

Minutes
Calgary Public Library Board Meeting
6 Floor South Meeting Room, Central Library
Wednesday, September 28, 2016
5:33 pm

In Attendance:

Board

Ms. Janet Hutchinson, Chair
Ms. Catherine Angus
Councillor Druh Farrell
Ms. Debra Giles
Ms. Judy Gray
Mr. Avnish Mehta
Ms. Shereen Samuels
Mr. Rob Macaulay
Councillor Evan Woolley

Administration

Mr. Bill Ptacek, Chief Executive Officer
Ms. Ellen Humphrey, Deputy CEO
Ms. Elrose Klause, Controller
Mr. Paul Lane, Director, Corporate Services
Ms. Sarah Meilleur, Director, Service Design

I. Chair's Opening Remarks

Ms. Hutchinson respectfully acknowledged that we are on traditional Treaty 7 land and welcomed Ms. Rh'ena Oake, Ms. Terrill Budd, and Ms. Elsa Watson, of CUPE Local 1169, and an observer from the public.

II. Review of Agenda

The Agenda was approved as presented.

III. Consent Agenda

The Consent Agenda, containing the following items, was approved as presented.

- A. Minutes of the June 29, 2016 Board Meeting
- B. Chair's Report

IV. Business Arising

There was no business arising.

V. Chief Executive Officer's Report

Mr. Ptacek highlighted the following points:

- A proposal has been sent to the federal government for a project to promote ways for all school-aged children to get a library card.
- The official opening of the Remington YMCA and the Quarry Park Library on July 2 was a great success with many happy visitors and Library patrons.
- The City has purchased land that will eventually house the new Symons Valley Library and is proceeding with master planning for the site.

A. New Outreach Efforts

Mr. Ptacek presented this report, which highlights staff's work to make the Library come to life in the community as a concept more than a place. The many recent outreach efforts include:

- Book Trucks to all parts of the city, especially growth areas
- Extensive outreach to school-aged children, especially the promotion of *Summer Reading* and the *Million Question Challenge* participation
- Attendance at special events such as the Calgary Folk Fest, where The Mayor participated in a storytime, and the Ward 14 BBQ
- The first Pop-Up Library, at The Lido by Battistella in Kensington
- "Library on the Avenue", a portable library set up on Stephen Avenue for the summer lunch crowds
- A staff challenge for ideas to make the intersection in front of Central more welcoming
- Seniors' painting sessions on Central's front sidewalk corner
- Over 4,600 visits to Engine 23, with special appearances by the Fire Chief to do storytimes
- The Library's enthusiastic participation in Calgary Pride, a very positive experience for staff and patrons.

The Board gave a special thanks to Ms. Samuels for her inspiring video on the Library's website.

VI. Audit & Finance Committee

A. Report of the July 19, 2016 Meeting

- Ms. Debra Giles, Committee Chair

- Financial statements will be presented to the Board on a quarterly basis rather than monthly, given the level of controls and expertise in the Library's Financial Services department.

B. June 2016 Quarterly Risk Update

- Ms. Debra Giles, Committee Chair

- With improvements in almost every area of risk, the Board focused on security. The Library has been working with City departments, such as Transit and Corporate Security, in its efforts to create a more hospitable environment for Library patrons.
- The security metric may be affected by more staff awareness and reporting, but the assumption is that the numbers are correct and will provide useful comparators as the trend lines lengthen.
- The Board was pleased with the high number of active Library members.

MOVED by Ms. Giles, seconded by Mr. Macaulay, that the Calgary Public Library Board receive the June 2016 Quarterly Risk Update.

Carried Unanimously

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

- Ms. Debra Giles, Committee Chair

MOVED Mr. Mehta, Seconded by Ms. Angus, that the Calgary Public Library Board receive the Controller's Report and the Calgary Public Library Board's financial statements and reserve reports for the period ended June 30, 2016.

Carried Unanimously

D. Operating Budget Adjustments: Q2 2016

- Ms. Debra Giles, Committee Chair

- Adjustments are due to extra revenue from the Province, which will be applied to the year-end results, expected to be close to budget.
- The Board discussed the management of grants and donations, some of which are for specific programs, and the potential impact of how these are reported.

MOVED Ms. Giles, seconded by Ms. Gray, that the Calgary Public Library Board approve the Operating Budget Adjustments as presented in Attachment 1 to the report, Operating Budget Adjustments: Q2 2016, dated July 19, 2016.

Carried Unanimously

E. Review of External Auditor Appointment

- Ms. Debra Giles, Committee Chair

MOVED by Ms. Giles, seconded by Ms. Samuels, that the Calgary Public Library Board approve:

- a. That Deloitte be appointed as the Library's auditor for the 2016 fiscal year, and
- b. That this appointment may continue up to and including the 2017 fiscal year, with annual reviews.

Carried Unanimously

VII. Governance Committee

A. Report of the September 7, 2016 Meeting

- Ms. Shereen Samuels, Committee Chair

- The Committee has almost completed the CEO Compensation Review. The consultant's recommendations will be presented at the October Board meeting.
- The Board recruitment process has produced a slate of excellent candidates to be presented to Council for appointment.
- The Board Handbook has been substantially revised and will be distributed at the November 16 Organizational Meeting.
- The Organizational Meeting will include on-boarding, education, and team-building in a more intentional way.

VIII. Strategy & Community Committee

A. Report of the July 11, 2016 Meeting

- Ms. Judy Gray, Acting Committee Chair

- With feedback from Administration, the Committee is looking at where the Board can best support the Library's goals as advocates, leaders, and learners.

B. Report of the September 12, 2016 Meeting

- Ms. Catherine Angus, Committee Chair

- The Committee discussed detailed reports on the future of Memorial Park Library and on the temporary, pop-up library in Kensington.
- The Master Facility Plan work is underway, and due for submission to The City by year-end.

IX. Calgary Public Library Foundation Board Update

- Mr. Rob Macaulay, Board Representative

Mr. Macaulay gave the following highlights:

- Ms. Judith Umbach has been appointed for another 2-year term.
- The Foundation's revenues are a little under \$2M to date, lower than projections due to current economic conditions. Lower expenditures and cost-saving measures are in effect.
- The Foundation has moved to the Hillier Block in the East Village.
- Much of the money raised is in the form of pledges, and strategies are being investigated to engage donors at different levels. Mr. Macaulay distributed fundraising reporting charts.
- 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.

The Library Board suggested that it would be helpful to further discuss the implications of the Foundation's approach and future plans, and that another public event with a broader target audience might be considered to complement the traditional Bob Edwards Gala. The Board also conveyed their respect for the Foundation's aspirational goals and high degree of fund-raising success.

Mr. Mehta left the meeting during the above discussion, at 6:48 pm.

X. Other Business

A. Motions to reappoint Board members whose terms are expiring

- Ms. Shereen Samuels, Chair, Governance Committee

MOVED by Ms. Samuels, seconded by Mr. Macaulay, that the Calgary Public Library Board recommend to City Council the re-appointment of Debra Giles to the Calgary Public Library Board for a term of 3 years, from November 1, 2016 to October 31, 2019.

Carried Unanimously

MOVED by Ms. Samuels, seconded by Councillor Woolley, that the Calgary Public Library Board recommend to City Council the re-appointment of Judy Gray to the Calgary Public Library Board for a term of 3 years, from November 1, 2016 to October 31, 2019.

Carried Unanimously

B. Approval of Recommendations of Governance Committee on New Board Member Candidates

- Ms. Shereen Samuels, Chair, Governance Committee

Ms. Samuels described the recruitment process, which considered the Board's desire for a youthful and diverse perspective, an understanding of governance, passion for the Library, and the ability to meet the required time commitment. Lengthy discussions were held by the recruitment committee and recruitment firm about expectations and requirements, and the learnings will be applied to future years.

Councillor Woolley queried the published time commitment requirement. The figure is based on current Board commitments, and may be alleviated in the future by opening subcommittees to non-Board members and advocating for changes to The Libraries Act, which stipulates the number Board Members.

The Board expressed its thanks and confidence in the committee's careful selection of a slate of candidates for its new colleague.

The recruitment process is valuable in helping the Board become more thoughtful of its work and requirements for skilled and knowledgeable members. However, the process is time-consuming and expensive, and the committee will recommend some changes.

MOVED by Ms. Samuels, seconded by Mr. Macaulay, that the Calgary Public Library Board approve the recommendations of the Governance Committee on new Board Member candidates, and that these candidates be recommended to City Council for its appointment process.

Carried Unanimously

C. Report of the Board Retreat Planning Committee

- Ms. Judy Gray, Lead, Board Retreat Planning Committee

The Board Retreat has been scheduled for November 18 and 19. It will focus on work in three areas: advocacy, leading and learning. More updates, including pre-readings, will be forthcoming. Other Board Members are encouraged to contribute in suggestions.

D. Wordfest Update

- Ms. Sarah Meilleur, Acting Director, Service Design

Coinciding with the Library's recommendations for the future of the Memorial Park building, an opportunity has arisen to work more closely with Wordfest and provide it with operating support on the second floor of the Memorial Park Library. A partnership between the two organizations will promote the goals of both, and the Library will benefit from Wordfest's expertise in event management, author readings, and social gatherings to animate its library spaces.

Over the summer months, considerable progress was made and key issues were addressed in the resulting Memorandum of Agreement. Board Members expressed the view that more communication on this matter could have been provided and offered congratulations on this new collaboration.

MOVED by Councillor Woolley, seconded by Councillor Farrell, that the Calgary Public Library Board receive the report, Wordfest Update, for information.

Carried Unanimously

E. Staff Engagement

- *Ms. Katherine Cormack, Manager, Marketing & Communications*

The upcoming staff engagement process will help staff understand the Library's strategic planning, develop its capacity for change integration, and become authentic ambassadors to define the Library's brand now and in the future. The Library has engaged CULT Collective, a Calgary-based global marketing engagement consultancy to guide the process.

XI. Adjournment

MOVED by Ms. Samuels, seconded by Councillor Farrell, that the meeting be adjourned at 7:44 pm.

Carried Unanimously

Transcribed by Barb Roberts

Ms. Janet Hutchinson
Chair

Mr. Bill Ptacek
Chief Executive Officer