

Minutes
Calgary Public Library Board Meeting
2nd Floor Boardroom, Central Library
Wednesday, May 31, 2017
5:30 pm

In Attendance:

Board

Councillor Evan Woolley
Ms. Janet Hutchinson, Chair
Ms. Catherine Angus
Mr. Frank Durnford
Ms. Debra Giles
Ms. Judy Gray
Mr. Rob Macaulay
Mr. Avnish Mehta

Administration

Mr. Bill Ptacek, Chief Executive Officer
Mr. Mark Asberg, Director, Service Delivery
Community Libraries and System Operations
Ms. Elrose Klause, Controller
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

Regrets

Councillor Druh Farrell
Ms. Shereen Samuels

Guests

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 and Ms. Terrill Budd of CUPE Local 1169. She has been conducting mid-term meetings and continues to be impressed by the passion and dedication of Board members.

Mr. Mehta was designated as meeting evaluator. Evaluations will now be done quarterly.

II. Review of Agenda

There being no objections, the Agenda was approved as presented.

III. Consent Agenda

There being no objections, the Consent Agenda, containing the following items was approved as presented.

- A. Minutes of the April 26, 2017 Board Meeting
- B. Chair's Report

IV. Business Arising

A. Business Arising from the Minutes

There was no business arising

B. Advocacy Updates, including ALTA Report

–Ms. Judy Gray

Ms. Hutchinson reported that she and Mr. Ptacek met with Mr. Brad Pickering, Deputy Minister of Municipal Affairs at the Alberta Library Conference (ALC). They asked for an additional \$2M in funding from the province. It is hoped that the Board will be able to meet with Mr. Brian Mason in the near future.

Ms. Hutchinson requested that Board members assist in the social media campaign for Library awareness in the United States and Canada associated with the hashtag #lifelibertylibraries.

Mr. Mehta reported that there was a strong presence of staff and Board members at the Alberta Library Conference, He feels that the bonds between urban and rural library systems are strengthening and the feedback he received was about continuing to foster those relationships.

Ms. Giles praised the excellent support that Board members had received from Ms. Roberts in preparing for and attending the conference.

Ms. Gray reported on ALTA matters. There was a meeting of the Executive on May 18th with a retreat to be held this coming weekend. There was general consensus that the conference went well, but there are some concerns about continuing to meet in Jasper and that discussion will continue at the retreat. Two other important topics on the agenda are unification and inclusion. Unification would see ALTA, LAA, academic and school libraries and the library tech organizations coming together over a two year period. After some discussion, the Board took no position on unification, but agreed that there needs to be transparency, a well-defined process that includes mandates of organizations, enough time to make decisions, communication that is consistent and timely.

Mr. Mehta reported that the meeting between the EPL and CPL Boards went well. Much of the work is being done on an operational level.

V. Strategic Plan

A. Impact of Conversation with Mayor Nenshi and Mr. Jeff Fielding, City Manager

Ms. Hutchinson noted that a good summary was provided in the minutes and that there was a message of constraint, particularly with respect to operating budgets. Ms. Angus added that she had noted that the Mayor had spoken of emerging findings from brain science and the importance of early childhood development and with respect to quality of life for seniors. She noted that the Library has been emphasizing early literacy, but may need to consider refocusing. She also noted the Mayor's thought that the Library should look at easy to access low barrier programs. Ms. Hutchinson stated that she had heard the same message. Councillor Woolley added that he believes that there will be more clearly defined roles as an outcome of the City Charters discussion

In July and this may have an impact on the Library's program delivery. Fiscal frameworks are not currently on the agenda, but may be in the future. Mr. Ptacek responded that much of what the Library does is geared to seniors, but the Library is now focused elsewhere. Seniors are still a big part of the population that the Library serves and the Library is actively looking for ways for all groups to cohabitate. Mr. McIntyre Royston suggested that perhaps MarCom could better highlight all that is currently being done for seniors. The Board concluded the discussion by noting that social isolation is a problem across a number of populations that the Library serves.

VI. Chief Executive Officer's Report

– Mr. Bill Ptacek, CEO

Mr. Ptacek reported that The City's Fair Entry program will be providing services on a part time basis at the Central Library beginning in June. This is in addition to the kiosk currently operating at Village Square. Councillor Magliocca will attend the grand opening of the temporary Sage Hill Library. CMLC and the Library are working on finding a vendor for the New Central Library that will help animate the area. Mr. McIntyre Royston provided the statistic that the smaller projection for visits to the New Central Library in the first year is 3.6 million, which is the equivalent to the number of visitors to Banff.

A. New Central Library Operational Readiness

– Ms. Sarah Meilleur, Director, Service Delivery – City Centre Community Libraries and New Central Library

Highlights of the report and the discussion which followed included:

- Organizationally, the Library was restructured in March to include a City Centre Service Delivery manager. There is now also an Operational Readiness Sub-Committee of the NCL Steering Committee. A transition team within the Library has been created to deal with a spectrum of matters from change management philosophy to locks and signage.
- Security will be an important issue at the New Central Library. Staff and security guards currently circulate amongst City Centre community libraries helping to provide a system perspective. Mr. Durand of City Security will be joining NCL tours in the future.
- A mock-up of the new service points will be available in the fall for staff to trial.
- Staff are being invited on NCL tours to build excitement, to make them comfortable with and to give them a sense of the building.
- Trialing and prototyping continue throughout the system.
- The Library has connected with other systems who have recently opened new central libraries, specifically Burlington and Ottawa.
- Allowing the NCL to be used as a case study for librarians in the academic community was suggested. This would benefit the Library by providing an external viewpoint.
- Anticipating meeting room usage is being looked at since there are only a few in the current Central library and there will be 42 at NCL.
- The Library will need to look at funding any change orders.
- October 1, 2018 is the anticipated date for CMLC to hand the building over to the Library.

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

VII. Audit & Finance Committee

A. Report of the April 20, 2017 Meeting

Ms. Debra Giles, Committee Chair

Ms. Klause reported that the budget continues to meet its target of no decrease and the operating budget is within tolerable variances.

i. Proposed Changes to Risk Review Categories

The Board reviewed and agreed with the changes proposed by the Committee. There was a brief discussion on reporting of security. The Board feels it is important to continue to keep reporting of security incidents at Central separate from community libraries.

MOVED by Ms. Gray, seconded by Ms. Giles, that the Calgary Public Library Board receive the report, *Proposed Changes to Risk Review Categories Follow Up to Meeting of March 23, 2017*, for information.

ii. March 2017 Quarterly Risk Review

Administration reviewed risks and mitigations. Highlights included:

Staff engagement – The Library's numbers are comparable to those in Edmonton who uses the same measures. There has been a significant increase since November 2014. Another survey will be conducted in the fall.

Building visits – There is no change from the same quarter of last year.

New Central Library – There are no emerging issues. Service design and readiness will be reported in the next quarter.

Security

- There are increased numbers of incidents at community libraries.
- The Library is working with the nearby mall and Calgary Transit to help with mitigation strategies at the Nicholls Family Library.
- Guards are receiving Aboriginal awareness training.
- CCTV, monitored by the police and The City, are being installed at Central.
- A new incident reporting system was launched and it is providing good information.

Partnerships – Administration is continuing to look at ways of measuring partnerships. The information provided in the risk register is meant to provoke a conversation.

Mr. Durnford asked if staff would be receiving training in the administration of Naloxone. The Library's procedure is to call 911 in the case of a suspected overdose. The decision has been made at this time for staff not to receive training, City staff and City security staff are also not receiving training.

MOVED by Ms. Gray, seconded by Ms. Giles, that the Calgary Public Library Board receive the *Report of the Audit & Finance Committee, April 20, 2017* for information.

Carried Unanimously

VIII. Strategy & Community Committee

A. Report of the May 2, 2017 Meeting – *Ms. Judy Gray, Chair*

Ms. Gray reported that the report accurately reflects the content and discussions held at meeting which focussed on an update on the Strategic Planning Process and the Asset Management Plan.

There being no objections, the Calgary Public Library Board received the *Report of the Strategy & Community Committee, May 2, 2017* for information.

IX. Governance Committee

A. Report of the May 9, 2017 Meeting – *Ms. Shereen Samuels, Committee Chair*

As Ms. Samuels was absent it was decided to bring forward the Report of the May 9th 2017 Governance Committee meeting at the June Board Meeting.

Ms. Samuels had asked Ms. Hutchinson to bring forward to the Board for discussion and decision the Committee's recommendation to reappoint the three incumbent Board members whose terms are expiring.

All are interested in and eligible for reappointment. After reviewing the quality of their work as Board members, the re-appointee candidates were seen by the Board as excellent choices for reappointment.

The recommended re-appointment term length is 3 years. The recommendation is made to ensure an appropriate balance between renewal and continuity, and takes into account the timing of the expiration of other Board Members' terms.

The City Clerk will be notified by Administration of the Board's recommendation.

MOVED by Ms. Angus, seconded by Ms. Gray, that the three incumbents Board members whose terms are expiring – Mr. Durnford, Ms. Hutchinson and Mr. Macaulay – be recommended for reappointment to City Council.

Carried Unanimously

X. Other Business

There was no other business.

XI. Meeting Assessment Report

Mr. Mehta's only comment was to ask if appropriate amounts of time were being allocated to agenda items as the Board spent greater lengths of time discussing items earlier in the agenda.

XII. Adjournment

MOVED by Mr. Macaulay, seconded by Ms. Giles that the meeting be adjourned at 6:58 pm

Transcribed by Kathryn Nikolaychuk

Ms. Janet Hutchinson
Chair

Mr. Bill Ptacek
Chief Executive Officer