

Minutes  
**Calgary Public Library Board Meeting**  
2<sup>nd</sup> Floor Boardroom, Central Library  
Wednesday, June 28, 2017  
5:30 pm

**In Attendance:**

**Board**

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

**Regrets**

Councillor Evan Woolley

**Administration**

Mr. Bill Ptacek, Chief Executive Officer  
Mr. Mark Asberg, Director, Service Delivery  
Community Libraries and System Operations  
Ms. Lori Chmara,  
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 Delivery  
City Centre Community Libraries and New Central  
Library  
Ms. Heather Robertson, Director, Service Design

**I. Chair's Opening Remarks**

Ms. Hutchinson respectfully acknowledged that the Board is meeting in the traditional territories of the Blackfoot and the people of the Treaty 7 region in southern Alberta, which includes the Siksika, the Piikuni, the Kainai, the Tsuu T'ina and the Stoney Nakoda First Nations. The City of Calgary is also home to Metis Nation of Alberta, Region III. She welcomed Ms. Rhena Oake of CUPE Local 1169.

**II. Review of Agenda**

MOVED by Ms. Samuels, seconded by Mr. Macaulay, that the Agenda be approved with the following changes:

- A. Addition of Recruitment Update at the end of the Governance Committee Report.
- B. Addition of a brief discussion of Vision, Mission and Values statement to be introduced by Ms. Samuels.

Carried Unanimously

**III. Consent Agenda**

MOVED by Ms. Gray, seconded by Ms. Samuels, that the Consent Agenda, containing the following items be approved as presented:

- A. Minutes of the May 31, 2017 Board Meeting
- B. Chair's Report

Carried Unanimously

#### **IV. Business Arising**

##### **A. Business Arising from the Minutes**

There was no business arising from the Minutes.

##### **B. Advocacy Updates, including ALTA Report**

*–Ms. Judy Gray*

Board Members gave their advocacy updates, which included correspondence with patrons by Ms. Hutchinson, the opening of the Sage Hill Library with Councillor Magliocca attended by Ms. Samuels, the Library's Think Big event with Jay Ingram hosted by Ms. Giles, and the Wordfest Sneak Peak event attended by Mr. Mehta and Ms. Hutchinson. Ms. Gray submitted a written ALTA report in the Board package. The Board discussed the limits of its involvement with ALTA, considering the time investment, how it aligns with Board strategy, and the upcoming changes and unification of ALTA and the Library Association of Alberta (LAA).

Ms. Angus raised the need to refresh the Advocacy Plan. It was suggested that, as the new Strategy Plan process unfolds, its elements could be mapped to the Advocacy Plan.

Ms. Durnford joined the meeting during the above discussion.

#### **V. Strategic Plan**

##### **A. Review of Process (5 minutes)**

*- Mr. Paul Lane, Director, Corporate Services*

Mr. Lane distributed the Strategic Planning Overview as an overall road map of the process. The next deliverable is the Quality of Life Results, coming from the August 15 session with Angie Gélinas.

On the Strategic Planning Overview, the red line indicates the end of the Strategy part of the process, driven by the Board, the beginning of the Operations portion, driven by staff to develop objectives and strategies to achieve the key strategic outcomes.

##### **B. Presentation of Vision, Mission and Values**

*- Ms. Janet Hutchinson, Board Chair*

The Vision, Mission and Values statements were distributed by email in advance, and print copies were distributed at the meeting.

##### **C. August Date for Quality of Life Discussion**

*- Ms. Janet Hutchinson, Board Chair*

Prior to the August 15 session, Ms. Gélinas will meet with the Executive Leadership Team to finalize the retreat approach and pre-work. Opportunities for Board involvement will also be offered to Ms. Gélinas. The session will be held on August 15, from 3:00 to 6:00 pm.

## **D. Discussion of Vision, Mission and Values Statement**

Ms. Samuels opened the discussion by saying that the statement's current definition of inclusion does not reflect the implicit structures of an unlevel playing field. There needs to be an understanding of the implicit social contracts about inclusion, and where inclusion can lead the Library, to avoid the statement's appearance as a well-meaning but empty platitude. The weight of understanding inclusion and turning it into meaningful action is the work of the whole organization. All the words in the inclusion statement need to be intentionally and consensually chosen as values the Library is prepared to act on.

Mr. Ptacek said the Library already incorporates inclusion in most of its actions, and has asked for statement models from The City and other Alberta organizations. He questioned what the Board would envision as a different definition and resulting actions.

Ms. Samuels said the inclusion statement must be robust and clear of intent, providing language to stimulate and to support the Library's actions. For example, there is currently great work being done around Indigenous inclusion and settlement services, but there is no value statement to explain why the Library's resources are being spent in these directions.

Explicit acknowledgement is not possible without deliberate intent and actions to dismantle existing barriers. When the intent is embedded in foundational documents in clear, informed language, it sets boundaries and directions, informs the public what they can expect from the Library, gives staff a vocabulary to explain the Library's actions, and is a powerful aid to the design and delivery of Library services.

A statement of free and open access is passive and does not admit to systemic inequities. Because not everyone will see that the door is open to them, extra efforts are required in marginalized segments to ensure that equitable availability is understood. A strong inclusion statement would add value and clarity to the open access statement.

Councillor Farrell spoke in support of a strong inclusion statement, saying that, unless one listens and learns about inequity, one may not realize that people with diverse perspectives have a need for greater inclusion.

In the spirit of collaboration and education, the Board decided to devote a segment at the start of the August 15 session to further discussion of the inclusion statement. A draft statement will be created and circulated in advance, and the Board was open to the excellent wording suggested by Ms. Samuels in a prior email message. Mr. Macaulay, who will not be able to attend the August 15 session, expressed his support for Ms. Samuels' statement, saying it gives powerful and clear reference for future action. Ms. Samuels and Ms. Hutchinson will create a background document to be given to Ms. Gélinas.

## **VI. Chief Executive Officer's Report**

- Mr. Bill Ptacek, CEO

Mr. Ptacek reported on the American Library Association Conference in Chicago. He congratulated Ms. Hutchinson on her unanimous re-election to the Urban Library Council's Executive Board, at the election that also took place in Chicago. The conference provided an abundance of ideas to follow up on, including statistical analysis software and learnings from a tour of the Chicago Public Library main library and from the Chicago Art Institute. He also

mentioned the celebration of the Community Hub, initiative which was held at the Village Square Leisure Centre earlier today.

**A. Highlight Report – Country Hills Early Learning Project**

- Mr. Mark Asberg, Director, Service Delivery

Mr. Asberg showed slides of the changes at the Country Hills Library. The reading/study area and the children's area have been transposed, giving a better flow to the location and maximizing the potential of both zones. The beautiful study space is attached to the adult area, and provides the community hub aspect of a favourite café by the incorporation of a porous wall between the Library and the piazza. Staff were involved in positive-focused brainstorming sessions to come up with new ideas and activities for making the spaces more operationally creative.

The Board discussed several topics, including the Forest Lawn Library Nature Playground, which will have its official opening on August 10, reasons for the lower number of community programs offered at Country Hills as indicated on the May 2017 Community Library Overview statistics, and the lack of sufficient directional signage on the roadway to indicate the location of the Country Hills Library. A suggestion was made to indicate the International Languages section in other languages on an artistic sign, rather than only in English.

There being no objections, the Calgary Public Library Board received the report, *Chief Executive Officer's Report*, for information.

**VII. Strategy & Community Committee (5 minutes)**

**A. Report of the June 6, 2017 Meeting**

- Ms. Judy Gray, Chair

Ms. Gray said that, because the meeting started late and presentations went over the allotted time, the Committee did not finish their agenda. A suggestion has been brought forward to prioritize the most significant topics by allowing more time for them. This concern will be addressed on the August 1 Committee agenda.

**VIII. Governance Committee**

- Ms. Shereen Samuels, Committee Chair

**A. Report of the May 9, 2017 meeting (Carried Forward)**

Ms. Samuels highlighted the results of the Board time tracking survey. While there is much fluctuation depending on tasks and time of year, the average appears to be 15-20 hours of Board service per month rather than 25, and this will be amended on recruitment documents.

**B. Report of the June 13, 2017 meeting**

The written report includes the discussion leading to the two following recommendations to the Board.

**C. Recommended Addition to Board Bylaw - Opportunities for Volunteers on Board Standing Committees and Ad Hoc Committees**

The Board discussed the reason for item e), which states that prospective volunteers will be screened...in accordance with library practice.” There is a need to allow flexibility in order to incorporate the volunteers into a relevant discussion quickly or to meet urgent Board goals. The clause reflects the non-voting role of the volunteer, which is to complement the Board on a short-term basis. Engagement and onboarding provided for the volunteer role would differ from that provided for the Board Member or employee roles, which entail a different accountability, and would be tailored specifically to the nature and purpose of the volunteer engagement. The spirit and intent of the opportunities for volunteers is well described in the opening statement. After some discussion, the Board decided to add a clear statement that the volunteers cannot constitute meeting quorum.

MOVED by Mr. Macaulay, seconded by Mr. Durnford, that the Calgary Public Library Board approve the addition to the Board Governance Bylaw of Bylaw 5.3 Opportunities for Volunteers on Committees, as presented in the June 28, 2017 Board Agenda, with the following amendment:

Bylaw 5.3, b) Volunteer positions are non-voting, fixed term, and do not make up quorum.

Carried Unanimously

**D. Recommended Addition to Board Governance Bylaw – Remote Attendance**

The Board raised several points, such as the desirability of limiting the number of remote attendees per meeting, monitoring excessive remote attendance by an attendee, and the minimum number of members required to be physically present. Procedural guidelines already exist in the Board Governance Bylaw, and this item will be brought back to the Board with the guidelines attached.

**E. Board Recruitment Updates**

Ms. Hutchinson reported the news from The City Clerk’s Office that the names of additional candidates need to be submitted to Council to accompany the request for this year’s three re-appointments. Every attempt will be made to keep recruitment costs as low as possible.

Ms. Angus, Councillor Farrell, and Mr. Macaulay excused themselves from the meeting after this discussion.

**IX. NCL Liaison Report (5-10 minutes)**

*- Mr. Avnish Mehta, NCL Liaison*

Mr. Mehta recommended that Board Members visit The Foundation’s Library Experience Centre, a space for the community and potential donors to discover floor plans, feature areas, and get excited about the New Central Library. The Foundation’s exterior walking tours are also recommended for a different perspective of the building. The Board discussed the audits conducted on the project by The City Auditor, including previous audits on the project and the upcoming audit on operational readiness. The Library’s biggest change order request to the project is for the full body play experience and millwork changes for the children’s area. Mr. Mehta showed slides of the design renderings. The Foundation is committed to funding this play feature.

The building hand-over to the Library is on target for October 1, 2018, with plans to open to the public on November 1, 2018.

**X. Other Business**

**A. Calgary Public Library's Strategy for the 2017 Municipal Elections**

*- Ms. Heather Robertson, Director, Service Design*

Ms. Robertson explained the rationale and plans for the Library's strategy to connect with municipal candidates prior to the election, positioning the Library as a resource and support for civic engagement. A Library information package will be send to all candidates, and they will be asked to complete a questionnaire to help Library members get to know the candidates better. The questionnaire will be fun, informative and voluntary. The Board contributed some ideas for the questionnaire, and will contact Ms. Robertson if more thoughts come to mind. The Board commended this timely strategy, and Ms. Gray added that the written report was a very thorough outline of the plan.

**XI. Adjournment**

MOVED by Mr. Mehta, seconded by Mr. Gray, that the meeting be adjourned at 7:20 pm

Transcribed by Barb Roberts

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Ms. Janet Hutchinson  
Chair

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Mr. Bill Ptacek  
Chief Executive Officer