

Minutes
Calgary Public Library Board Meeting
2nd Floor Boardroom, Central Library
Wednesday, October 26, 2016
5:36 pm

In Attendance:

Board

Ms. Catherine Angus
Ms. Debra Giles
Ms. Judy Gray
Mr. Rob Macaulay
Ms. Shereen Samuels
Councillor Druh Farrell

Administration

Mr. Bill Ptacek, Chief Executive Officer
Mr. Mark Asberg, Director, Service Delivery
Ms. Ellen Humphrey, Deputy Chief Executive Officer
Ms. Elrose Klause, Controller
Mr. Paul Lane, Director, Corporate Services
Mr. Paul McIntyre Royston, Executive Director,
Calgary Public Library Foundation
Ms. Sarah Meilleur, Director, Service Design
Ms. Carey Lees, Community Outreach Library,
Forest Lawn Library

Regrets

Ms. Janet Hutchinson, Chair
Mr. Avnish Mehta
Councillor Evan Woolley

Guests

I. Chair's Opening Remarks

Ms. Angus respectfully acknowledged that the Board is meeting on traditional Treaty 7 territory and Region 3 of the Metis Nation of Alberta. She welcomed Ms. Rhena Oake, Ms. Terrill Budd and Ms. Elsa Watson of CUPE Local 1169. She noted that there are no decisions to be made at this meeting and congratulated the Board on a successful year.

II. Review of Agenda

Ms. Samuels asked that Ms. Meilleur's report be moved to the beginning of the agenda. She suggested that as a protocol going forward, in order to be respectful of staff time, that all staff presentations come near the beginning of the agenda. There being no objections, the Agenda was approved with that amendment.

Carried Unanimously

III. Consent Agenda

Mr. Macaulay requested that the last two bullet points in the Foundation Report in the Minutes of the previous Board meeting be combined, thus reading:

There has been discussion of how to best manage funds held for specific library programs and on the pros and cons of extending the current campaign beyond December 31, 2018.

MOVED by Ms. Samuels, seconded by Ms. Giles, that the amended Minutes and the Chair's Report be received for information.

Carried Unanimously

IV. Business Arising

A. Business Arising from the Minutes

There was no business arising

V. Chief Executive Officer's Report

–Mr. Bill Ptacek, CEO

The Board heard that an email will be sent to 150,000 students on October 27, advising them that they now have access to the Library's digital resources. Mr. Ptacek also drew the Board's attention to the 5,650 participants in programs centred on the Central Library firetruck, Engine 23. The Board then viewed a video focusing on the structural work at the New Central Library.

A. School's Out All Summer

– Ms. Carey Lees, Community Outreach Librarian, Forest Lawn Library

Highlights from Ms. Lees' report included:

Programming was provided to 256 unique users and a total of 1700 participants (each child attended approximately 6 programs). The highest number of attendees in one day was 75, the average was 50. Their age range was from 6 to 12.

There were a total of 19 partners presenting 44 programs. The partners varied greatly and included Quest Theatre, Calgary Police Services, EMS and the Fire Department, Green Calgary, an indigenous elder, and Money Mentors.

Mr. Ptacek added that he believes that the Library has proved that there is a real need for programming of this sort and that the Library hopes to be able to continue and to expand the program next year, particularly in communities where it would help prevent "summer slide".

MOVED by Mr. Macaulay, seconded by Councillor Farrell, that the Calgary Public Library Board receive the report, *Chief Executive Officer's Report*, for information.

VI. Other Business

A. New Central Library Service Design Vision

–Ms. Sarah Meilleur, Director, Service Design

Ms. Meilleur opened by conveying the Service Design Team's joy in being part of a once in a lifetime process in creating a service design program for the New Central Library. They recognize that the NCL will be a destination and they have the responsibility to turn visitors into lifelong Library members. A very important part of this process is testing and piloting. There are more than 80 concepts currently being looked at and each has desired strategic outcomes. Emerging themes include:

- Personalized empowerment – a category that has widely divergent service choices – from the Creation Lab where individuals can come, make something and leave their creations, like origami for example, for others to enjoy to Digital Parents which allows parents to participate in a learning module while their children are minded by Bow Valley educators completing a practicum.
- Learning and education – post-secondary courses from Open Minds and Campus Calgary as well as architecture
- Delight and play – the team is considering a daily opening ceremony and looking for magical, fun and exciting opportunities – even better than the firetruck!
- Social connection and community building – the most important of the themes may include elements like a manga book café or volunteers reading aloud to small groups.

An important goal is to connect the NCL to the rest of the system.

Other concepts under development:

- Silence as a service in the TD Great Reading Room
- Collections that honour the book – shelving displays of banned books, Canada's top 150 reads and graphic art
- Space for individual study and space for inspiration
- Life Hacks – the Library as a source of information for things that aren't taught in school
- Make it Messy – a spot for activities for children where they can make noise and get dirty

Mr. Ptacek noted that while the Library cannot, of course, do everything at once, the intent is to be prepared when the building opens. The design team is coming up with concepts, but it will be staff throughout the system who will implement them.

In response to questions from the Board, Ms. Meilleur also brought forward the following information:

- Many of the concepts are still in the design phase
- Testing has and will occur throughout the system
- Design leads are responsible for conceptualizing
- Programming for socially barriered individuals will also be incorporated

MOVED by Ms. Samuels, seconded by Ms. Gray, that the Calgary Public Library Board receive the report, *New Central Library Service Design Vision*, for information.

VII. Audit & Finance Committee

A. Report of the October 18, 2016 Meeting

Ms. Debra Giles, Committee Chair

Ms. Giles reported that the Committee had met with Deloitte to review the audit plan. It is very much the same as this past year's with the exception that fees are up 2.5% – an increase which is consistent with the increase at the City. Ms. Giles had requested from Ms. Klause a review of the Library's investments. The report revealed that there are no invested funds as the Library's bank, RBC, has provided an excellent solution for the Library's need for no-risk investments in this low interest environment.

MOVED by Ms. Giles, seconded by Ms. Samuels, that the Calgary Public Library Board receive the *Report of the Audit & Finance Committee, October 18, 2016* for information.

Carried Unanimously

B. September 2016 Quarterly Risk Update

Ms. Debra Giles, Committee Chair

Strategy – Mr. Ptacek reported that active memberships are over 530,000 which is good, but there is still a long way to go to reach the target. Customer satisfaction surveys will be conducted later. The methodology for measuring Community Partner Involvement has changed. It now includes outreach done with partners such as ISSP and It's A Crime Not To Read which were not previously counted. The Board discussed how the Risk Matrix differs from impact scoring. Mr. Ptacek also noted that the Calgary Housing Authority had met with Ms. Klause and himself to find out more about how the Risk Matrix was created and is used.

Finance – Mitigation is strong and there has been no variation since the beginning.

People – There are no reputational incidents, staff engagement is up and another round of engagement is forthcoming and no problems with recruitment and retention to report.

Operations – building visits showed no change. Website visits are up and there were no facility closures or problems with partners. Mr. Asberg, responding to a question from Ms. Giles, explained that the Country Hills and Nose Hill libraries were having some difficulties with the people counters resulting in lower numbers.

NCL – The New Central Library is on budget and on schedule.

Security – Mr. Asberg reported that incidents are still increasing, but at a slower rate than previously. Mitigation measures are continuing. Security at Memorial Park and the Nicholls Family Library at Westbrook Station has been increased and he is pleased to report that the quality of guards has increased significantly. With respect to pro-social activities, the Library and The City are participating in an Innovation Challenge to help animate the intersection in front of the Central Library and Engine 23 continues in its deterrent capacity.

MOVED by Ms. Giles, seconded by Ms. Samuels, that the Calgary Public Library Board receive the *September 2016 Quarterly Risk Update* for information.

Carried Unanimously

C. Controller's Report for the period ended September 30, 2016

- Ms. Debra Giles, Committee Chair

Ms. Klause reported that tracking is very close to plan with a forecast to be slightly over budget this year. However, revenue projections are conservative and estimates on expenses are deliberately high. The overage is mostly as a result of gapping being lower than expected. The City will be asked to advance capital funding from 2018 to 2017 allowing the Library to complete renovations before the New Central Library opens. Ms. Giles reminded the Board that a 4 year budget has been approved by the Board and therefore this type of change does not need to be approved at this time.

MOVED by Ms. Giles, seconded by Ms. Samuels, that the Calgary Public Library Board receive the *Controller's Report for the period ended September 30, 2016* for information.

Carried Unanimously

VIII. Governance Committee

A. Report of the October 5, 2016 Meeting

- Ms. Shereen Samuels, Committee Chair

Ms. Samuels was pleased to report that the Governance Committee's workplan is complete. The Committee suggests that orientation elements will be added to the Organizational Meeting in November.

Councillor Farrell stated that The City is interested in feedback on the Board member recruitment and nomination process. It is felt that the current process used by The City to fill vacancies on its other Boards and Committees is not deep enough to be rigorous and that there are strengths to the process that the Library is using that could be incorporated in that process. Councillor Farrell had reported to the City that the Library Board had found the process onerous but that portions of it were advantageous. She asked for feedback on which elements were useful. It was agreed that it was primarily the combination of the cost and the process of recommendation to Council which had given cause for pause. Councillor Farrell noted that contact should be made with the City Clerk within two months otherwise recruitment for Library Board members will revert back to the previous process. It was agreed that this would be the first item on the Governance workplan.

Other items suggested by the outgoing Governance Committee for the coming year's workplan included:

- Attendance and remote attendance
- Additional Committee or Board members including an indigenous individual
- Board development

MOVED by Ms. Gray, seconded by Ms. Giles, that the Calgary Public Library Board receive the *Report of the Governance Committee, October 5, 2016* for information.

Carried Unanimously

IX. Strategy & Community Committee

A. Report of the October 11, 2016 Meeting

– Ms. Catherine Angus, Committee Chair

Ms. Giles asked that the date to contact the Calgary International Film Festival be adjusted to read December and Mr. Asberg noted that in the CULT update section, that the date for staff gatherings is no longer November 30th.

MOVED by Ms. Samuels, seconded by Mr. Macaulay, that the Calgary Public Library Board receive the *Report of the Strategy & Community Committee, October 11, 2016* for information.

Carried Unanimously

B. Update on Board Retreat

– Ms. Judy Gray

The final agenda will be completed by October 28th. Ms. Gray thanked everyone for their valuable input and suggestions. She reminded the Board that the retreat begins with an NCL tour. Those who wish to participate should be suitably attired and ready to tour by 3:45 pm. The majority of the agenda on Saturday morning will be taken up by exercises focussed on the pre-reading

X. Calgary Public Library Foundation Board Update

–Mr. Robert Macaulay, Board Representative

As there was no CPL Foundation Board meeting since the last Library Board meeting, Mr. Macaulay had nothing to report.

Mr. McIntyre Royston updated the Board on the following items:

- For the first time, the Bob Edwards Gala has not yet sold out.
- Board members are asked to consider hosting a table at the Foundation's fundraising breakfast on December 6th. Formal invitations will be issued.
- The direct mail campaign exceeded expectations.
- The Foundation is continuing work with HBI to create the Library Experience Centre on the main level of the Foundation offices.
- Bret Hart and Brett Wilson appear together on the cover of Business in Calgary magazine this month talking about fundraising for the Library

XI. Alberta Library Trustees Association

A. Update on October 22-23 Meeting

–Ms. Judy Gray, Board Representative

Ms. Gray reported that ALTA has focussed itself on three initiatives to revitalize the organization and to clarify its role and purpose. She suggested that an ALTA report become a standing item on the Board agenda and asked Board members who wished for more information to contact her.

MOVED by Ms. Samuels, seconded by Ms. Giles, that the Calgary Public Library Board receive the *Update on October 22-23 ALTA meeting*, for information.

Carried Unanimously

XII. Other Business

A. New Central Library Service Design Vision

–Ms. Sarah Meilleur, Director, Service Design

This item was moved to the beginning of the meeting after the Chief Executive Officer's Report.

B. EPL-CPL Boards' Joint Meeting

–Ms. Catherine Angus, Board Vice-Chair

Ms. Angus noted that the Board has already received copies of the agenda. Transportation options were discussed.

XIII. In Camera Agenda

MOVED by Mr. Macaulay, seconded by Ms. Gray, that the Calgary Public Library Board move in-camera, in accordance with Section 24(1)(a) of the Freedom of Information and Protection of Privacy Act, and Section 16 of the Calgary Public Library Board Procedure Bylaw.

Carried Unanimously

XIV. Adjournment

MOVED by Councillor Farrell, seconded by Ms. Gray, that the meeting be adjourned at 8:57 pm.

Transcribed by Kathryn Nikolaychuk

Ms. Catherine Angus
Vice-Chair

Mr. Bill Ptacek
Chief Executive Officer