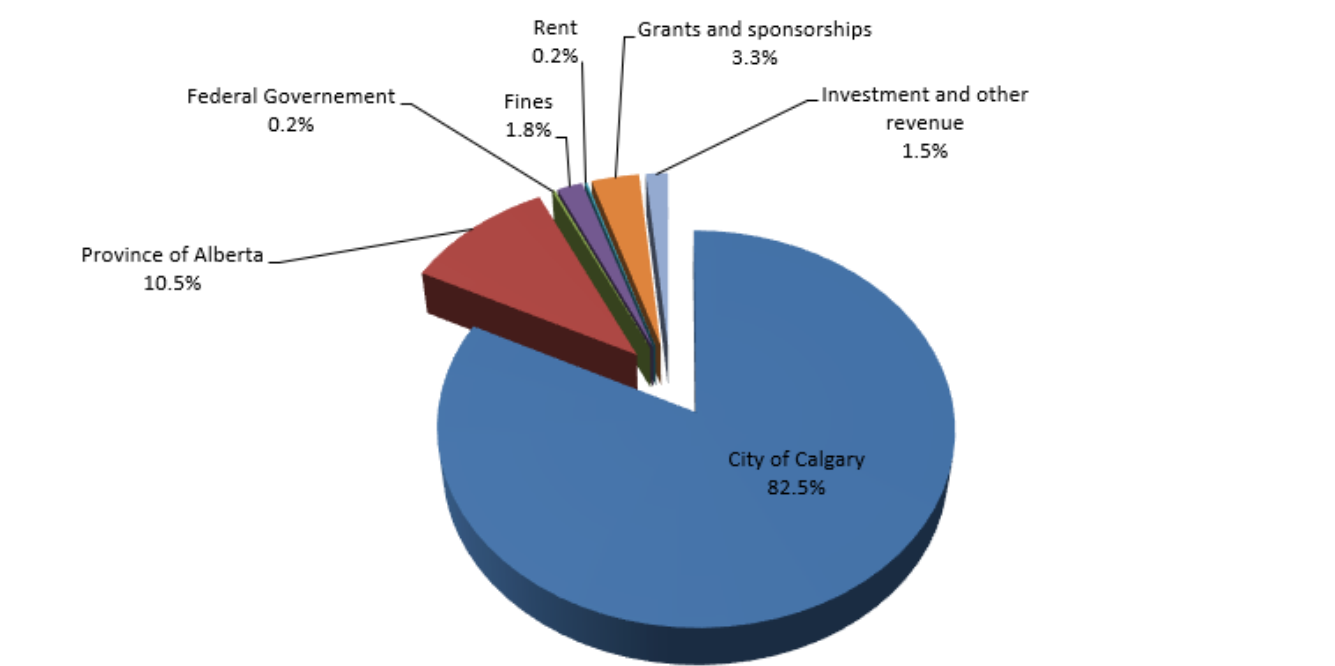
E. RECOMMENDATION

That the Audit & Finance Committee recommend that the Calgary Public Library Board receive the Controller's Report and the Calgary Public Library Board's financial statements and life cycle reports for the period ended March 31, 2019.

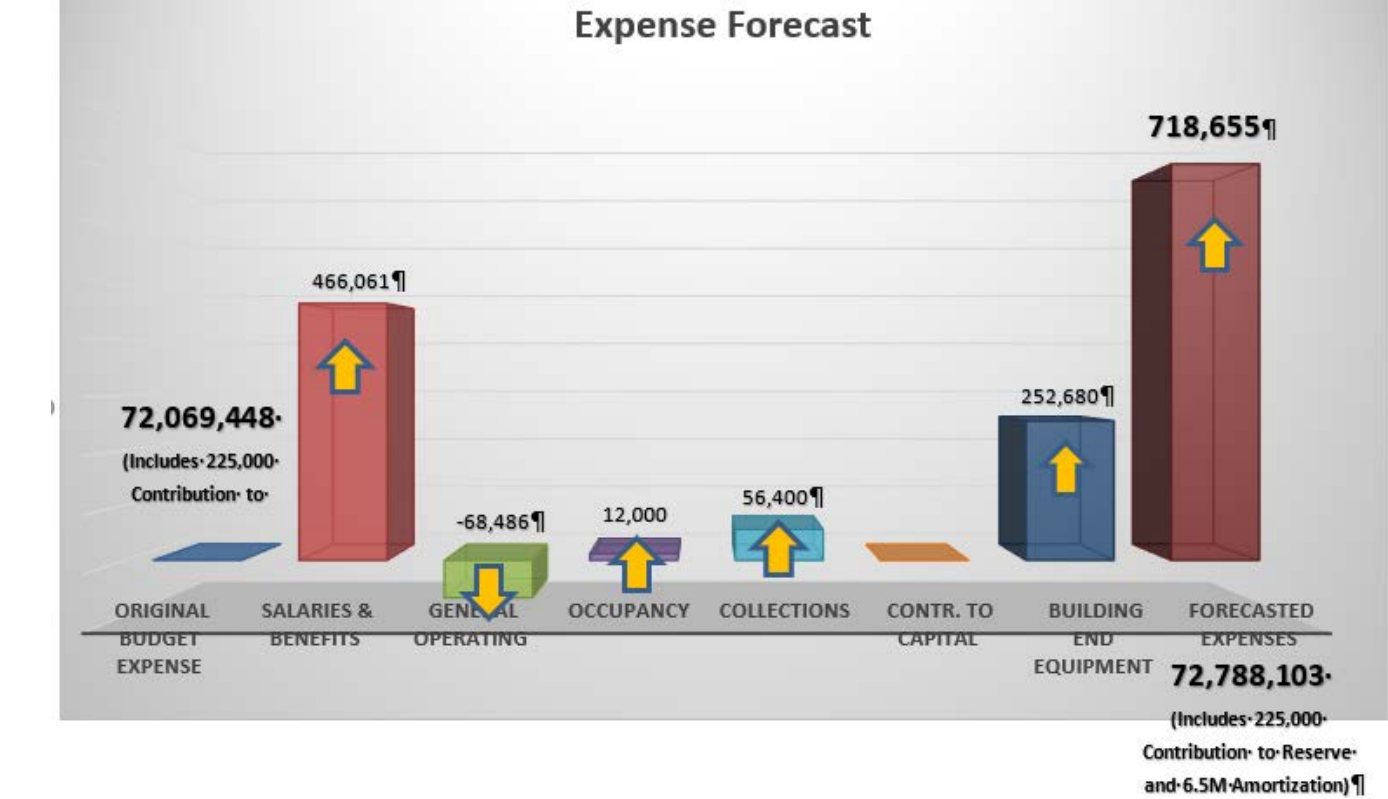
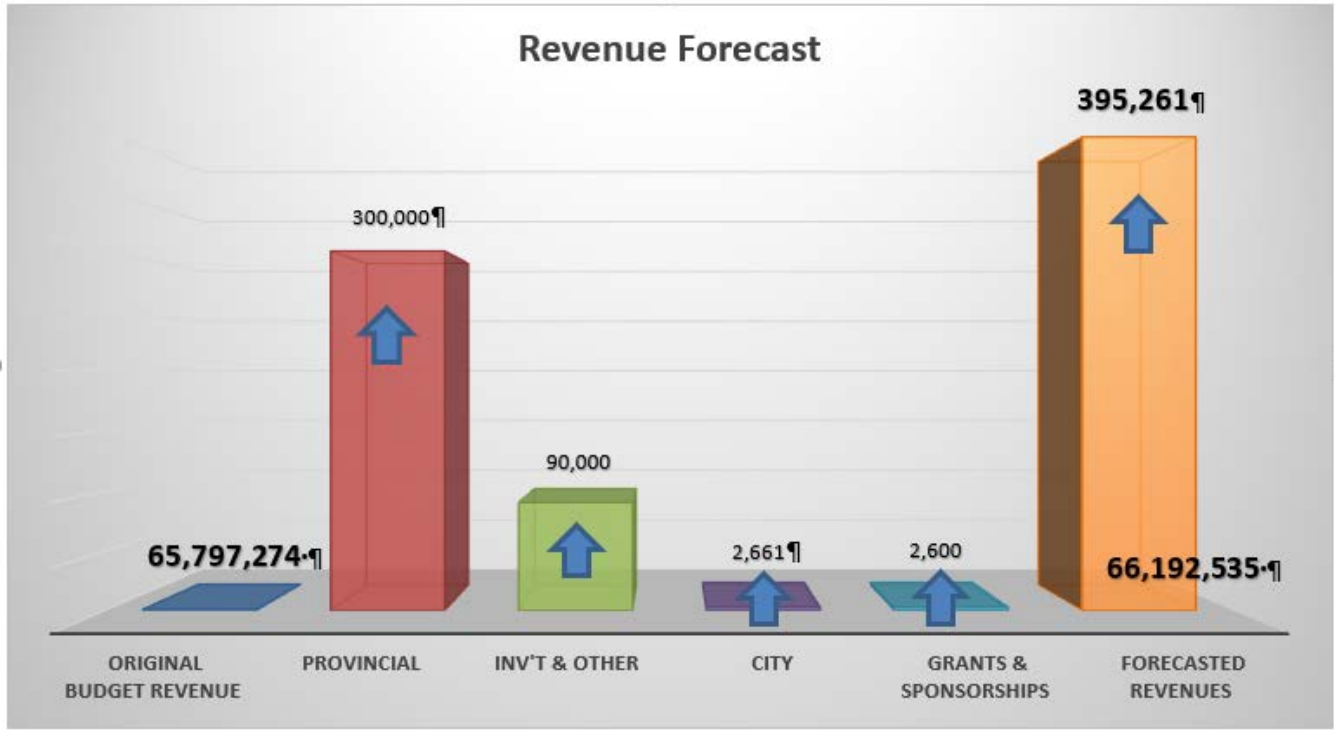
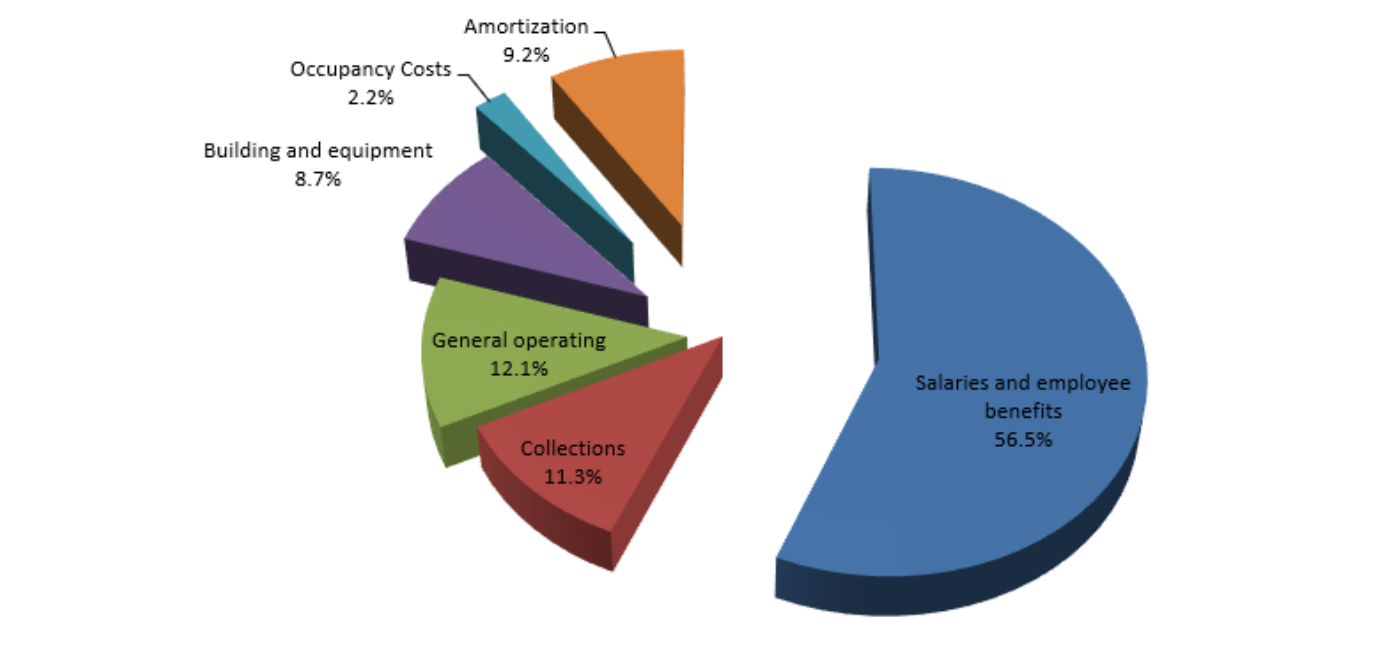
Elrose J Klause, CMA, CPA
Controller and Director, Financial Services

Financial Activities Operating Expenses Dashboard

Actual YTD Revenues – % by Category



Actual YTD Expenses – % by Category



THE CALGARY PUBLIC LIBRARY BOARD
Statement of Financial Position
As at March 31

	2019	2018
	\$	\$
FINANCIAL ASSETS		
Cash	3,569,309	2,126,434
Accounts receivable	3,013,921	2,031,644
	6,583,230	4,158,078
LIABILITIES		
Accounts payable and accrued liabilities	4,618,823	4,147,576
Deferred revenues	1,637,436	256,903
	6,256,259	4,404,479
NET FINANCIAL ASSETS(LIABILITIES)	326,972	(246,401)
NON-FINANANCIAL ASSETS		
Tangible capital assets	51,486,562	53,567,832
Inventory	60,207	34,014
Prepaid assets	1,258,062	1,459,228
Deposits	4,412	17,000
	52,809,243	55,078,074
ACCUMULATED SURPLUS	53,136,214	54,831,673

THE CALGARY PUBLIC LIBRARY BOARD
Statement of Financial Activities & Accumulated Surplus
For the period ended March 31, 2019

		Current	Budget	Budget	Total	Total	Increase/	
		YTD	YTD	Variance	BUDGET	Forecast	(Decrease)	Comments
		\$	\$	\$	\$	\$	\$	(Favorable: F / Unfavorable: U)
REVENUES								
5	City of Calgary	13,440,091	13,437,430	2,661	54,249,720	54,252,381	2,661	F - City insurance claims
9	Province of Alberta	1,713,800	1,713,800	-	6,864,917	7,164,917	300,000	F - 300K to be recognized from the planned spending of 1M grant
10	Federal Government	33,363	37,047	(3,684)	148,188	148,188	-	
13	Fines	290,445	281,018	9,427	1,030,603	1,030,603	-	
14	Rent	26,265	26,265	-	105,060	105,060	-	
19	Investment and other revenue	251,433	159,784	91,649	639,136	729,136	90,000	F - Interest rates are 0.7% higer than the same period last year.
22	Grants and sponsorships						-	
	Grants and sponsorships - restricted	373,413	371,113	2,300	1,684,451	1,686,751	2,300	F - RFF2019-001 (2K); Small variance from total of RFF2019-002 to 007 (budgeted)
	Grants and sponsorships - unrestricted	167,550	167,520	30	1,075,199	1,075,499	300	
		540,963	538,633	2,330	2,759,650	2,762,250	2,600	
23	Total revenues	16,296,360	16,193,977	102,383	65,797,274	66,192,535	395,261	
EXPENSES								
29	Salaries and employee benefits	10,218,007	10,193,209	(24,798)	41,163,357	41,629,418	(466,061)	U - 466K reallocated from General Operaring budget
32	Collections	2,044,597	1,991,082	(53,516)	5,445,140	5,501,540	(56,400)	U - 56K reallocated from General Operaring budget

48	General operating	2,192,090	2,179,682	(12,408)	10,328,649	10,260,164	68,485	F - 522K budget reallocated to other expense categories. 200K from other expense categories. 150K additional programming funding for the Province Indigenous Language grant. 100K from life cycle U - 200K Budget reallocated to other expense categories. 150K Additional funding for the Province Indigenous Language grant. 300K from life cycle U - Higher Seton occupancy costs than budgeted.
54	Building and equipment	1,577,231	1,260,656	(316,574)	6,708,679	6,961,359	(252,680)	
73	Occupancy Costs	403,681	408,190	4,509	1,673,600	1,685,600	(12,000)	
74	Amortization	1,655,531	1,631,256	(24,275)	6,525,023	6,525,023	-	
75	Total expenses	18,091,138	17,664,075	(427,063)	71,844,448	72,563,103	(718,655)	
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES								
BEFORE THE FOLLOWING:		(1,794,778)	(1,470,098)	(324,680)	(6,047,175)	(6,370,568)		
	Purchase of books capital	546,968	646,108	(99,140)	2,362,506	2,362,506		
	Transfer to books capital	(546,968)	(646,108)	99,140	(2,362,506)	(2,362,506)		
	Government transfers for capital	1,568,896	-	1,568,896	2,313,982	3,284,818		
Change in Accumulated Surplus		(225,882)	(1,470,098)	1,244,216	(3,733,192)	(3,085,750)		
Accumulated Surplus, beginning of year		53,362,067	53,362,067	-	53,878,816	53,362,067	(516,749)	
Accumulated Surplus, end of year		53,136,185	51,891,969	-	50,145,624	50,276,317		

THE CALGARY PUBLIC LIBRARY BOARD
Statement of Financial Activities
Comparison of full accrual to cash
For the Period Ended March 31, 2019

		Current	Budget	Budget Variance	Total	TCA Items	Total Budget	Current	Budget	Budget Variance
		YTD	YTD	YTD	BUDGET	Adjustments for Year	Adjusted	Cash YTD	Cash YTD	Cash YTD
		\$	\$	\$	\$	\$	\$	\$	\$	\$
REVENUES										
5	City of Calgary	13,440,091	13,437,430	2,661	54,249,720		54,249,720	13,440,091	13,437,430	2,661
9	Province of Alberta	1,713,800	1,713,800	-	6,864,917		6,864,917	1,713,800	1,713,800	-
10	Federal Government	33,363	37,047	(3,684)	148,188		148,188	33,363	37,047	(3,684)
13	Fines	290,445	281,018	9,427	1,030,603		1,030,603	290,445	281,018	9,427
14	Rent	26,265	26,265	-	105,060		105,060	26,265	26,265	-
19	Investment and other revenue	251,433	159,784	91,649	639,136		639,136	251,433	159,784	91,649
22	Grants and sponsorships						-	-	-	-
	Grants and sponsorships - restricted	373,413	371,113	2,300	1,684,451		1,684,451	373,413	371,113	2,300
	Grants and sponsorships - unrestricted	167,550	167,520	30	1,075,199		1,075,199	167,550	167,520	30
		540,963	538,633	2,330	2,759,650		2,759,650	540,963	538,633	2,330
23	Total revenues	16,296,360	16,193,977	102,383	65,797,274		65,797,274	16,296,360	16,193,977	102,383
EXPENSES										
29	Salaries and employee benefits	10,218,007	10,193,209	(24,798)	41,163,357		41,163,357	10,218,007	10,193,209	(24,798)
32	Collections	2,044,597	1,991,082	(53,516)	5,445,140		2,362,506 7,807,646	2,591,565	2,637,190	45,625
48	General operating	2,192,090	2,179,682	(12,408)	10,328,649		10,328,649	2,192,090	2,179,682	(12,408)
54	Building and equipment	1,577,231	1,260,656	(316,574)	6,708,679		(1,300,000) 5,406,249	1,571,084	1,260,656	(310,428)

73	Occupancy Costs	403,681	408,190	4,509	1,673,600		1,673,600	403,681	408,190	4,509
74	Amortization	1,655,531	1,631,256	(24,275)	6,525,023	(6,525,023)	-			
75	Total expenses	18,091,138	17,664,075	(427,063)	71,844,448		66,379,501	16,976,427	16,678,927	(297,500)
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES										
	BEFORE THE FOLLOWING:	(1,794,778)	(1,470,098)	(324,680)	(6,047,175)		(582,228)	(680,068)	(484,950)	(195,117)
	Carry forward surplus					807,226	807,226	807,226	807,226	-
	Transfer to asset management capital					(225,000)	(225,000)	-	-	-
	Purchase of books capital	546,968	646,108	(99,140)	2,362,506					
	Transfer to books capital	(546,968)	(646,108)	99,140	(2,362,506)					
	Write off of tangible capital assets	-	-	-	-					
	Transfer to/from life cycle							303,993	0	
	Government transfers for capital	1,568,896	-	1,568,896	2,313,982		-	-	-	-
	Capital items purchased through operating fund				-					
	Change in Accumulated Surplus	(225,882)	(1,470,098)	1,244,216	(3,733,192)		(0)	431,151	322,276	(195,117)
	Accumulated Surplus, beginning of year	53,362,067	53,362,067	-	53,878,816					
	Accumulated Surplus, end of year	53,136,185	51,891,969	-	50,145,624					

2019 Life Cycle Spending Profile	Projects	Description	Budget	Forecast v.1	Executed	Committed	Total
Funding Source			('000)				
	Carry Forward Funds		920	1,193			
	Current Year Funds		2,024	2,024			
	Growth Project Funds		815	815			
Total Funding Available			3,758	4,032			
Spending Profile							
	Carry Forward Projects						
		2018 Carry Forward Projects	234	234	180	54	234
		Total remaining from carry forward projects	0				
	New Projects						
		Building - Lifecycle	1,400	1,500	38	10	48
		Total Building- Lifecycle remaining	1,352				
		Building - New	0				
		Vehicles - Lifecycle	60	60	0	0	0
		Total Vehicles- Lifecycle remaining	60				
		Vehicles - New	0				
		Furniture	100	100	0	0	0
		Total Furniture remaining	100				
		Technology	520	520	103	276	379
		Total Technology remaining	141				
		Small Projects	500	500	2	0	2
		Total Small Projects remaining	498				
		Growth Projects	815	815	0	0	0
Total Spending Profile			3,629	3,729	323	340	663
Net Funds Available			130	303			

**Minutes
Strategy & Community Committee
Boardroom 0-11, Central Library
Tuesday, April 9, 2019
5.30 pm**

In Attendance:

Board	Administration
Mr. Isaac Elias, Chair (by phone) Ms. Jocelyn Phu Mr. Rob Macaulay Regrets: Mr. Avnish Mehta (ex officio) Ms. Janet Hutchinson Ms. Debra Giles	Mr. Bill Ptacek, CEO Ms. Mary Kapusta, Director, Communications Ms. Sarah Meilleur, Director, Service Delivery Mr. Mark Asberg, Director, Service Delivery Ms. Jackie Flowers, Director, Service Design Ms. Barb Gillard, Business Analyst

I. Meeting Opening

Ms. Jocelyn Phu respectfully acknowledged that 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 Nakoda 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 21 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 no changes.

III. Approval of Minutes

MOVED by Ms. Jocelyn Phu that the Minutes of the March 12, 2019 meeting be approved as presented.

Carried Unanimously

IV. Business Arising and Review of Action Items

Mr. Elias identified how the strategic plan alignment was reflected in the agenda and expressed gratitude to Ms. Dee Adekugbe for making that change to the committee package.

Mr. Elias noted that the committee workplan was reviewed and approved and reminded everyone that the annual Hours of Service review is part of the committee's obligation. Mr. Macaulay noted that the committee had to ensure hours of service review was a requirement on the annual workplan and requested that be reflected in the document. Ms. Meilleur noted that she had updated the report itself and would ensure that the workplan was updated as well.

Mr. Elias noted that the Board Advocacy Plan was shared at the previous Board Meeting and that update is resolved.

Task	Responsible	Deadline
Update committee workplan, identifying Hours of Service and Fines/Fees report to Board as a statutory requirement.	Sarah Meilleur	May 2019

V. Strategic Scorecard Update for Q1 2019

Ms. Barb Gillard shared the updated strategic scorecard with the committee. She noted that there were updates to the report since the package was sent, specifically to outreach conducted numbers and program attendance.

Ms. Gillard then verbally walked the committee through the Strategic Scorecard document.

Discussion ensued regarding the components of the virtual learning metric and the level of detail required to ensure a high level assessment by the board.

Ms. Gillard noted that Outreach Conducted numbers were lower than expected in part because of severe weather conditions in February that led to the cancellation of several dozen outreach events, and numbers are expected to increase in Q2.

Mr. Macaulay expressed that it was a great presentation in terms of target and commentary and the ties to the strategic plan. He provided some layout suggestions to increase clarity for the reader.

Mr. Macaulay asked if this work was integrated with the Risk Register and Mr. Ptacek noted that these are performance measures, as opposed to the Risk Register and that the administrative team reviews them in tandem.

Ms. Gillard noted that the pending items in How Well should be developed for Q2 review, and the Better Off section is planned for committee review in Q4.

Mr. Ptacek noted that the team is paying more attention to our target development and taking an inter-departmental approach to ensure that this document is in touch with the organization's priorities and work.

Mr. Elias noted that the lower right area of the document was blank and that there may be opportunity to provide context for the rating (Ex: Partially Cloudy Forecast) for the future committee to support year over year review.

Mr. Ptacek responded that this process is part of year-end reporting and would inform the development of new annual Strategic Initiatives. That work would be captured as part of leadership performance reviews and the development of the upcoming year's workplans in Q4.

MOVED by Mr. Macaulay that the Strategic Scorecard Update report be received as presented.

Carried Unanimously

Task	Responsible	Deadline
How Well measures and targets developed and reviewed at Q2 review point	Mr. Paul Lane	September S&C
Incorporate formatting suggestions from committee	Mr. Paul Lane	September S&C

VI. Fine Free Youth Material

Ms. Meilleur and Mr. Asberg presented the report on Fine Free Youth Material. Ms. Meilleur noted that the statistics related to blocked youth cardholders were startling, for example at Forest Lawn Library 18% of youth cardholders are blocked because of fines, which is significant at a location that is within a high-needs community. Ms. Meilleur noted that eliminating fines for youth materials speaks directly to our strategic plan as it means that people that need our resources the most can now realize their potential.

Mr. Asberg then shared a video interview with Mayor Melvin Carter of Saint Paul, Minnesota regarding their elimination of late fees. Mr. Asberg then shared how this initiative would be implemented at Calgary Public Library. He noted that 0.65% of the Library budget will be impacted and this will be offset by the reduction of CD and DVD purchases. This change is proposed to take effect September 1, 2019. Work on the implementation plan is underway.

Mr. Asberg noted that as per Board Policy, fees must be reviewed on an annual basis and this report and suggested changes fulfill that obligation.

Mr. Ptacek noted Staff desires the support of the Board for this operational direction.

Mr. Macaulay noted that the report clearly notes alignment with the Strategic Plan within the Purpose section and would like to see that template going forward for all committee reports.

Mr. Elias asked what our total revenue from late fees was in 2018. Mr. Macaulay noted that it was \$1 million, with approximately \$400,000 from youth fines. Mr. Ptacek noted that the Library was only pursuing the removal of youth fines at this time.

Ms. Phu had further questions about the implementation plan, that is currently being developed, and noted that it will be important to gather feedback and metrics.

MOVED by Ms. Phu that the Fine Free Youth Material report be accepted and presented to the Board.

Carried Unanimously

Task	Responsible	Deadline
Bring Fine Free Youth Material report to the June 26 Board Meeting	Sarah Meilleur and Mark Asberg	June 2019

VII. 2019 Workplan

Indigenous Initiatives report was moved to the June meeting, to ensure enough time for committee to cover two reports (including guest speakers) at the May meeting.

Mr. Macaulay moved to accept these changes to 2019 Workplan.

Carried Unanimously

VIII. Other Business

No other business.

IX. Adjournment

MOVED by Mr. Elias that the meeting be adjourned at 7.10 pm.

Transcribed by Mary Kapusta

Mr. Isaac Elias
Chair

**Report to the
Calgary Public Library Board
Strategy & Community Committee
April 9, 2019
Fine Free Youth Material**

I. Purpose

To advance the priorities of inclusion, reconciliation, and connection, Calgary Public Library's 2019-2022 Strategic Plan identifies *Launch a fine free policy for youth materials* as a 2019 Strategic Initiative. This report outlines the background, implementation, impact, and risk analysis associated with this important initiative.

II. Background

In recent years libraries across North America have begun examining their fee structures, and over 50 of them have made the move to eliminate fines altogether or remove fines for youth materials. There are three key reasons for Calgary Public Library to eliminate fines on youth materials in particular:

1. Fines stand in the way of the core library value of providing equitable library service, especially as they disproportionately impact families with young children, newcomers, and visible minorities. Over 53,000 library memberships are currently blocked as a result of incurring fines in excess of \$10. A comparison of the population of blocked cardholders with the overall population of Calgary shows that blocked cardholders are more likely than other Calgarians to be part of families with children at home and to identify as newcomers or members of visible minorities:
 - Among blocked cardholders, 27% are part of households with children aged 0-4 living at home and 23% are part of households with children aged 5-9 living at home (compared to 20% and 19% respectively for the city as a whole).
 - 77% of blocked cardholders are part of family households (compared to 69% for the city as a whole).
 - 40% of blocked cardholders identify as newcomers and 58% as members of visible minorities (compared to 31% and 40% respectively for the city as a whole).

Libraries in communities with lower socioeconomic indicators also have higher rates of blocked users. Only five libraries in Calgary have blocked user rates in excess of the system average of 7.8%: Forest Lawn (12.4%), Bowness (11.1%), Village Square (11.1%), Judith Umbach (10.0%), and Saddletowne (9.3%).

2. Research clearly identifies that literacy development is closely linked to children's earliest and continuing experiences with books and stories, yet we know from front-line experience in libraries across the city that caregivers who fear yet another bill they cannot pay frequently choose not to borrow books from the library for their children. Reducing fines to increase access to books, promotes lifelong literacy.

A typical narrative library members share is fines resulting from a child not having the necessary supports in place to return books borrowed for a school project; charges

quickly exceed \$10 and result in a blocked account, preventing further access to study materials. All too common situations like this contribute to the unfortunate and research-proven cycle in which socioeconomic status functions as an indicator school success.¹

Of youth cardholders across Calgary, 12% are currently blocked, representing nearly 19,000 children in our community who cannot check out books from the library. By comparison, children in areas of higher need are disproportionately and negatively impacted by overdue fines; 18.5% of youth members at Forest Lawn Library and 16.2% of youth members at Bowness Library are currently blocked. The rate of youth cards currently blocked at Village Square, Saddletowne, and Judith Umbach Libraries all exceed 14.5%.

3. Based on analysis of reports, learnings, and lived experience from other North American libraries, implementing fine free policies typically increases circulation and the number of active library members. Fine-free libraries have “found that eliminating fines has raised circulation numbers, brought lapsed users back to the library, and boosted goodwill” among patrons.²

While there may be a public perception that fines incent more responsible use of library collections, research does not support this view. According to a recent survey of nine public library systems in North America that have eliminated overdue fines, none have experienced increases in late returns, longer hold times, or gaps in the collection. In fact, Salt Lake County Public Library saw its late-return rate drop five percent following fine elimination.³

III. Implementation

Funding

The elimination of fines on youth materials is projected to have a continuing budget impact equal to approximately 0.65% of the Library’s annual revenue, keeping in mind that fines as a source of revenue have been decreasing as a real number for years. Continuously falling fine revenues result from a number of factors, including increased use of digital resources which do not incur late fees due to the automated digital return process, decreased use of DVDs which have a shorter loan period than books and thus incur more fines per item, and improved communications implemented in 2015 reminding patrons to renew or return their books. In 2019, the budget impact of eliminating fines for youth materials is even smaller than 0.65%, given that the change recommended in this report will not be in place until September.

Administration has identified the decrease in expenses associated with declining media formats (CDs, and DVDs) as the ongoing source of funding that will offset the small loss in annual revenue resulting from the elimination of fees on youth materials. As use and availability of these formats continue to decline, the Library can draw on the amounts

¹ American Psychological Association. “Education and Socioeconomic.” Accessed April 4, 2019. <https://www.apa.org/pi/ses/resources/publications/education>.

² Lisa Peet, “The End of Fines,” *Library Journal* 143, no. 15 (September 2018).

³ San Francisco Public Library. “Long Overdue: Eliminating Fines on Overdue Materials to Improve Access to San Francisco Public Library.” Accessed April 4, 2019. <https://sfpl.org/uploads/files/pdfs/commission/Fine-Free-Report011719.pdf>.

previously dedicated to purchasing CDs and DVDs in order to remove fines on youth materials, the use of which has an undeniably positive impact in the community.

Timelines and Details

The elimination of fees on children's materials will be instituted on September 1, 2019, just in time for back to school, while allowing time for Board oversight, Board review of the relevant change to Schedule B in Board Policy, software configuration, changes to administrative policies and procedures, and internal and external communication.

Following the example set when the \$12 membership fee was discontinued on January 1, 2015, the Library will create a schedule for the elimination of fines on youth materials that will result in their complete removal as of September 1, 2019. Fees will continue to be charged for lost materials after September 1, 2019.

IV. Impact

The expected and intended impacts of eliminating fines on youth materials are:

- Growth in circulation of books and active membership, as families currently reluctant to borrow books for fear of fines begin borrowing again
- Increased use of Library resources by educators supporting students, as teachers, community programmers, and child care providers are heavy users of the library on behalf of children in their care
- More equitable provision of library services across the city, as blocked cardholder rates decline in higher needs communities
- Improved patron relationships with the Library, as interactions related to fines owing and payment transactions are reduced
- Enhanced ability for Library staff to focus on core library services that have the most positive impact in the community, as tens of thousands of annual payment transactions and individual fee waivers are eliminated

The Library is pleased to have the support of key community partners in the plan to eliminate fines on children's materials. In informal conversations with other organizations, feedback has been unanimously positive and supportive, thanks to a shared understanding that reducing barriers to literacy resources for Calgary's youngest citizens benefits everyone. Gillian Bowerman, on behalf of Calgary Police Services Youth and Child Wellness section, states that this initiative is:

...just another example of how [the Library] innovates to make literacy as accessible as possible to everyone. This step will assist families who struggle financially by eliminating the fear of punitive costs should they have a late return...The focus is placed instead on ensuring that children of all ages have access to books and education....Beyond that, it also demonstrates a level of trust, understanding, and compassion; as an organization, Calgary Public Library clearly believes that most of us will do the right thing when given the choice....Eliminating fines related to our

youngest and most vulnerable learners is a wonderful way to promote those beliefs – better late than never read!

Jeff Dyer, the CEO of the Boys & Girls Clubs of Calgary states:

A great storybook can transport a young person to a world where all of their big dreams are possible. Too many of the kids and families we support through our preschools, clubs, employment and youth housing programs are living on low incomes. Worry over an unexpected bill may put simple joys like accessing a book or spending an hour at the library out of reach. We applaud the commitment of the Calgary Public Library to reduce financial barriers and are delighted to support the elimination of fines on children's materials.

Calgary Public Library's strategic plan prioritizes inclusion, reconciliation, connection, early literacy, learning, and empowerment. Implementing fine free youth materials connects to each of these priorities and is a bold step toward a future in which all children in our community have full access to library materials that help them realize their potential.

V. Risk Analysis

Risk	Mitigation	Risk Level
Budget will not support the permanent removal of fines on youth materials.	By only implementing fine free for youth material, revenues are impacted by less than 0.65%. Administration will offset this by utilizing reductions in spending on waning media types (CDs, DVDs).	Low
Patrons may find it difficult to remember or identify which materials are fine free.	Communication plans will be developed to ensure clear and consistent messaging. Team members will be given discretion to waive fines where legitimate confusion occurs.	Low
Community members may feel that fines are necessary to ensure that collections are readily available for as many patrons as possible.	Evidence demonstrating that circulation tends to increase and that non-return rates do not go up as a result of eliminating fines will be included in the communication materials. Charges for lost items remain in place to address misuse of the collection.	Low

VI. Recommendation

That the Strategy & Community Committee recommend that the Calgary Public Library Board approve this proposal, *Fine Free Youth Material*, and receive the related changes to Schedule B for review.

Sarah Meilleur & Mark Asberg
Directors, Service Delivery

Schedule B: Fees

Revised Version:

Central Library Event Spaces Changes Effective April 1, 2019

Late Fees Changes Effective September 1, 2019

Fee for Non-resident Library Members

\$112.00/year (total for all family members at one address)

Late Fees

No late fines will be charged on materials classified for children or young adults.

For all other materials:

- Late fines of 25¢ per day, to a maximum of \$10.00, will be applied to 3-week loan items
- Late fines of 50¢ per day, to a maximum of \$10.00, will be applied to 1-week loan items
- Late fines of 50¢ per day, to a maximum of \$10.00, will be applied to all interlibrary loans

Recovery Fees for Lost and Damaged Library Materials

The price in the bibliographic record determines the replacement cost of lost or damaged Library Materials.

Recovery Fees for Comprehensive Research

- Library Member: \$70 per hour with a 15-minute (\$17.50) minimum
- Non-member: \$80 per hour with a 15-minute (\$20) minimum

The Library shall also charge a fee for applicable telecommunication, database fees, computer downloading, photocopying, and other related expenses incurred when providing comprehensive research.

Recovery Fees for Courses, Programs and Special Events

Admission to Library programs is normally free. In exceptional circumstances, a charge may be implemented. Any such charge may be waived for individual patrons in financial hardship.

Space Rental Fees

	<i>Program Rooms in all Locations</i>	<i>Central Library Event Spaces*</i>		
		<i>Patricia A. Whelan Performance Hall</i>	<i>Patricia A. Whelan Performance Hall plus meeting rooms</i>	<i>Shaikh Family Welcome Gallery</i>
<i>Not-for-profit rate**</i>	No charge	\$60 per hour	\$120 per hour	\$270 per hour
<i>Regular booking</i>	No charge	\$160 per hour	\$280 per hour	\$333 per hour

*A three-hour minimum applies.

**Non-profit groups running events for a profit will be charged a for-profit rate.

The use of the Library's program rooms and theatre are governed by the *Calgary Public Library Room Use Guidelines*.

Schedule B: Fees

Current Version for Reference:

Last Updated December 2018

Fee for Non-resident Library Members

\$112.00/year (total for all family members at one address)

Late Fees

For materials with a 3-week Loan Period: \$ 0.25 per day, to a maximum of \$10.00

For materials with a 1-week Loan Period: \$ 0.50 per day, to a maximum of \$10.00

For Interlibrary Loans of any length: \$ 0.50 per day, to a maximum of \$10.00

Recovery Fees for Lost and Damaged Library Materials

The price in the bibliographic record determines the replacement cost of lost or damaged Library Materials.

Recovery Fees for Comprehensive Research

Library Member \$70 / hour with a 15-minute (\$17.50) minimum

Library Non-member \$80 / hour with a 15-minute (\$20) minimum

Research includes online search, research of collections, compilation and packaging of results, document delivery, rush Interlibrary Loans and other services. The Library shall also charge a fee for applicable telecommunication, database fees, computer downloading, photocopying and other related expenses incurred when providing comprehensive research.

Recovery Fees for Courses, Programs and Special Events

Admission to Library programs is normally free. In exceptional circumstances, a charge may be implemented. Any such charge may be waived for individual patrons in financial hardship.

Room Rental Fees

Program Rooms	Open hours up to 30 minutes prior to closing
All groups	Free

Central Library Theatre 3 hour minimum, 24-hour maximum booking

Government and school boards	Free
Non-profit groups*	\$60/hour
For-profit groups	\$160/hour for the first 5 hours; \$60/hour thereafter
Private events	\$160/hour for the first 5 hours; \$60/hour thereafter

*Non-profit groups running events for a profit will be charged a for-profit rate.

The use of the Library's program rooms and theatre are governed by the *Calgary Public Library Room Use Guidelines*.

Each Central Library Theatre booking requires the completion of a Facility Rental Agreement. Failure to complete payment within 72 hours of creating a booking will result in a cancellation of the booking.

**Minutes
Strategy & Community Committee
Seton Library
Wednesday, May 15, 2019
5.30 pm**

In Attendance:

Board	Administration
Mr. Isaac Elias, Chair Ms. Jocelyn Phu Mr. Rob Macaulay Ms. Janet Hutchinson	Ms. Sarah Meilleur, Director, Service Delivery Mr. Mark Asberg, Director, Service Delivery Ms. Jackie Flowers, Director, Service Design Mr. Paul Lane, Director, Corporate Services Guests: Carmen Marquez (City of Calgary) Heather Innes (United Way) Marshall Sumka, Manager, Collections

I. Meeting Opening

Ms. Jocelyn Phu respectfully acknowledged that 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 Nakoda 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 21 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 no changes.

III. Approval of Minutes

MOVED by Ms. Jocelyn Phu that the Minutes of the April 9, 2019 meeting be approved as presented.
Carried Unanimously

IV. Business Arising and Review of Action Items

None

V. Community Hubs and City Connections

Mr. Asberg introduced Ms. Marquez and Ms. Innes who gave a presentation on the work of the community hubs which advances the Library's stated priorities of inclusion, reconciliation, and connection.

There are currently 6 hubs in Calgary since its inception in 2016 located at Genesis Centre, Sunalta Community Association, Village Square Leisure Centre, Bowness Community Association, Bob Bahan Aquatic and Fitness Centre and the Alex Community Food Centre. Each hub is unique and designed with the collaboration of the residents. The Community Hubs are welcoming neighbourhood gathering places that residents visit to connect with each other and their community.

United Way is the major fundraiser, The Rotary Club are major donors of staff, space and other resources. Calgary Public Library is also a proud and energetic partner along with City of Calgary departments and initiatives, for example, the Village Square Library wifi extends into the larger complex to support the hub initiative.

Mr. Elias asked if there were numeric targets identified for each community hubs. Ms. Innes responded that there were no targets set, but each year, evaluations are carried out and an increase in resident usage and engagement has been evident. The team will also be evaluating key successes and focuses in the coming year as they think to the future.

Ms. Hutchinson asked if there were a possibility for a potential expansion of the program. Ms. Innes responded that much has been learned and that there is work happening around sustaining for the long term and potentially expanding in the future.

MOVED by Ms. Hutchinson that the Strategy and Community Committee receive the report, *Community Hubs and City Connections*, for information.

Carried Unanimously

VI. Collections: Updates and Directions

Ms. Flowers introduced Mr. Sumka who delivered a presentation on the Collections Trends updates. At Calgary Public Library digital use is increasing, print use is slightly down, and media formats have steep declines. CD and DVD production is experiencing cancellations as music and movie studios increasingly distribute content exclusively through low cost, direct-to-user services like Netflix. Over the past four years, curated collections at Calgary Public Library have delivered high levels of use. Orange Box, the latest curated collection, was piloted at the Central Library in 2018. This collection will be launched across the system in 2019 with a target audience of children 8 to 13 years of age. eBooks are being curated to highlight new and immediately available content. Patron interest in e-Books and e-audiobooks is on the rise and strategies are being used to lower holds-to-copy ratios. At the end of 2018, physical collection use increased with the opening of the Central Library. The opening of Seton in January 2019 is also driving circulation. Digital use is up in 2019, with a strong performance of OverDrive, Freegal and

online learning resources such as Lynda. In 2019, Collections are working towards an increased and sustainable performance of the print book and digital collections.

Ms. Hutchinson asked about our World Language Collection, if we can grow the collection. Mr. Sumka responded that the use has declined for the adult World Language Collection, and the library is investing more in the children's World Language Collection.

MOVED by Mr. Macaulay that The Strategy & Community Committee receives the report Collections at Calgary Public Library for information.

Carried Unanimously

VII. 2019 Workplan

Ms. Meilleur suggested the addition of a report on Volunteer Resources to the workplan as a response to the number of conversations that have been taking place regarding the roles of volunteers and because this is a strategic initiative this year. The report and presentation will take place in October 2019.

Task	Responsible	Deadline
Amend workplan to include a report on Volunteer Resources in October 2019 and move "Hours of Service and Fines/Fees Review" (*statutory requirement) to the section on "Continuing Work of the Committee"	Administration	June 2019

MOVED by Ms. Hutchinson that The Strategy & Community Committee receives the 2019 Workplan as amended.

Carried Unanimously

VIII. Other Business

No other business.

IX. Adjournment

MOVED by Mr. Macaulay that the meeting be adjourned at 6.50 pm.

Transcribed by Dee Adekugbe

Mr. Isaac Elias
Chair

Unapproved Minutes
Strategy & Community Committee
Central Library Boardroom 0-11
Wednesday, June 11, 2019
5.30 pm

In Attendance:

Board	Administration
Mr. Isaac Elias, Chair (<i>teleconference</i>) Ms. Jocelyn Phu Ms. Janet Hutchinson Regrets: Mr. Rob Macaulay	Ms. Sarah Meilleur, Director, Service Delivery Ms. Jackie Flowers, Director, Service Design Mr. Paul Lane, Director, Corporate Services Ms. Mary Kapusta Guests: N/A

I. Meeting Opening

Ms. Hutchinson respectfully acknowledged that 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 Nakoda 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 21 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

MOVED by Ms. Hutchinson that the agenda for June 11, 2019 be approved as presented.

Carried Unanimously

III. Approval of Minutes

MOVED by Ms. Phu that the Minutes of May 15, 2019 meeting be approved as presented.

Carried Unanimously

IV. Business Arising and Review of Action Items

None.

V. Indigenous Initiatives

Ms. Flowers presented the three key projects underway within the broader Indigenous Services portfolio.

Indigenous Placemaking Phase 2: there will be four permanent art installations to provide contemporary art or projects representing art and craft made through traditional methods (beading, leatherwork, regalia, traditional painting, and sculpture). Project #1 will be located at the Central Library Teen Area. Project #2 will also be at the Central Library in the Fiction Area. Project #3 will be at Forest Lawn Library. Project #4 will be at Signal Hill Library.

The new Indigenous Languages Resource Centre is scheduled to open in late June as part of Indigenous Month. The Centre will consist of arts, furnishings, colours, and fabrics that are culturally appropriate. It will be open for programming and ceremonies, and to the public.

With the support of the Government of Alberta, The Calgary Public Library will provide indigenous language programs starting in the summertime. The pilot program will commence at Forest Lawn with activities, stories, and songs to all Indigenous caregivers and will expand to Central, Fish Creek, Shawnessy, , Signal Hill, and Village Square Libraries.

Mr. Elias inquired how the programs were being advertised, to which Ms. Flowers responded through the Library Connect magazine and through our new and upcoming website. As we learn from these piloted programs, promotion will increase as we refine and expand.

MOVED by Ms. Hutchinson that the Strategy and Community Committee receive this report, Update on Indigenous Programs, Services and Spaces for information.

Carried Unanimously

VI. Calgary Library.ca Review

Ms. Kapusta announced that as part of the 2019 Strategic initiative, and through an RFP process, Evans Hunt Digital Marketing Agency was selected to redesign the new library website and redevelop its backend. The new bright, clean and welcoming website will launch on June 24, 2019, with a Phase 2 and Phase 3 later in 2019 based on user feedback, testing, and further work.

The new website will also have a greater integration with our products, such as SWI (staff web interface with the Symphony catalogue), room bookings, forms, etc., and we will continue to use the great BiblioCommons Catalogue.

There will be five content editors compared to the 90 previous editors, who will have the ability to edit content for clarity and consistency across the website.

Discussion ensued around technical aspects, including video embedding, Scout implementation, etc.

Mr. Elias inquired about future updates and ongoing analysis and statistics, and Ms. Kapusta replied that this will be handled through existing contracts and staff expertise.

Ms. Hutchinson enquired how we would be introducing the new site to the public. Ms. Kapusta responded that the new site would go live on a Sunday afternoon. There will also be a video introduction to promote the website a week in advance, and staff are prepared to answer questions and gather feedback.

MOVED by Ms. Phu that the Strategy and Community Committee receive this report, Website Redevelopment Update, for information.

Carried Unanimously

VII. 2019 Workplan

As requested by the Committee at the May meeting, Ms. Meilleur scheduled the Volunteers Resources: Updates and Directions to the October meeting. The Annual Hours of Service & Fines/Fees Review as a statutory requirement was also updated as part of the Continuing Work of the Committee.

VIII. Other Business

No other business.

IX. Adjournment

MOVED by Ms. Phu that the meeting be adjourned at 6.45 pm.

Transcribed by Dee Adekugbe

Mr. Isaac Elias
Chair

**Minutes
Governance Committee Meeting
Calgary Public Library Board
New Central Library, 0-11 Boardroom
Wednesday, April 3, 2019
5:30pm**

In Attendance:

Board	Administration
Ms. Shereen Samuels, Chair Ms. Janet Hutchinson (<i>teleconference</i>) Mr. Andrew Rodych Ms. Debra Giles (<i>teleconference</i>) Mr. Avnish Mehta Regret: NA	Mr. Bill Ptacek, CEO Mr. Mark Asberg, Director, Service Delivery Mr. Paul Lane, Director, Corporate Services Ms. Ellen Humphrey, CEO Library Foundation Guest: NA

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 honor and acknowledge Moh'kinsstis, and recognize the traditional territories and oral practices of the Blackfoot people, the Nakoda 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 21 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

MOVED by Mr. Mehta that the Agenda be approved as presented.

Carried Unanimously

III. Approval of Minutes

MOVED by Ms. Giles that the minutes of March 6, 2019, Governance Committee meeting be approved
Carried Unanimously

IV. Business Arising from Minutes

The new Calgary Public Library Board schedule will be the standard for future board meetings.

V. Review of Naming

The Committee reviewed the three additional naming policies; Philanthropic, Honorific and Sponsorship in details. Mr. Asberg and Ms. Humphrey to collaborate and review the policies and resubmit to the Governance Committee at the next meeting on May 8, 2019.

Task	Responsible	Deadline
Additional Policy Review	Administration & Foundation	May 8, 2019

VI. CEO Evaluation

Mr. Lane presented the results of the CEO Evaluation research which included salary thresholds from across North American Libraries and Non-Profit Organizations. Ms. Samuels recommended that the discussion be brought back to May 8, 2019, Governance Committee meeting. This will give the Committee the opportunity to review and update the CEO Evaluation Policy and create a structure that would become an annual guideline for reviewing the compensation package.

The 2018 CEO Evaluation was completed, and a formal letter has been filed in his HR file. One of the outcomes of the evaluation is to generate a formal 360° evaluation process with HR. Recommendations will be presented at the next committee meeting on May 8, 2019.

VII. Professional Development

Urban Library Council Conference will take place October 16-18, 2019 in Salt Lake. Mr. Mehta recommended Ms. Phu to attend.

VIII. Next Step Policy Reviews

There were no policies identified for review at present.

IX. Other Business

Mr. Mehta will contact Mr. Isaac Elias and Ms. Debra Giles, present Board members whose terms are expiring in 2019 to gauge their interest in continuing with the board. The outcome will determine if there is a need for new board member recruitment. Mr. Mehta will report back to the Committee at the next meeting on May 8, 2019.

The Committee is on track with the current workplan.

X. Adjournment

MOVED by Mr. Rodych, that the meeting be adjourned at 7:45 pm.

Transcribed by Dee Adekugbe

Ms. Shereen Samuels
Chair

**Minutes
Governance Committee Meeting
Calgary Public Library Board
New Central Library, 0-11 Boardroom
Wednesday, May 22, 2019
5:30pm**

In Attendance:

Board:	Administration:
Ms. Shereen Samuels, Chair Ms. Janet Hutchinson Mr. Andrew Rodych Ms. Debra Giles Mr. Avnish Mehta Mr. Isaac Elias (<i>teleconference</i>)	Mr. Mark Asberg, Director, Service Delivery Ms. Sarah Meilleur, Director, Service Delivery Ms. Mary Kapusta, Director Marketing & Communications (<i>excused after In-Camera</i>) Ms. Ellen Humphrey, CEO Library Foundation (<i>joined after In-Camera</i>)
Regret: NA	Guest: NA

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 honor and acknowledge Moh'kinsstis, and recognize the traditional territories and oral practices of the Blackfoot people, the Nakoda 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 21 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

MOVED by Mr. Rodych that the Agenda of the May 22nd, 2019 be approved as amended:
The addition of an In-Camera session before the Business Arising section of the agenda.
Carried Unanimously

III. Approval of Minutes

MOVED by Ms. Giles that the minutes of April 3, 2019, Governance Committee meeting be approved.
Carried Unanimously

IV. In Camera

MOTION to move in camera was moved by Mr. Mehta and seconded by Ms. Gilles in accordance with the Freedom of Information and Protection of Privacy Act.

MOTION to rise without reporting was moved by Ms. Hutchinson and seconded by Mr. Mehta in accordance with the Freedom of Information and Protection of Privacy Act.

Carried Unanimously

V. Business Arising from Minutes

Nothing to report.

VI. Review of Draft Naming Policies

The Committee reviewed the three additional naming policies; Philanthropic, Honorific and Sponsorship in detail as presented by Mr. Asberg and Ms. Humphrey. The Committee requested a legal review before presenting the policies to the Calgary Public Library Board.

Mr. Mehta recommended the topic '*Foundation Gift Agreement Best Practices*' as a retreat topic for the 2020 Board Retreat.

MOVED by Ms. Hutchinson that the Draft Naming Policies as presented be received and recommended to the Calgary Public Library Board for approval pending legal review.

Carried Unanimously

Task	Responsible	Deadline
Review of Draft Naming Policies by our Legal Team.	Administration & Foundation	June 5 th 2019

VII. Succession/Crisis Protocol Policy

Ms. Hutchinson recommended amending the title of the policy to remove the word "Crisis" as it does not reflect only a crisis, but any situation where the CEO is absent for an extended period. The Committee discussed and concluded the protocol should be amended to more fully reflect different types of potential absences and their consequences.

Task	Responsible	Deadline
Revise the Protocol to be reviewed at next Governance meeting	Administration & Committee Chair	June 5 th 2019
Create a separate section on the Board Box for Protocol Plan	Administration	June 5 th 2019
Amend Relationship Management subject from Capital Campaign and Annual Funding to ' <i>Foundation Grants</i> '	Administration	June 5 th 2019

VIII. Board Recruitment

Mr. Mehta reported on his meeting with the Board members whose terms are expiring in 2019: Ms. Giles will not be returning, and Mr. Elias has expressed an interest to return. The current contract with Pekarsky & Co will be executed to commence the recruitment process to identify potential candidates for the vacant post. The Committee concluded the need to recruit a candidate with financial accreditation agreed to review the previous search criteria wish list.

Task	Responsible	Deadline
Mr. Mehta to contact Ms. Kerr at City of Calgary to discuss the requirement that multiple candidates be put forward for each open position	Mr. Avnish Mehta	June 5 th 2019
Ms. Hutchinson to forward the previous recruitment criteria wish list to Ms. Samuels	Ms. Janet Hutchinson	June 5 th 2019

IX. Other Business

None presented

X. Adjournment

MOVED by Mr. Rodych, that the meeting be adjourned at 6:45 pm.

Transcribed by Dee Adekugbe

Ms. Shereen Samuels
Chair

Unapproved Minutes
Governance Committee Meeting
Calgary Public Library Board New
Central Library, 0-11 Boardroom
Wednesday, June 5, 2019
5:30pm

In Attendance:

Board: Ms. Shereen Samuels, Chair Ms. Janet Hutchinson Mr. Andrew Rodych (<i>teleconference</i>) Mr. Avnish Mehta Mr. Isaac Elias Regret: Ms. Debra Giles	Administration: Mr. Mark Asberg, Director, Service Delivery Ms. Sarah Meilleur, Director, Service Delivery Ms. Mary Kapusta, Director Marketing & Communications Mr. Paul Lane, Director, Corporate Services Guest: NA
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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 honor and acknowledge Moh'kinsstis, and recognize the traditional territories and oral practices of the Blackfoot people, the Nakoda 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 21 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

MOVED by Ms. Hutchinson that the agenda of the June 5th, 2019, be approved as amended:
The additional items were included in the agenda:

- 1) Amendment to the Signing Authority Policy
- 2) RBC Operating Line Bank Resolution

Carried Unanimously

III. Approval of Minutes

MOVED by Mr. Mehta that the minutes of May 22nd, 2019, Governance Committee meeting be approved.

Carried Unanimously

IV. Business Arising from Minutes

Nothing to report.

V. Amendment to the Signing Authority Policy

Mr. Mehta presented the urgent need to revise the current signing authority policy concerning the ongoing CEO transition. Two amendments were discussed and approved.

Mr. Mehta will circulate the two motions presented to the Board and request an electronic vote. The results will also be shared electronically.

MOVED by Mr. Elias and seconded by Ms. Hutchinson that the Calgary Public Library Board's Governance Committee recommends that the Calgary Public Library Board:

- 1) Approve the amended Signing Authority Policy as below.

*The Board delegates to the Chief Executive Officer signing authority and responsibility for matters necessary for the management of day-to-day operations according to a Delegation of Authority Matrix for Employees contained in Administrative Policies. **When the Board determines that it is necessary to delegate the signing authority, it will do so through a Board motion that names a delegate. The delegation will be terminated or amended by a further motion***

MOVED by Ms. Hutchinson that the Calgary Public Library Board's Governance Committee recommends the delegation of signing authority to the Director, Corporate Services until a new motion provides further guidance.

Carried Unanimously

VI. RBC Operating Line Bank Resolution

The Board discussed the requirement for Calgary Public Library to confirm the amount of \$4,500,000 for the operating line with the Royal Bank of Canada.

MOVED by Mr. Rodych that the Calgary Public Library Board's Governance Committee recommend that the Calgary Public Library Board:

Carried Unanimously

- 1) Approve the revolving demand facility provided by the Royal Bank of Canada be set at \$4,500,000.
- 2) Direct the Audit and Finance Committee to annually review the level of the revolving demand facility for appropriateness.

VII. Next Step on Policy Revisions

A. Procedures Related to CEO Absence (Draft)

Ms. Kapusta presented the messaging structure, timeline, and communications regarding the CEO's absence. The Adhoc Committee will review two communications for announcements. 1) Communication regarding the CEO's leave and 2) Communication regarding the search for a new CEO. Upon approval, the documents will be amended and circulated to various stakeholders commencing with the staff. Announcements will take place after the Calgary Awards and before the June 26th, 2019 Board meeting agenda is published.

Mr. Elias asked if any training or documents would assist the Board in responding to questions. Ms. Kapusta replied there would be critical messages documents and FAQ guidelines that would be made available for all Board members. Ms. Kapusta also stated she would be available for any individual training requirements.

Ms. Kapusta proposed to the Board to select two individuals that would represent the Board for operational communications. 1) CEO Search Committee Spokesperson and 2) Board Spokesperson to review materials. The Committee agreed that the Board Chair be the primary contact person for all communications pending the follow-up meetings.

Ms. Samuels presented the amended procedure relating to the CEO Absence. The Board reviewed and revised the document for further update and amendment.

MOVED by Mr. Elias that the Procedures Related to CEO Absence as presented be received and recommended to the Calgary Public Library Board for review.

Carried Unanimously

VIII. Board Recruitment

Mr. Mehta met with Ms. Lori Kerr of the City of Calgary who stated that two people must be presented for each position. Ms. Hutchinson noted that this process is unnecessary. Mr. Rodych indicated that this might require further discussion with other City partners to ask for an exception.

Mr. Mehta confirmed that we would be engaging Pekarsky & Co to support the search. Mr. Rodych, Ms. Giles, Ms. Phu and Ms. Samuels will form the Search Committee

IX. Other Business

None presented

X. Adjournment

MOVED by Mr. Mehta, that the meeting be adjourned at 6:45 pm.

Transcribed by Dee Adekugbe

Ms. Shereen Samuels, Chair

Naming in Recognition of Philanthropic Gifts⁴

Draft May 2019

Recognizing that the long-term resourcing of the Library through philanthropy is vital to the services it provides to Calgarians, the Board supports the practice of recognizing philanthropic gifts through naming of the entirety of a Library facility, parts of a Library facility, or other tangible assets, where such relationships are mutually beneficial and are consistent with this policy.

Philanthropic gifts are transfers of property (including money) from donors for the public good without valuable consideration. The Calgary Public Library Foundation will pursue such arrangements on behalf of the Library.

In judging the suitability of recognition through naming of a philanthropic gift, the following will be considered:

- The significance of the proposed gift in relation to the project
- Alignment with the Library's vision, mission, and values
- The reputation and integrity of the donor and of the person(s) in whose honour naming is proposed
- The history of the donor's support of libraries and Library priorities

Naming of the entirety of a Library facility, parts of a Library facility, or other tangible assets will be in place for a specified number of years.

The naming of the entirety of a Library facility requires Board approval.

When associated with a gift of less than \$1 million, the naming of parts of a Library facility or other tangible assets requires the approval of the Library's Chief Executive Officer. When associated with a gift of \$1 million or more, the naming of parts of a Library facility or other tangible assets requires the approval of the Board.

The Board recognize that philanthropic gifts are often made in several instalments, a situation of benefit to the Library, the Foundation, and the donor. Recognition through naming will not commence until a significant instalment of the gift associated with the naming has been received.

~~Philanthropic bequests will not be recognized through naming, except in extraordinary circumstances and with Board approval.~~ The Board recognizes that philanthropic gifts are often made as bequests. Recognition through naming will not commence until the bequest is realized, except in extraordinary circumstances and with Board approval.⁵

The Board reserves the right to revoke a naming decision if it constitutes a significant and continuing impairment to the Library's reputation or if the agreed-upon philanthropic contributions are significantly reduced.

⁴ Legal review of this updated policy is underway. Any recommendations following from that review will be provided to the Board as soon as possible, by separate attachment, ideally before the Board Meeting at which this policy is to be discussed.

⁵ The change reflected and recommended in this paragraph resulted from conversations taking place after the last Governance Agenda. For full disclosure, the original wording reviewed by the committee and the new recommended wording are both reflected here, for the Board's consideration and approval.

When the Board has approved or revoked the naming of the entirety of a Library facility, it will provide relevant information to The City of Calgary.

The Library will not relinquish to a donor or person honoured through naming any aspect of the Library's right to manage and control any of its assets, facilities, programs, services, staff, or volunteers.

Naming Rights for Sponsors⁶

Draft May 2019

Recognizing that the long-term resourcing of the Library through sponsorships is vital to the services it provides to Calgarians, the Board supports the ongoing practice of providing naming rights to third-party sponsors, where such relationships are mutually beneficial and are consistent with this policy.

Sponsorships are agreements to provide goods, services, or financial contribution in return for the recognition potential associated with the inclusion and public display of the sponsor's name as the name of parts of a Library facility or of other tangible assets. The Calgary Public Library Foundation will pursue such arrangements on behalf of the Library.

In judging the suitability of naming rights for sponsors, the following will be considered:

- The significance of the sponsorship in relation to the project
- Alignment with the Library's vision, mission, and values
- The reputation and integrity of the sponsor
- The history of the sponsor's support of libraries and library priorities

The Library will not enter into a naming rights agreement with a sponsor for the entirety of a Library facility.

Naming rights agreements will be in place for a specified number of years.

Naming rights for sponsorships of less than \$1 million require the approval of the Library's Chief Executive Officer. Naming rights for sponsorships of \$1 million or more require the approval of the Board.

The Board recognizes that contributions from sponsors are often made in several instalments, a situation of benefit to the Library, the Foundation, and the sponsor. Naming rights will not commence until the first instalment is received.

In order to protect the integrity of the Board and the Library's brand, limit confusion for users, and avoid the perception of advertising, the sponsor's name only, and not its logo, will be used on any permanent signage identifying the sponsor.

The Board reserves the right to revoke a naming decision if it constitutes a significant and continuing impairment to the Library's reputation or if the agreed-upon contributions are significantly reduced.

The Library will not relinquish to a sponsor any aspect of the Library's right to manage and control any of its assets, facilities, programs, services, staff, or volunteers.

⁶ Legal review of this updated policy is underway. Any recommendations following from that review will be provided to the Board as soon as possible, by separate attachment, ideally before the Board Meeting at which this policy is to be discussed.

Honorific Naming⁷

Draft May 2019

In order to inspire present and future generations by the achievements of individuals who have made exemplary and longstanding contributions to the Library, the Board supports, in special circumstances, the practice of honorific naming of the entirety of a Library facility, parts of a Library facility, or other tangible assets.

Normally, honorific namings will be considered only for individuals who are no longer active in their field of expertise or deceased. Where appropriate, a written consent shall be obtained from each individual or estate associated with an honorific naming.

In judging the suitability of an honorific naming, the following will be considered:

- The significance and longevity of the honoree's contributions to the Library
- Alignment with the Library's vision, mission, and values
- The reputation and integrity of the honoree

Honorific naming of the entirety of a Library facility, parts of a Library facility, or other tangible assets will be in place for a specified number of years. Honorific namings can be renewed at the discretion of the Board.

Honorific naming requires Board approval.

The Board reserves the right to revoke a naming decision if it constitutes a significant and continuing impairment to the Library's reputation.

When the Board has approved or revoked the naming of the entirety of a Library facility, it will provide relevant information to The City of Calgary.

The Library will not relinquish to a person honoured through naming any aspect of the Library's right to manage and control any of its assets, facilities, programs, services, staff, or volunteers.

⁷ Legal review of this updated policy is underway. Any recommendations following from that review will be provided to the Board as soon as possible, by separate attachment, ideally before the Board Meeting at which this policy is to be discussed.

**Report to the
Governance Committee
Calgary Public Library Board
June 5, 2019
RBC Operating Line Bank Resolution**

I. ISSUE

Approval of a resolution by the Calgary Public Library Board to confirm the amount of \$4,500,000 for the operating line with the Royal Bank of Canada.

II. BACKGROUND

The Board's Debt policy authorizes a demand operating line to a maximum amount of 150% of the most recent month of salary and benefit expenses. In 2018 the Calgary Public Library requested our operating line be increased to \$4,500,000 because the existing Facility was significantly below 150% of monthly salary and benefit expenses. RBC approved the increase on August 22, 2018.

The Board Debt Policy does not include an amount, but the policy was used to create the request to increase the existing facility to \$4,500,000. When the Library's 2019 review was conducted The Royal Bank's Risk Managers declared that the debt policy does not negate obtaining a resolution from the Library Board specifying an amount. To maintain access to the demand operating line a resolution is required specifying the amount the line is to be set at.

May 2019 salaries and benefits were \$3,080,080. The \$4,500,000 is still appropriate.

III. RECOMMENDATIONS

That the Calgary Public Library Board's Governance Committee recommend that the Calgary Public Library Board:

- a. Approve the revolving demand facility provided by the Royal Bank of Canada be set at \$4,500,000.
- b. Direct the Audit and Finance Committee to annually review the level of the revolving demand facility for appropriateness.

Elrose J Klause, CPA,CMA
Controller and Director, Financial Services

Procedures Related to CEO Absence (Draft)

Last Updated:

June 10, 2019

Summary

Procedures Related to CEO Absence is an operations-oriented document intended to guide action in instances in which the CEO is on leave from work or has left the organization.

This document allows flexibility in the appointment of an Acting CEO, in instances in which the CEO is temporarily on leave from the organization. It likewise allows flexibility in the appointment of an Interim CEO, in instances in which the CEO has left the organization and an executive search is not yet complete for a permanent replacement.

In addition, this document provides guidance on the delegation of CEO responsibilities in the absence of a CEO, Acting CEO, or Interim CEO.

This document will be updated annually, or as required, by the CEO and Executive Leadership Team (ELT). It will be reviewed by the Governance Committee as part of its annual work plan and brought to the Calgary Public Library Board (the Board) for review.

Board Appointment of an Acting or Interim CEO

If the CEO will be taking short-term or long-term leave, expected or unexpected, with or without a defined return-to-work date, the Board may choose to appoint an Acting CEO for the duration of the leave taking into consideration any recommendation of the current CEO.

If the CEO communicates the intention to leave the organization, the Board will strike an ad hoc CEO Search committee to begin the process of an executive search. If the CEO leaves the organization before an executive search is complete, the Board may choose to appoint an Interim CEO until a new CEO is appointed.

Factors the Board may take into consideration in deciding whether to appoint an Acting or Interim CEO include:

The expected duration of the absence of a CEO (e.g. short-term leave, long-term leave, duration of an executive search)

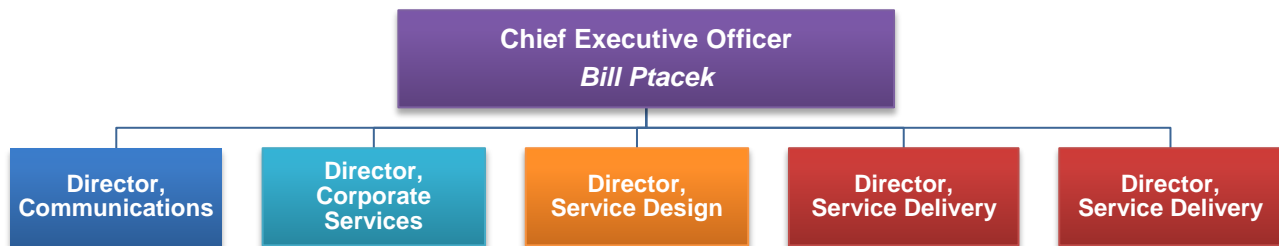
Any potential significant emerging or culminating issues or decisions

Confidence that ELT can operate effectively without an Acting or Interim CEO

Delegation of Responsibilities in the Absence of a CEO, Acting CEO, or Interim CEO

Executive Leadership Team

ELT is comprised of five Directorships, covering all aspects of the Library's operations:



The President and CEO of the Calgary Public Library Foundation, is also a member of ELT, but does not report to the CEO.

Administration

Back-up access to the CEO's computer, phone and files is available through the Office of the CEO and is managed by the Executive Assistant to the CEO and Board. Access can be triggered by the Board Chair or the Library's HR Advisor, the Director of Corporate Services.

Emergency Response Plan

In the event of an emergency, please refer to the Emergency Response Plan.

Communications

All communication regarding the interruption of the CEO's schedule or the appointment of an Interim CEO will be overseen by the Director of Communications, in consultation with ELT and the Board. This includes all internal and external communications.

In terms of Media Relations, the Director of Communications has identified members of ELT that are able to take on official spokesperson roles for the Library, in addition to the Board Chair and Vice Chair. Subject matter of interview requests will dictate the respondent and as such, all requests will be managed, assigned and prepped for by the Director of Communications.

In situations where crisis communications are required, the Director of Communications will manage all messaging and media interaction. ELT and the Board will receive daily updates and messaging. The Board Chair or Vice Chair may be deployed as a formal spokesperson depending on the nature of the emergency.

Relationship Management

Members of ELT are well-positioned to manage and build upon key organizational relationships, even in the absence of the CEO. All ELT members have shadowed or independently managed critical Library partnerships and taken advocacy roles with internal and external stakeholders.

Below is a table identifying key relationships that can be managed on an interim basis by members of

ELT in place of the CEO.

Subject	Partner(s)	ELT Member
City Relations	Mayor's Office, City Administration	Director of Corporate Services Directors of Service Delivery Director of Service Design Director of Communications
Foundation Grants	Calgary Public Library Foundation	Director of Service Design
Central Library	City of Calgary, CMLC, Alberta Government	Director of Service Delivery
CUPE Local 1169	CUPE Leadership	Director of Corporate Services
Public Libraries Services Branch	Municipal Affairs, Alberta Government	Director of Service Design
Patron Relations	Members of the public	Directors of Service Delivery
Community Partnerships	School Boards, Calgary Local Immigration Partnership, United Way etc.	Directors of Service Delivery Director of Service Design
The Alberta Library	TAL	Director of Service Design

Signing Authority

As per Board Policy, the CEO has signing authority and responsibility for matters necessary for the management of operations. A breakdown of current procedure is below, which is an excerpt from the Delegation of Authority Matrix. The Director of Corporate Services will have this signing authority if the CEO is unavailable.

Value	Approval Level	Notes
\$1- <\$25,000	Manager	Manager who is responsible for budget of the Branch, unit or department.
\$25,000 - <\$50,000	ELT Director	Purchase must be initiated by Library's purchasing department. Minimum of three quotes required.
\$50,000+	CEO, Controller, or Director, Corporate Services*	Purchase must be initiated by Library's purchasing department. Provincially mandated tendering rules are required.

Human Resources

The CEO has five direct reports (see ELT organizational chart above). In the case of temporary interruption of duties, or before the appointment of an Interim CEO, the management of these staff will fall to another member of ELT as identified by the CEO or the Board. All matters relating to confidentiality will fall to the organization's HR Advisor, the Director of Corporate Services, in consultation with the Board Chair.

**Report to the Calgary Public Library Board
Calgary Public Library Foundation Update
June 20, 2019**

Gift Highlights

Gifts Secured

- \$5,000,000 for Central Library Children's Library and Early Literacy
- \$515,000 for Ultimate Summer Challenge
- \$150,000 Co-op Community Spaces grant for Nose Hill Early Learning Centre
- \$22,000 CIBC Wood Gundy for It's a Crime Not to Read
- \$16,500 for Super Hero Day and related pre-programming
- \$12,000 for It's a Crime Not to Read
- \$18,440 for Fish Creek Library Early Learning Corner
- \$8,000 for It's a Crime Not to Read

Asks Pending

- \$500,000 – \$3,000,000 Individual Donor for Teen Space
- \$272,000 for Library as a Laboratory
- \$250,000 Individual Donor for space at Central Library
- \$107,000 Calgary Flames Foundation for Ultimate Summer Challenge
- \$103,459 Calgary Learns for Digital Learning In the Community
- \$40,000 Calgary Learns grant for Igniting the Fire
- \$20,000 Children's Hospital Aid Society for AR/VR Coding Buddies
- \$28,800 SM Blair Family Foundation for AR/VR Coding Buddies
- \$17,425 Alberta Foundation for the Arts for 2019 Author in Residence
- \$10,000 Better World Books for Library Goes to Kindergarten

Declines

- \$100,000 Individual Donor for Giuffre Family Library
- \$75,000 Poelzer Foundation for Fish Creek Early Learning Centre
- \$20,000 Telus Community grant for AR/VR Coding Buddies

Other Highlights

- Announced a \$1.6M gift from Suncor Energy Foundation for Indigenous Programming
- Donor recognition and media event held for Cenovus Energy for gift supporting Cenovus Classroom and Library School included students from Copperfield Elementary School
- Sponsored the ULC – Lessons from the Field dinner
- CAGP Leave a Legacy Event has led to six secured meetings with prospects. CAGP looking at Central Library for possible information events in the future
- Rozsa Arts at the Library supported by Mary Rozsa de Coquet launched at Seton Library
- Kris and Jamie got engaged at the Central Library in front of a window inscription that read "Kris will you marry me?"
- Recognition event held for Julia Turnbull in the Turnbull Terrace was well attended

- June's Fundraising Breakfast raised over \$53,000 (including a matching gift from John Anderson)
- June's Direct Mail sent with BMO matching offer and focus on Ultimate Summer Challenge and other children's programs
- The Lit Gala won two Telly Awards – Bronze in Non-Broadcast, Directing and Bronze in Non-Broadcast, Direct Marketing

Forecast

- July 20 Book Drive at Nose Hill, Signal Hill and Fish Creek
- July 26 Locked Library at Central Library with a Fairy Tale theme
- July 28 – July 30 Library Fundraising Conference at Central Library

Organizational News

- Carl Landry is now Chair of the Library Foundation Board
- Four new members joined the Foundation Board: James Pettigrew (Treasurer), Sabina Shah, Jason Jogia and Rob Van Wielingen
- Patricia Moore and Brenda Nicholls completed their terms on the Foundation Board. Patricia Moore will remain active in the Library Foundation as Board Member Emeritus.
- Tracy Johnson was announced as incoming CEO effective July 2
- Ellen Humphrey retires from her role as CEO on June 30
- Philip Vernon exited his role as Coordinator, Grants & Reporting on June 12

Add In Campaign to Date

- Campaign to Date Raised: \$345,017,518
- Year to Date Raised: \$7,359,934
- Total Campaign Gifts: 64,414
- Unique Supporters: 19,089
- Windows of Opportunity: 2,345
 - 2,126 at \$100
 - 130 at \$2018
 - 89 at \$5000