

Approved Minutes

Calgary Public Board Library
Central Library, 0-11 Boardroom
Wednesday, January 29, 2020
5:30 pm

In Attendance:

Board:	Administration:
<ol style="list-style-type: none">1. Mr. Avnish Mehta (Chair)2. Ms. Janet Hutchinson3. Ms. Jocelyn Phu4. Mr. Andrew Rodych5. Ms. Shereen Samuels6. Mr. Rob Macaulay7. Ms. Sandy Gill8. Ms. Haritha Devulapally9. Councillor Druh Farrell10. Councillor Evan Woolley	<ol style="list-style-type: none">1. Mr. Mark Asberg, CEO2. Ms. Mary Kapusta, Director, Marketing and Communications3. Mr. Paul Lane, Director, Corporate Services4. Ms. Heather Robertson, Director, Service Design5. Ms. Sarah Meilleur, Director, Service Delivery <p>Guest:</p> <ol style="list-style-type: none">1. Elsa Gee, CUPE2. Michelle Nolan, CUPE3. Member of the Public
<p>Regret: NA</p>	

I. Treaty 7 Opening

Ms. Gill respectfully acknowledged that the Committee is meeting 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 honor 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. Chairs Opening Remarks

Mr. Mehta welcomed representatives from CUPE and the public.

III. Review of Agenda

MOVED by Ms. Hutchinson and seconded by Mr. Macaulay that the Calgary Public Library

Board approve the agenda for the January 29, 2020 meeting with an additional **MOTION** from Mr. Rodych for A&F Committee Mandate.

Carried Unanimously

IV. Consent Agenda

MOVED by Mr. Macaulay and seconded by Ms. Samuels that the Calgary Public Library Board approve the consent agenda, containing the following items as amended:

- A. Minutes of the November 27, 2019, Calgary Public Library Board Meeting. Mr. Macaulay asked that we identify the public attendees in the minutes as members of the public.
- B. Ms. Phu to be included in the attendance as present.

V. Business Arising from Minutes

1) NONE

2) Advocacy Updates, including ALTA Report.

Ms. Phu stated that the January meeting was postponed and asked the Board to visit the new ALTA website. The ALTA Awards is open and accepting submission for Library Board or Outstanding Trustee.

3) Nodes Annual Meeting

The Library CEO, and Board member Rob Macaulay on behalf of the Board Chair, took part in the Provincial Network Nodes Meeting in Edmonton, hosted by Public Library Services Branch of the Ministry of Municipal Affairs. CEOs and Board representatives representing almost all libraries in Alberta were in attendance. The Minister of Municipal Affairs, the Honourable Kaycee Madu, was present for part of the meeting and spoke about the importance of public libraries in our communities.

The meeting was an opportunity to share developments in Calgary with the Minister, Deputy Minister, Assistant Deputy Minister, and other Library systems. Updates provided by Calgary included our work with educational institutions to leverage our combined resources and collaborating with Indigenous communities to launch the Indigenous Languages Resource Centre.

The meeting was also a chance to reconnect with Library leaders across the province and discuss the province-wide transition to a new interlibrary loan system, among other issues and developments of interest to public libraries across Alberta.

TAL provincial interlibrary loan software will be replaced on February 10, 2020, by Relais and will see an impact on deliveries for interlibrary loans. Public Library Services Branch (PLSB) is leading this change and are committed to resource sharing among Alberta's public libraries. The software may cause issues with managing requests to academic libraries, but PLSB is actively working on a solution.

VI. Operational Report (December 2019)

Mr. Asberg spoke to the 2020 Strategic Initiative and the impact they are designed to have in our community. The Strategic Initiative list is a guide for 2020 growth and change in the organization in support of the Library's strategic vision. While some items on the list are new, others build on last year's efforts. All initiatives are intended to be advanced in 2020, and quarterly progress updates will be provided.

Ms. Farrell asked, "how do we embody curiosity in the organization?" Mr. Asberg responded that we have increasingly incorporated it into every aspect of the organization and program. Curiosity is how we approach everyday work. Ms. Samuels recommended that it be more articulated and visible, and asked if resources could be diverted towards seniors' programs: Mr. Asberg responded that programming for seniors is indeed part of the strategic initiatives. While the value of curiosity is embedded in numerous tactics on the list (e.g. civic engagement, early literacy), it was agreed that work to make that clearer would be valuable.

Ms. Kapusta presented the media coverage of the organization over the last three years, disclosing we are still generating high traffic due to coverages of our programs and the building. Ms. Gill asked if the growth would continue or level off in the coming year, to which Ms. Kapusta responded that some of the international stories will continue as the public are still interested in the Library.

MOTION by Ms. Samuels and seconded by Mr. Rodych that the Calgary Public Library receives the Operational Report for December 2019.

Carried Unanimously

VII. Governance Committee Report

Ms. Hutchinson reported that the Mandate was reviewed, and two items were revised: Mandate #1 and Mandate #3. Mandate #5 – Conflict Resolution is yet to be concluded.

- 1) Mandate #1 – Amended to "Oversee the process of selection, performance evaluation, compensation and succession planning for the CEO position."
- 2) Mandate #3 – The wording of the mandate is to change to: "Oversight of orientation for new Board and Committee members."

Ms. Hutchinson asked Board members who have not yet completed the Board survey to please complete it as soon as possible.

MOTION by Ms. Gill and seconded by Ms. Devulapally that the Calgary Public Library receives the Governance Committee Report as presented.

Carried Unanimously

VIII. Strategy & Community Committee Report

Ms. Devulapally reported the review of the scorecard using three new measures: how much, how well and is anyone better off.

- **How Much** measures the number of key outputs that support the quality of life results, which are reported every quarter, so these are the results from Q4 2019 7 of 9 continue to be within 10%, or better, of their targets.
- **How Well** measures the quality of key outputs or the effectiveness of resource allocations made to support the key outputs. The report is produced semi-annually, and the current results are for the second half of the year. The direction of the trend is assessed against first-half results. 4 of 7 results are within 10%, or better, of their targets. 5 of 7 are assessed as steady or improving.
- **Is Anyone Better Off** measures the contribution of the Library towards achieving the desired quality of life results. These measures are reported annually utilizing a telephone survey of 400 random library users in June 2019 and repeated in December 2019. The results for 2019 demonstrated the positive impact of the Strategic Plan and strategic initiatives.

A. Board Retreat Planning

Ms. Hutchinson gave an update on the agenda topics, and the Board concluded and agreed on the agenda. Administration will follow up and start the planning process on confirming speakers. The Committee asked that any potential speakers' names be sent to Ms. Hutchinson or Ms. Samuels.

Ms. Devulapally asked if there would be an opportunity to discuss Threats and Trends, to which the Board agreed that Intellectual Freedom is an emerging threat and trends and would be addressed at the In-Camera portion.

MOTION by Ms. Phu and seconded by Ms. Hutchinson that the Calgary Public Library receives the Strategy and Community Committee Report as presented.

Carried Unanimously

IX. Audit & Finance Committee Report

A. Report of the January 21, 2020 Meeting

Mr. Rodych stated the Committee reviewed the Mandate and concluded to replace Item #5 *External Audit Plan and Results of External Audit* with "to approve the external audit plan and recommend the results of the external audit plan to the Board."

MOTION by Mr. Rodych and seconded by Ms. Gill that the Calgary Public Library receive the revised Audit & Finance Committee Mandate as presented.

Carried Unanimously

B. Risk Register Update for Q4 2019

Administration is taking steps to mitigate safety and security concerns, including an increase in security staff presence and training, as well as reconfiguration of the Learning Commons area to reduce the concentration of patrons in a single space. The Committee applauded Administration for the immediate efforts to reduce patron and staff impact.

Ms. Hutchinson asked if there was any information available from other libraries such as Toronto, Edmonton, Vancouver, to which Ms. Meilleur responded that although there were no figures to share, general conversations around rehabilitation and ways to support mental health were being shared amongst libraries.

Ms. Farrell asked if there were an opportunity to work with other organizations that are facing similar issues. Ms. Meilleur stated the Library is working with the Beaumont Safety Group as well as other organizations in the vicinity.

MOTION by Mr. Rodych and seconded by Ms. Hutchinson that the Calgary Public Library receives the Audit & Finance Committee Risk Register Update for Q4 2019 as presented.
Carried Unanimously

C. Controllers Report for the Year Ended December 31, 2019

Mr. Rodych reported on the Controller's Report for the year. The Library ended the year with an accumulated surplus of \$36,936 after amortization and government transfers for capital. The Library also ended the year with an unrestricted cash surplus of \$3.2M, which places the Library in a modestly improved cash position going forward

In expectation of both a provincial and municipal budget cut, the Library initiated spending restraint in Q3 and Q4. Most notably, the filling of vacant staff positions was deferred. As vacancies accumulated throughout Q3 and Q4, the Salary & Benefits budget alone accounted for approximately half of the eventual surplus. Budgets for Collection materials, Communications and Maintenance were also materially reduced at that time.

By the time the full Provincial grant was confirmed, and the cash received, The Library was in the 11th month of its fiscal year. Similarly, the City of Calgary operating grant for 2020 was not approved (unreduced) until the last month of the fiscal year. As a result of the late timing of these confirmations, there was no practical way to accelerate spending beyond restoring some of the cuts made to the Material Acquisition budget. As a result, the Library ended the year with this operating surplus.

The impact of the staff reductions was most noticeable in outreach, which was considerably reduced in order to minimize the time that staff were working outside of their branch libraries and make them more available to cover gaps in other branch duties. Other impacts included accelerating the already planned reduction of music and movies in disc format and the reduction of annual routine maintenance activity such as window caulking, repainting and relamping. Promotional and awareness campaigns using printed collateral were also significantly reduced. Since the confirmation about provincial and municipal grants was received, vacant positions are once again, after careful review, being posted and filled.

Going forward the new financial dashboard that contains the same financial information in the Controller's Report but with more relevant visual presentation will be the main statement, and the financial activities will be appendices.

MOTION by Mr. Rodych and seconded by Mr. Macaulay that the Calgary Public Library receives the Audit & Finance Committee Controllers Report for the Year Ended December 31, 2019, as presented.

Carried Unanimously

D. 2020 Operating Budget

2020 expenses have been reviewed and updated to reflect the funds available. All contractual and inflationary increases have been included and estimates carefully updated. Due to the decreased operating levy from the City, salaries & benefits, general operating, and building and equipment expenses have been reduced for the Library to operate within these new funding parameters. \$500,000 from the estimated unrestricted surplus at 2019 year-end will be used to fund more 2020 electronic resources.

The Provincial Library per capita funding remains at 2019 levels. Federal funding for the Settlement Services Program is budgeted until March 31, 2020, when the contract expires. Other revenue items have been based on 2019 actual experience to create estimates for 2020.

Ms. Gill asked who set the formats for the budget lines – is it the role of the Board or the auditors? Mr. Rodych responded that Managers set the format, and the auditors approve the lines. The Board relies on the auditor's recommendations.

MOTION by Mr. Rodych and seconded by Ms. Devulapally that the Calgary Public Library Board approves the 2020 Operating Budget as presented in Attachment 2.

Carried Unanimously

MOTION by Ms. Gill and seconded by Ms. Hutchinson that the Calgary Public Library receives the Audit & Finance Committee Report as presented.

Carried Unanimously

X. Calgary Public Library Foundation Update

Ms. Hutchinson announced an upcoming event with Bestselling author and sociologist Eric Klinenberg in the Library on February 25, 2020. It is sponsored by the Lit Gala Spotlight Speaker donation.

XI. CPL Foundation Update

Ms. Johnson gave a summary of donations and sponsorships received and projected. The Foundation saw an increase in donation from 2018-2019. The release of Printed Word was successful and will lead to other smaller segments releases in the future, sponsored by donors.

The funding for Memorial Park enhancement was in partnership with WordFest and a community engagement grant.

The Bill Ptacek Fund for Innovation donation has raised just under \$10,000. a fundraising drive will take place during the 2020 Scotiabank Calgary Marathon Charity Challenge on May 31, 2020.

XII. Other Business

The Board hosted the Fort Calgary Board and discussed what level of information the Board can share with external organizations.

Mr. Mehta appreciated Mr. Macaulay for attending the Nodes Meeting in Edmonton at short notice and encouraged all Board members to attend more events with the CEO in the future.

XIII. In Camera Agenda

MOTION by Mr. Rodych and seconded by Ms. Hutchinson that the Calgary Public Library Board go in Camera.

MOTION by Mr. Mehta and seconded by Ms. Hutchinson that the Calgary Public Library Board rise without reporting.

XIV. Adjournment

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

Transcribed by: Ms. Dee Adekugbe

Mr. Mehta, Chair