

**Approved Minutes
Calgary Public Library Board Meeting
Boardroom 0-11, Central Library
Wednesday, November 27, 2019
5:30 pm**

In Attendance:

<p><u>Board:</u> Mr. Avnish Mehta, Chair (Teleconf.) Ms. Shereen Samuels, Vice-Chair Ms. Haritha Devulapally (Teleconf.) Ms. Janet Hutchinson Mr. Rob Macaulay Mr. Andrew Rodych Ms. Sandy Gill Ms. Jocelyn Phu</p> <p><u>Regret:</u> Councillor Druh Farrell Councillor Evan Woolley</p>	<p><u>Administration:</u> Mr. Mark Asberg, Chief Executive Officer Ms. Tracy Johnson, CEO, Calgary Public Library Foundation Ms. Mary Kapusta, Director, Communications Mr. Paul Lane, Director, Corporate Services Ms. Sarah Meilleur, Director, Service Delivery Ms. Heather Robertson, Director, Service Design</p> <p><u>Guests:</u> Ms. Terrill Budd, Chief Steward, CUPE Ms. Elsa Gee, President, CUPE Ms. Kathleen Nickel, Secretary for 1169, CUPE Mr. Dustin Withers, CUPE National Representative</p>
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I. Treaty 7 Opening

Ms. Meilleur acknowledged that 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 Nakoda 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 21 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.

II. Chair's Opening Remarks

Mr. Mehta welcomed all to the Board meeting, including several members of the Calgary Public Library team in attendance.

Mr. Mehta provided condolences on behalf of the Board to Mr. Macaulay on the passing of his wife and widely admired community advocate, Cheri Macaulay.

As Mr. Mehta was joining by teleconference, Ms. Samuels chaired the rest of the meeting.

III. Review of Agenda

MOVED by Ms. Hutchinson, seconded by Ms. Phu, that the Calgary Public Library Board approve the Agenda for the November 27, 2019 Board Meeting as presented, with the addition of the following agenda item:

- A. Ms. Samuels asked to remove agenda item X., Governance Committee, as no meeting has taken place since the last Board meeting of October 2, 2019, and thus there is no information to bring to the Board.

Carried Unanimously

IV. Consent Agenda

MOVED by Ms. Gill, seconded by Mr. Macaulay, that the Calgary Public Library Board approve the amended Consent Agenda, containing the following items:

- A. Minutes of the October 2, 2019 Board Meeting, Ms. Hutchinson and Ms. Giles were not present at the meeting and are to be deleted from the attendee list; it should be noted Ms. Samuels moved to have the meeting adjourned.

Carried Unanimously

V. Business Arising

- A. **Business Arising from the Minutes of the October 2, 2019 Board Meeting and November 13, 2019 Board Organizational Meeting.**

None.

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

The next ALTA meeting is scheduled for November 28 and will be the last one of the year. As no meeting has taken place since the last Board meeting, an update will be provided at the January 2020 Board meeting.

- C. **2019-2020 Board and Committee Meetings Schedule**

Ms. Hutchinson noted that currently the October meeting is not showing on the schedule, and suggested this meeting be left on the schedule, even if tentative. The revised 2019-2020 Board and Committee Meetings schedule was approved pending this change.

VI. Chair's Report

Mr. Mehta provided a brief update. The focus over the last few weeks has been the continuation of meetings with City Councillors in which he and Mr. Asberg have been participating. Councillors have provided positive feedback about the libraries, as many are Library users and hear about the Library from constituents. Councillors have also been providing information about the larger context of current budget deliberations and have been asking questions about the impact of budget reductions on the Library's operations and services.

VII. Operational Update

Mr. Asberg provided an overview of the operational update provided to Board members. The good news is the provincial funding grant for public libraries was not cut. We do not have any information yet with regards to the City budget, and as the Library is still 80% municipally funded any reduction will have an impact on frontline service.

Mr. Asberg shared information on Benchmarking of total operating funds for municipal, provincial and urban public library systems. Numbers point to the fact that we have a lean operation at the Calgary Public Library, but despite this we are still successful in our programming and operations. It was asked if we can rely more on funds raised by the Calgary Public Library Foundation. While this funding allows us to enhance and expand the programs and experiences we provide, it cannot replace the operating grants we receive from government sources. A question was asked if the timing of the provincial funding payments is the same as previous years. Mr. Asberg stated it is not, due to the fact we received 50% of the funding earlier in the year and will get the other 50% by the end of the year. Mr. Lane assured the Board that a contingency plan is in place if there is any delay in receiving the provincial grant before the end of the fiscal year. As budget cuts have already impacted the Library, planning discussions already took place at the end of the June and evolved into planning discussions this fall for next year's budget preparation.

Mr. Asberg shared geographical data that indicates where Central Library users reside. The data confirms that users come to from every area of the city, with representation across all wards. This includes the use of meeting rooms at Central. It was asked whether we could identify how many non-profit versus business organizations book space at the Central Library. Ms. Meilleur has data on events bookings and can follow up on this. A suggestion was made that it might be a good idea to display this Central Library user information in a physical way in the libraries once finalized.

Mr. Asberg noted that lower operational numbers reflect budget uncertainty and the overall reduction in programming and outreach.

Ms. Robertson provided an update on upcoming events. There are several important upcoming Indigenous programs that were made possible by funding from the Province of Alberta and Suncor.

The Library will be hosting an Indigenous Languages Day at Central Library on Saturday December 14. This day will mark the official opening of the Indigenous Languages Resource Centre and include the Treaty 7 Book Launch, featuring 12 children's books written in Treaty 7 languages.

The Library will be hosting an artist talk on Thursday, December 12 from 6:00 – 8:00 pm highlighting the five Indigenous artists that have contributed Indigenous Placemaking art at three locations this year. The installations include:

- An interactive augmented reality mural created by Jesse Gouchey, Tanisha Wesley, and Autumn Whiteway in the Teen Centre at Central.
- Metal pictographs of the Blackfoot language sculpted by Adrian Stimson on Level 2 at Central.
- A story robe, or winter count, at Forest Lawn Library, created by Rodney Big Bull, that recounts the tragedy of the Baker Massacre.
- A skylight mural depicting Blackfoot stories by Lauren Monroe is accompanied by traditional dance regalia handcrafted by Treffrey Deerfoot at Signal Hill Library.

In response to a question on Indigenous library cards, Mr. Asberg noted these will be launched December 1 via a special event that will take place and then will be available throughout the Library system afterwards. The story on the Indigenous Library cards will be on the Calgary Public Library website.

VIII. Audit and Finance Committee

A. Report of the October 22, 2019 Meeting

Mr. Rodych gave an update on the Audit and Finance Committee. The 2019 Audit Plan was reviewed with Deloitte. This year's plan was in line with those from previous years. A question arose when the Committee went to approve the plan: can the Audit Committee approve the Audit Plan on its own, or should it be recommended to the Board for approval.

Ms. Gill noted only the Board can approve the Audit Plan, unless the committee mandate clearly outlines that Audit and Finance can approve it.

It was agreed that the Audit and Finance Committee would review the mandate and propose changes to the wording surrounding the Audit Plan, to allow it to be approved at the Committee level, and bring draft changes back to the Board for approval. In the meantime, the Board will motion to approve the 2019 Audit Plan.

A question was raised as to the reasoning for the audit risk management override of controls being listed on the Audit Plan. Mr. Rodych noted this is listed as a due diligence checkbox for Deloitte, which is assessed during an audit to ensure there is no override by management. This will be included on all audit plans for the Library going forward.

Mr. Rodych reviewed the Controller's report and financials. Overall the Library's net assets are in a favorable position. A suggestion was raised on incorporating ratios as part of the report. It was noted some ratios do not apply, or are difficult to apply, to non-profits, but could be useful to the narrative of the financial health of the organization. The idea can be explored at a Committee level, and possibly be added to the Audit and Finance workplan.

The Committee reviewed the Risk Register at the last meeting and were overall happy with the mitigations and work underway. Opportunities to improve the Risk Register going forward were explored, mainly pertaining to the Finance section. It was proposed to replace the Operating Fund Forecast measure with the Change in Net Financial Asset measure. There was also some discussion on improving the Change in Capital Assets measure, however in the absence of an attractive alternative, the decision was made to keep this measure as is, with the inclusion of additional text regarding the limitations of the current measure given that the Library does not own most of the buildings it operates. Questions were raised surrounding the ability of the assets to support delivery of services; despite who owns the asset, does this still not present a pointed measure of risk to delivery service? It was agreed that this is correct, and that is why this remains an important metric.

MOVED by Mr. Macaulay, seconded by Mr. Rodych, that the Calgary Public Library Board approve the 2019 Audit Plan.

Carried Unanimously

MOVED by Mr. Rodych, seconded by Ms. Hutchinson, that the Calgary Public Library Board receive the Controllers' Report for the month ending September 30, 2019.

Carried Unanimously

MOVED by Mr. Macaulay, seconded by Mr. Rodych, that the Calgary Public Library Board receive the September 2019 Risk Register Update for information.

Carried Unanimously

IX. Strategy and Community Committee

A. Report of the October 24, 2019 Meeting

Ms. Hutchinson provided a review of the Strategy and Community Committee report on behalf of the Committee. The Q3 Strategic Scorecard Update was reviewed and included a year-over-year measure and extended history timeline, which provided enhanced context to the information being reviewed. Outreach activities were showing a negative value, partly as result of the midyear budget cuts and partly due to time of the year.

Ms. Poonja provided an overview of the Library Volunteer Program. Mr. Kayden Ruda, one of the Library's youth volunteers, was recently the recipient of the Western Legacy Award, and congratulations go out to him.

It was noted that while our Volunteer Program is exceptionally successful, volunteers still require the expertise and support of our highly-trained staff. Providing volunteer opportunities also supports our strategic plan by involving community.

X. Calgary Public Library Foundation Update

Ms. Johnson provided a Foundation update. The Foundation Board held their first meeting of the year last week, and Ms. Johnson noted they are now entering their busiest time of the year. The Windows of Opportunity campaign is now closed and raised \$1M in total with 2600+ inscriptions created. Ms. Johnson noted the Foundation will be hosting additional pop-up stores for the holiday season, including at Central Library.

A Meet and Greet was recently held with Mr. Asberg and Ms. Johnson for the Foundation's major donors. A suggestion was made to Ms. Kapusta to launch a bookmark series featuring notable community leaders, similar to the bookmarks the Foundation made to recognize its previous board chair, Pat Moore.

A question was raised regarding engaging Councillors as influencers for the Library. It was noted that city Council is regularly invited to major Library events, and Mayor Nenshi and several of the Councillors have also led special storytimes within community libraries.

Clarification was made with regards to the appointment of the Calgary Public Library Board representatives for the Calgary Library. Ms. Hutchinson will be the Chair representative, and Ms. Samuels will be the Calgary Public Library representative.

XI. Other Business

Due to recent budget uncertainty, there was discussion around how to better share the value of the Library with the public. Mr. Macaulay noted the impact of impressive facts and figures to demonstrate the scale of the Library's impact on Calgarians and Ms. Kapusta agreed that it is something to keep in mind for 2020 planning.

It was suggested it may be of benefit to highlight that budget cuts not only impact the Library but also impact partner organizations. Library partners were among the first to notice the impact of previous budget reductions, and while the Library's provincial funding is secure, many partner organizations received reductions. Mr. Asberg stated we may see our role expanding in certain areas as we support partners grappling with budget cuts, but this will become clearer in 2020.

XII. In Camera

MOVED by Ms. Phu that the Calgary Public Library Board move In Camera.

Carried Unanimously

MOVED by Ms. Hutchinson, seconded by Ms. Samuels, that the Calgary Public Library Board Rise Without Reporting.

Carried Unanimously

XIII. Adjournment

MOVED by Ms. Gill, seconded by Ms. Phu, to adjourn the meeting at 7:35 pm.

Transcribed by Donna Yazlovasky

Mr. Avnish Mehta
Chair

Mr. Mark Asberg
Chief Executive Officer