

Minutes  
**Calgary Public Library Board Meeting**  
2<sup>nd</sup> Floor Boardroom, Central Library  
Wednesday, January 31, 2018  
5:35 pm

**In Attendance:**

**Board**

Ms. Janet Hutchinson, Chair  
Councillor Druh Farrell  
Ms. Debra Giles  
Ms. Judy Gray  
Mr. Rob Macaulay  
Mr. Avnish Mehta  
Mr. Andrew Rodych  
Councillor Evan Woolley

**Administration**

Mr. Bill Ptacek, Chief Executive Officer  
Mr. Mark Asberg, Director, Service Delivery  
Community Libraries and System Operations  
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**

Ms. Catherine Angus  
Ms. Shereen Samuels

**I. Treaty 7 Opening and Chair's Opening Remarks**

We are gathered here today at a place called Moh'kinsstis, a Blackfoot word that means elbow. The word describes the landscape of what is now known as Calgary, an area where the Elbow River meets the Bow River.

It is in the spirit of respect and truth that we honour and acknowledge Moh'kinsstis, and recognize the traditional territories and oral practices of the Blackfoot people, the Nakota people of the Stoney Nation, the Beaver people of the Tsuut'ina Nation, and the Métis Nation of Alberta, Region Three. This Library is one of 20 libraries across our city built on this traditional land. Finally, we acknowledge all people who make their homes in the Treaty 7 territory of Southern Alberta.

Ms. Hutchinson welcomed three representatives from CUPE Local 1169 who attended as observers.

**II. Review of Agenda**

MOVED by Mr. Rodych, seconded by Ms. Giles, that the Agenda be approved as presented.

Carried Unanimously

**III. Consent Agenda**

MOVED by Mr. Rodych, seconded by Mr. Macaulay, that the Consent Agenda be approved with the removal of the Minutes of the December 6, 2017 Board Meeting, so that the following item remains:

A. Chair's Report

Carried Unanimously

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

##### **A. Approval of the Minutes**

MOVED by Mr. Rodych, seconded by Mr. Macaulay, that the Minutes of the December 6, 2017, Board Meeting be approved with the following revision:

On page 9, under Adjournment, the minutes will read: "MOVED by Mr. Macaulay, seconded by Ms. Gray, that the meeting be adjourned at 7:40 pm."

Carried Unanimously

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

There was no further business arising from the Minutes.

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

*Ms. Judy Gray*

Ms. Gray responded to questions about her written report.

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

*Mr. Bill Ptacek, CEO*

The Board commented on survey results that show 20% of newcomers rely on the Library for information to assist in their relocation, a figure that is significantly high, given the large number of organizations devoted to settlement services. Mr. Ptacek mentioned the Library's four submissions for the Minister's Awards for Excellence in Public Library Service.

Ms. Meilleur distributed a "Current vs New" Central Library fact sheet, which gives comparatives such as square footage, collections, and current/projected annual visits. Marketing & Communications is working on a strategy to encourage even more people to be Library members, and it is expected that 2018 will be an exceptional year in this regard.

Ms. Gray joined the meeting at 6:03 pm, a few minutes into the following discussion.

##### **A. Highlight Report – Staff Engagement Survey Results**

*Mr. Paul Lane, Director, Corporate Services*

Mr. Lane gave a presentation of the staff engagement survey results. The most influential engagement drivers are: professional growth, organizational vision, innovation, and senior leadership. Among these drivers, the Library is well above average ratings in all areas except professional growth, where the Library is below average. The least influential factors are: compensation, information and communication, performance feedback, and work/life balance. Other drivers include customer focus, teamwork, immediate management, and work environment.

Staff appreciate that the organization is more open to new ideas and projects, although the counterpoint is some change fatigue. It is gratifying to see appreciation and support for the

Library's vision. This year, Administration is focusing heavily on ways to improve professional growth opportunities for staff.

The Board discussed the challenges of raising survey participation from the latest 78% rate. These include limited access to a computer, second language issues, lack of privacy, time restrictions during multiple work shifts, and the high number of part-time and substitute employees. It might be valuable to see a break-out of how many respondents are full-time and part-time. The Board was pleased that all results are up from the last survey, and commended Administration for their investment and efforts to increase staff engagement.

There being no objections, the Calgary Public Library Board:

- A. Received the report, *Chief Executive Officer's Report*, for information.
- B. Received the report, *2017 Staff Engagement Survey Results*, for information

## **VI. Audit & Finance Committee**

### **A. Report of the January 23, 2018 Meeting** *Ms. Debra Giles, Committee Chair*

Ms. Giles gave a verbal report of the meeting, which included a review of the Crisis Protocol Plan and a discussion of core services metrics from an Audit & Finance perspective. There was also a lengthy discussion of the in-camera items that have also come forward to the Board for review at this meeting (See Section XII). Ms. Giles asked all Board Members to sign the Related Party Disclosure form, which is a new annual financial reporting requirement.

### **B. Controller's Report for the period ended December 31, 2017** *Ms. Elrose Klause, Controller*

MOVED by Ms. Giles, seconded by Mr. Rodych, 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 December 31, 2017.

Carried Unanimously

### **C. 2018 Operating Budget** *Ms. Debra Giles, Committee Chair*

The Board reviewed the Budget, in which all revenue is fully allocated to expenses for 2018.

MOVED by Mr. Macaulay, seconded by Mr. Rodych, that the Calgary Public Library Board approve the 2018 Operating Budget as presented in Attachment 2 to the cover report, *2018 Operating Budget*.

Carried Unanimously

Councillor Farrell and Councillor Woolley joined the meeting at 6:26 pm, during the discussion of the above item.

## **VII. Strategy & Community Committee**

### **A. Report of the December 5, 2017 Meeting** *Mr. Robert Macaulay, Committee Chair*

This report describes the discussion at the December 5 meeting, for the Board's information.

### **B. Results of 3rd Quarter 2017 Strategic Scorecard** *Mr. Robert Macaulay, Committee Chair*

It was noted that the Library was not meeting its target number for new memberships. A new scorecard format is being developed for future use. The circulation figures reflect the current gap in entertainment material that is not yet covered by streaming services. The intent of the scorecard is to measure and drive goals, with several measures being lead indicators.

### **C. Report of the January 9, 2018 Meeting** *Mr. Robert Macaulay, Committee Chair*

This report describes the discussion at the January 9 meeting, which included a Strategic Plan Update.

### **D. New Central Library Operational Readiness** *Mr. Robert Macaulay, Committee Chair*

At its January 9 meeting, the Strategy & Community Committee reviewed an earlier version of this report on progress towards the NCL opening day. It is the first in a series of reports that will touch on background, change management, key metrics, and timelines. The Committee's recommended changes to the report are included in the updated version in the January 31, 2018 Board Agenda package.

There being no objections, the Calgary Public Library Board received the report, New Central Library Operational Readiness, January 31, 2018, for information.

### **E. Board Retreat** *Mr. Robert Macaulay, Committee Chair*

Planning for the Retreat continues to coalesce topics, timing and the NCL tour. The agenda will be finalized at the February Committee meeting and distributed to the Board at its February 28 meeting. Pre-readings will be sent several days before the Retreat.

## **VIII. Governance Committee**

In Ms. Samuels' absence, Mr. Mehta presented the Governance Committee reports.

### **A. Report of the December 13, 2017 Meeting** *Mr. Avnish Mehta, Committee Member*

This report was included for the Board's information, with the main topics being the Board Self-Evaluation results, and the succession plan for the CEO.

**B. Results of CPL Board Effectiveness Survey 2017**

*Mr. Avnish Mehta, Committee Member*

On behalf of the Governance Committee, Mr. Mehta strongly emphasized that if any Board Member has concerns about the Board's operation, especially as it pertains to adherence to the Board Procedure Bylaw, it behooves that Member to come forward to enable an effective discussion.

**C. Report of the January 10, 2018 Meeting**

*Mr. Avnish Mehta, Committee Member*

This meeting focused on the CEO Annual Review Process and the Crisis Protocol Plan for the Office of the CEO.

**D. Crisis Protocol Plan**

*Mr. Avnish Mehta, Committee Member*

The Board made a few minor suggestions to the plan, and received it for information.

**IX. Calgary Public Library Foundation Update**

*Mr. Avnish Mehta, CPL Board Representative*

Further to the written report, Mr. Mehta reported on a wonderful new gift of \$1million from The Arthur J.E. Child Foundation. The Board was very pleased and commended the staff of The Calgary Public Library Foundation for their efforts to facilitate this donation.

Mr. Mehta added that the Foundation is working very hard to close on any available opportunities between now and the NCL opening. The next Foundation Board meeting will be held on February 20. The Library Board requested that the presentation of results graphs be resumed. There was a brief discussion about reserving a portion of naming opportunities, without a monetary endowment, to commemorate individuals who have made positive contributions to Calgary. A question was raised about whether any features of the New Central Library would be considered exempt from naming. The Board asked Mr. Mehta to bring these topics to the Foundation for future consideration.

MOVED by Mr. Mehta, seconded by Ms. Gray, that the Calgary Public Library Board approve the naming of the Arthur J.E. Child Business Library in the New Central Library, and the Arthur J.E. Child Careers & Small Business Programs in *Library Connect*, in recognition of a major gift.

Carried Unanimously

**X. New Central Library Liaison**

**A. Update on New Central Library Project**

*Councillor Evan Woolley and Ms. Debra Giles*

At this point, the project is under budget and no contingency funds have been used. Some elements of the Indigenous Placemaking feature will be in place for opening day, and others will evolve in later stages. The Board discussed the clean-up of adjoining streets and sidewalks that will take place in the summer, the routes that people will follow from parkades or the C-Train

station to the Library, and the interesting commercial interface. They were pleased and confident about the progress of the project.

## **XI. Other Business**

### **A. Board Attendance at Alberta Library Conference (ALC) in Jasper, April 26-29**

*Ms. Janet Hutchinson, Chair*

Ms. Hutchinson called upon Board Members to attend the ALC conference if possible. The Board is a gold sponsor of this provincial learning and networking event.

## **XII. In Camera Items**

### **A. Motions**

MOVED by Mr. Mehta, seconded by Ms. Giles, that the Calgary Public Library Board move in-camera to discuss the In-Camera Items section of the Agenda, in accordance with Section 21(1)(b) of the Freedom of Information and Protection of Privacy Act.

Carried Unanimously

All the Board and Administration attendees, including the Minute-Taker, were allowed to attend the in-camera part of the meeting.

MOVED by Mr. Macaulay, seconded by Ms. Giles, that the Calgary Public Library Board rise and report.

Carried Unanimously

MOVED by Mr. Macaulay, seconded by Mr. Rodych, that the Calgary Public Library Board agree that the in-camera portion of this meeting, including minutes, become part of the public record at the February 2018 Library Board meeting, after The City of Calgary Audit report on New Central Library Readiness is taken to The City of Calgary Audit Committee on February 13, 2018.

Carried Unanimously

### **B. Minutes of In-Camera Discussion, Made Public After February 13, 2018**

The following minutes have been made public after The City of Calgary Audit report on New Central Library Readiness was taken to The City of Calgary Audit Committee on February 13, 2018.

#### **1. City of Calgary Audit on New Central Library Operational Readiness**

The third and final audit on the NCL project focused on assessing the Library's readiness to assume responsibility for the New Central Library. It provided three recommendations relating to monitoring and assessment:

1. The inclusion of more detailed metrics regarding training within the overall Move and Change management plan. This has been completed by Administration.
2. An adjustment to the Risk Register to focus on Priority 1 Plan for Innovation projects.
3. An adjustment to the Risk Register to adjust the metrics for Incidents at Community Libraries/Central Library to account for the anticipated growth in visits and provide a more accurate context of a welcoming and safe library environment.

The Board discussed several aspects of the audit, which had also been examined in depth at the January 23 Audit & Finance Committee meeting. The Board congratulated staff for a clean and successful audit, with only the three recommendations.

There being no objections, the Calgary Public Library Board received the report, City of Calgary Audit on New Central Library Operational Readiness, for discussion and information.

## **2. December 2017 Quarterly Risk Update**

The Board discussed the Risk Register, focusing on the following two areas, which have been modified to reflect The City of Calgary Audit recommendations: 1) the delivery of service/programs risk measurement; and 2) the measurement of security incidents. The Board agreed with the suggested changes to the risk register.

Ms. Meilleur mentioned that, as part of the security contract, security guards will receive training to administer intranasal naloxone as a part of a comprehensive first aid strategy and a response to a community-wide crisis. This is reflective of practices and policies of other North American public libraries.

There being no objections, the Calgary Public Library Board received the report, December 2017 Quarterly Risk Update, for discussion and information.

## **XIII. Adjournment**

MOVED by Mr. Rodych, seconded by Mr. Mehta, that the meeting be adjourned at 7:40 pm.

Transcribed by Barb Roberts

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Ms. Janet Hutchinson  
Chair

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Mr. Bill Ptacek  
Chief Executive Officer