

Minutes
Calgary Public Library Board Meeting
2nd Floor Boardroom, Central Library
Wednesday, May 30, 2018
5:30 pm

In Attendance:

Board

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

Regrets

Mr. Avnish Mehta
Ms. Shereen Samuels
Councillor Evan Woolley

Others

Ms. Elsa Gee, CUPE Local 1169
Ms. Terrill Budd, CUPE Local 1169

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

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 Ms. Elsa Gee and Ms. Terrill Budd from CUPE Local 1169.

II. Review of Agenda

MOVED by Ms. Giles, seconded by Mr. Macaulay, that the Agenda be approved with the addition of Engagement of Recruitment Firm under the Governance Committee report.

Carried Unanimously

III. Consent Agenda

MOVED by Mr. Macaulay, seconded by Ms. Giles, that the Consent Agenda, containing the following items, be approved as presented:

- A. Minutes of the April 25, 2018 Board Meeting
- B. Chair's Report

Carried Unanimously

IV. Business Arising

A. Business Arising from the Minutes

There was no business arising.

B. Advocacy Updates, including ALTA Report

1. ALTA

Ms. Gray reported that the June ALTA Retreat was cancelled because of an inability to achieve quorum and an agenda has not yet been issued for the June 4 meeting. Given the CPL Board's small size and heavy workplan, discussion will occur at the June meeting as to the Board's future role in ALTA.

2. Board Buddies

The following Board Members volunteered to be the Board Buddies for the unassigned libraries:

- Nose Hill Library – Ms. Gray
- Quarry Park Library – Mr. Rodych

3. Other Advocacy Updates

Ms. Hutchinson reported that Anthony Lemphers, Assistant Deputy Minister, Corporate Strategic Services, and Diana Davidson, Director, Public Library Services Branch, will visit Calgary Public Library on June 1, following up on an invitation to tour the New Central Library site and discuss the Library's key priority programs.

V. Chief Executive Officer's Report

Mr. Bill Ptacek, CEO

Mr. Ptacek highlighted a special dedication event at the Alexander Calhoun Salon at Memorial Park Library on August 2 that will honour the life and legacy of Dr. Calhoun. He also mentioned the various elements of the Ultimate Summer Challenge, the Library's largest program for kids, teens and families across the city.

At the May 14 SPC on Community and Protective Services Civic Partner presentations, the entire Board attended in a show of support, which was much appreciated by Library staff and by Council Members.

**A. August 18: Love Your Library Day:
A community engagement and membership promotion**
Ms. Mary Kapusta, Director, Communications

Ms. Kapusta gave a presentation on the August 18 Love Your Library Day, a city-wide call to support the Library and to thank members. It will consist of 20 open houses for the public to discover different features and services at the Library, and will place a strategic focus on communities before the New Central Library opening, as well as generate new members. She shared initial ideas for the marketing campaign that will be launched on July 17, and highlighted some of the elements of Love Your Library Day, which include behind-the-scenes tours, interactive games, and special storytimes featuring local influencers. More information, including how the Board can participate, will be forthcoming. Ms. Kapusta also distributed the new Welcome to the Library brochure that is given out with new memberships and can be used as an external promotional item.

There being no objections, the Calgary Public Library Board received the report, *Chief Executive Officer's Report* and the *Highlight Report – August 18: Love your Library Day: A community engagement and membership promotion*, for information.

VI. Strategy & Community Committee

A. Report of the May 1, 2018 Meeting
(based on draft unapproved minutes)
Mr. Rob Macaulay

Mr. Macaulay reported that the meeting was attended by the Board's two Councillors to advise on how to successfully shepherd the capital planning process. An annual report will be brought forward to show how the Library's growing outreach is tracked, which may be useful for various purposes. The Collections Report provided an informative snapshot of how collections are changing and updated statistics are available on the Board portal. The quarterly report on strategic outcomes show everything in good shape, with bona fide efforts being made to meet the membership goal. The Strategic Plan will be undergoing a new submission process at The City, following its approval by the Board.

VII. Governance Committee

A. Report of the May 9, 2018 Meeting
(based on draft unapproved minutes)
Ms. Debra Giles, Committee Member

Ms. Giles presented the report in the absence of Ms. Samuels.

B. Open Discussions at Board Level
Ms. Deb Giles, Committee member

A summary report and recommendations on areas of issue within Board self-evaluation was provided for review and further analysis. The following are highlights of the Board's discussion:

- The area of most concern is that the Board follows its bylaws, policies and code of conduct.

- Several Board Members commented that debates already appear to be frank, open and constructive.
- Board Members should feel free to bring up conflicting views in an atmosphere of collaboration and teamwork without obligation or chastisement.
- Chairs must ensure full engagement and opportunities to participate on important issues, and strive to utilize members' interests, skills and experience to best of their ability
- Generative discussion should take place at each Board meeting.
- Reports from Administration should show strategic indications to facilitate Board assessment.
- Board Members may want more development from their board service, a topic that could be addressed at the Organizational Meeting.
- Future surveys should have a rule that any negative response requires an explanatory comment to help the Committee evaluate the issue for remedial action.
- The two survey questions asking if Board Members are well prepared and understand their roles should be removed from the survey since they are not germane.

Action Item	Person Responsible	Timeline
Governance Committee to consider follow-up survey	Ms. Samuels	June Committee meeting
Topic for June Board Meeting: Generate topics for future generative discussions	Ms. Hutchinson	June Board meeting

C. Resignations and Reappointments

Ms. Janet Hutchinson, Board Chair

Ms. Hutchinson reported that all Board Members unanimously supported the following motion.

MOVED by Ms. Gray, seconded by Mr. Rodych, that the two incumbent Board Members whose terms are expiring – Mr. Mehta and Ms. Samuels - be recommended for reappointment to City Council.

Carried Unanimously

D. Engagement of Recruitment Firm

Ms. Hutchinson reported that she, Mr. Macaulay, and Ms. Giles, who have agreed to work together on the recruitment process, met on May 28 to review the 7 RFP responses. They recommend the selection of Pekarsky & Co, on the bases of the firm's experience, local reach, and reasonable price.

MOVED by Ms. Giles, seconded by Ms. Gray, that the Calgary Public Library Board support the appointment of Pekarsky & Co for a term of 2 years, with the opportunity to extend the appointment for an additional 2 years if desired.

Carried unanimously

Ms. Hutchinson asked for suggestions on desirable traits in Board candidates, in preparation for the initial meeting with the recruitment firm, and Board Members submitted ideas. Further comments can be directed to her, Mr. Macaulay or Ms. Giles.

The Board suggested that gaps could be discovered by reviewing the current skills matrix and the expertise of the recently resigned Board Member. They raised the cautions of avoiding a

conformational bias, expecting one member to represent an entire cohort, and over-emphasizing governance experience. The Board raised the issue of Chair succession planning as an aspect of recruitment. All Board Members have been recruited for their leadership qualities and could serve as Board Chair, so it is not necessary to add this specific aspect to the process.

VIII. New Central Library Liaison

Ms. Deb Giles and Councillor Evan Woolley, NCL Liaisons

Ms. Giles reported on the construction progress, which includes work on the adjacent sidewalks and streets, relocation of utilities, and the removal of scaffolding from the entry. Furniture, equipment and shelving deliveries are beginning and expected to be on schedule. The external signage design is being finalized. The project is on budget and on track for the September 15 handover to the Library.

Ms. Meilleur reported on operational readiness. The lease is in process through The City departments and Council. The Grand Opening Committee is working on plans for the November 1 Opening Day, including conversations with Calgary Transit, and identification of key stakeholders and messages. The Board discussed the possibility of reputational risk associated with the current building once it is vacated by the Library. The building belongs to The City of Calgary, and plans for its use have not been announced.

IX. Strategic Plan presented for Board Approval

Mr. Paul Lane, Director, Corporate Services

Mr. Lane distributed print copies of the revised Library Strategy Responses to the Quality of Life Results which incorporated changes requested by Ms. Samuels. The Board reviewed the revisions and the entire draft Strategic Plan. The priority areas under each of the Results are ordered progressively, with a supporting sequential narrative. The Board decided to approve the Strategic Plan in principle, with the following wording changes to be made to the final document:

- Result 1, Strategy Response: Remove words: “for people”
- Result 1, The 3 priority areas: Reorder as: A. Inclusion; B. Reconciliation; C. Connection.
- Priority A, Reconciliation text: Reduce sentence length for clarity and ease of understanding.
- Priority B, Inclusion text: Wording to be revised to improve clarity.

MOVED by Councillor Farrell, seconded by Mr. Macaulay, that the Calgary Public Library Board approve the Strategic Plan 2019-2022 attached to the May 30, 2018 Board agenda in principle, with wording changes to come back to the Board for information.

Carried Unanimously

X. Foundation Report

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

In addition to her written report, Ms. Humphrey reported on a gift for an NCL meeting room by Field Law, which will also purchase an NCL window and support the Bob Edwards Gala once again. She thanked Library Board Members for attending the Foundation’s Annual General Meeting. She highlighted the June 21 Planned Giving Information Evening at the Nicholls Family Library, which may be of interest to Board Members and their networks. She distributed the Add-In Campaign Summary as of May 23, 2018, including 2 charts.

XI. Other Business

A. eBook Advocacy and Copyright Act Review

Ms. Heather Robertson, Director, Service Delivery

Ms. Robertson said that this issue is the subject of cross-Canada consultations by The Canadian Federation of Library Associations to ensure that it is included in the Copyright Act review process, and the support of local Library systems is an important advocacy aspect.

MOVED by Ms. Gray, seconded by Mr. Rodych, that the Calgary Public Library Board support the inclusion of Fair Pricing for eBooks as a topic for discussion and consideration within the review process of the Canadian Copyright Act.

Carried Unanimously

B. External Signage at the New Central Library

Further to the New Central Library Liaison report, Mr. Macaulay voiced his objection to the proposed design of the external signage. He stated that it is important that the external signage clearly indicate to the public that the building is the Calgary Public Library, that it preferably show the Library logo, and that the external signage should not be complicated with a display of funding framework.

MOVED by Mr. Macaulay, seconded by Ms. Gray, that the Calgary Public Library Board ask Councillor Farrell to:

1. Approach The City of Calgary with the Board's concerns regarding the external signage on the New Central Library, which are:
 - a. The Board's wish to retain the Library logo
 - b. The Board's wish to remove the words "In Partnership with The City of Calgary", with the understanding that other ways of educating the public can be pursued.
2. Report back to the Board with the available options.

Carried Unanimously

XII. Adjournment

MOVED by Mr. Rodych, seconded by Ms. Giles, that the meeting be adjourned at 7:50 pm.

Carried Unanimously

Transcribed by Barb Roberts

Ms. Janet Hutchinson
Chair

Mr. Bill Ptacek
Chief Executive Officer