

Minutes  
**Calgary Public Library Board Meeting**  
2<sup>nd</sup> Floor Boardroom, Central Library  
Wednesday, October 25, 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

**Administration**

Mr. Bill Ptacek, Chief Executive Officer  
Mr. Mark Asberg, Director, Service Delivery  
Community Libraries and System Operations  
Ms. Ellen Humphrey, President and CEO, Calgary Public  
Library Foundation  
Ms. Mary Kapusta, Director, Communications  
Ms. Elrose Klause, Controller  
Mr. Paul Lane, Director, Corporate Services  
Ms. Sarah Meilleur, Director, Service Delivery  
City Centre Community Libraries and New Central Library Ms.  
Heather Robertson, Director, Service Design

**Regrets**

Councillor Evan Woolley

**Guest**

Ms. Shelley Youngblut, CEO, Wordfest

**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 Piikani, the Kainai, the Tsuut'ina and the Stoney Nakoda First Nations. The City of Calgary is also home to Métis Nation of Alberta, Region III.

Ms. Hutchinson presented Mr. Durnford with a token of appreciation for his service on the Board, and Board Members conveyed their best wishes. Mr. Durnford expressed gratitude for being part of the Board and regret at having to leave at this time.

Ms. Hutchinson congratulated newly reelected Councillor Farrell, who, along with Councillor Woolley, has been re-appointed to serve on the Library Board until October 31, 2018. Ms. Hutchinson welcomed Ms. Terrill Budd, Chief steward of CUPE Local 1169, and reminded the Board of upcoming events.

**II. Review of Agenda**

The Agenda was approved as presented.

**III. Consent Agenda**

MOVED by Ms. Samuels, seconded by Ms. Giles, that the Minutes of the September 27, 2017 Board Meeting be removed from the consent agenda.

Carried Unanimously

MOVED by Mr. Durnford, seconded by Mr. Mehta, that the Consent Agenda, containing the following item, be approved: Chair's Report

Carried Unanimously

MOVED by Ms. Samuels, seconded by Ms. Giles, that the Minutes of the September 27, 2017 Board Meeting be approved as distributed at the meeting.

Carried Unanimously

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

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

There was no business arising from the Minutes.

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

(carried over from September 27, 2017 meeting) *Ms. Judy Gray*

Board Members gave their advocacy updates. Ms. Giles and Ms. Hutchinson attended the [Urban Library Council Forum](#), which focused on equitable service to diverse groups.

Mr. Macaulay is increasing his awareness of Indigenous issues and recommended two excellent resources: The University of Alberta's free online course [Indigenous Canada](#), and the book *Indigenous Writes: A Guide to First Nations, Métis, and Inuit Issues in Canada* by Chelsea Vowel.

Ms. Hutchinson invited friends to join her on the Foundation's external walking tour of the New Central Library building, and recommended the tour to Board Members.

In addition to her written ALTA report, Ms. Gray said there will be another meeting in two weeks, and distributed information about a symposium hosted by the Public Library Services Branch (PLSB) in partnership with the ALTA in February 2018, entitled [Public Libraries: We're Only Human](#).

##### **V. What It Means to Be a Library Partner Ms.**

*Shelley Youngblut, CEO, Wordfest*

On behalf of Wordfest, Ms. Youngblut expressed gratitude for the Library's ongoing support, and highlighted some of the exciting programs held recently at Memorial Park Library. Partnering with the Library has enabled opportunities for mutual benefits and space animation, promoting authors and events, enhancing the Library's programming and collections, and providing unique experiences to engage the public with books and stories. Wordfest's 4-member staff work closely with the Library's Service Design team. Planning is already underway to reserve authors for the launch of the New Central Library. Following this first year of experimentation, 2018 will involve more strategically planned events. The Board said the partnership has evolved with fantastic results and expressed an interest in presenting to the Wordfest Board in the future.

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

*Bill Ptacek, CEO*

In addition to his written report, Mr. Ptacek noted that visits to Memorial Park Library were up 42% during a period of exciting and unique events. He was pleased to introduce Mary Kapusta, Director, Communications, who will oversee external and internal messaging.

**A. Highlight Report – Engaging Support Workers at the Calgary Public Library**  
*Mr. Mark Asberg, Director, Service Delivery*

Mr. Asberg said that support workers create library spaces that are safe, organized, inviting, inspiring and efficient, to create the best possible experience for patrons. Interviews with support workers elicited a perception that they were dissuaded from interacting with public. Their input on what they wanted to learn, to expand their role in the Library's vision, was incorporated into the Accelerator Week sessions. It is hoped that support workers left the sessions with a better sense of their place in the library system and better equipped to confidently engage with and create a great experience for patrons. This is a big culture shift for the Library that has been well received by staff.

The Board discussed several issues, such as sustainability, the support of supervisors, and the value of diversity among support workers. They were pleased to learn that staff wear name tags that self-identify themselves as fluent in another language. The Board thanked Mr. Asberg for his leadership on this initiative and expressed their confidence that patrons will be appreciative of the results.

**B. Discussion of Chief Executive Officer's Written Report**

The Board discussed the process of moving integrated facilities projects forward with the involvement of several partners, including The City, and commented that it is unfortunate that the YWCA has opted out of the Sage Hill and Thorn-Hill developments.

Mr. Macaulay noted that, currently, it appears that the only formal governance overlap between the Library and the Foundation is on the Foundation Board, which has the Library CEO and two Library Board Members at its table. Mr. Ptacek explained that there are many informal avenues of communication at a staff level to align priorities, workplans and messaging, as well as a formal connection through the budget process. The Foundation CEO also maintains connections by her role on the Library's Executive Leadership Team and attendance at Board Meetings to ensure no unintended consequences arise from the activities of the two organizations.

Ms. Giles mentioned that, while the number of Library programs has increased, the number of participants has remained flat or decreased. Administration is investigating this issue and will report back to the Board.

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 October 19, 2017 Meeting**      *Ms. Debra Giles, Committee Chair*

A small year-end surplus is predicted, with increased revenues from the federal government and from the Foundation offset by increased salaries and operating expenses.

**B. Recommendations to the Board from the Audit and Finance Committee**      *Ms. Debra Giles, Committee Chair*

MOVED by Ms. Giles, seconded by Mr. Macaulay, that the Calgary Public Library Board receive the report, Presentation of Annual Audit Service Plan, for information.

Carried Unanimously

MOVED by Ms. Giles, seconded by Ms. Angus, that the Calgary Public Library Board receive the Controller's report and the Calgary Public Library Board's financial statements for the period ended September 30, 2017, for information.

Carried Unanimously

**VIII. Calgary Public Library Foundation Update**

*Ms. Ellen Humphrey, CEO, Calgary Public Library Foundation*

Ms. Humphrey presented a written report this month, to provide information on a busy interval since the last Foundation Board meeting. She added that 127 windows have already been named by donation in the New Central Library [Windows of Opportunity](#) campaign and explained the recognition levels of this initiative.

**IX. Other Business A. Alcohol and Ice Cream at the New Central Library**

The question of providing alcohol has arisen from negotiations with a café vendor for the New Central Library, which would also provide catering for private rental functions and an outdoor component. The alcohol would be served in dedicated spaces only, physically separate from the rest of the Library, with no integration except for special events. The Board discussed many aspects of this issue, including risk, and gave its assent in principle, entrusting Administration to manage the negotiations so this factor has no negative impact and, in fact, enhances the experience of the new building.

**X. Adjournment**

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

Transcribed by Barb Roberts

---

Ms. Janet Hutchinson Chair

---

Mr. Bill Ptacek  
Chief Executive Officer