

Approved Minutes
Calgary Public Library Board
Central Library, Rooms 0-13 and 0-14
Wednesday, May 29, 2024
5:30 pm

In Attendance:

Board:

- Evan Legate (Chair)
- Haritha Devulapally
- Gillian Hynes
- Al-Karim Khimji
- Crystal Manyfingers
- Aaron J. Noga
- Councillor Kourtney Penner
- Margaret Wu

Remote Attendance:

- Dana Saric

Regrets:

- Kate Andrews

Administration:

- Sarah Meilleur, *CEO*
- Tracy Johnson, *CEO, Calgary Public Library Foundation*
- Jim Chisholm, *Director, Technology*
- Mary Kapusta, *Director, Communications and Engagement*
- Laura Komianos, *Executive Assistant*
- Paul Lane, *Director, Strategy and Planning*
- Melissa Legacy, *Director, Visitor Experience*
- Amanda Robertson, *Executive Assistant*
- Heather Robertson, *Director, Service Design and Innovation*

Guest Speakers:

- Diana Davidson, *Director, Public Library Services Branch*
- Colette Poitras, *Indigenous Public Library Services Advisor*

Guests:

- Elsa Gee, *CUPE Local 1169*
- Tiffany Balducci, *CUPE*
- Brigitte Benoit, *CUPE*
- Steph Burt, *Calgary Public Library Employee*
- Coleen Chychrun, *Calgary Public Library Employee*
- Shannon Curry, *Calgary Public Library Employee*

- Frank Donegan, *CUPE*
- Marina Foo, *Calgary Public Library Employee*
- Jill Genereux, *Calgary Public Library Employee*
- Rory Gill, *CUPE*
- Sukhjeet Hunjan, *Calgary Public Library Employee*
- Deena Kapacila, *CUPE*
- Troy Killam, *CUPE*
- Ayesha Lantican, *Calgary Public Library Employee*
- Ann Lennarson, *CUPE*
- Jamie Loiselle, *CUPE*
- Turner Purcell, *CUPE*
- Adam Puskar, *Calgary Public Library Employee*
- Jackie Roe, *CUPE*
- Jonathan Tieu

1. Treaty 7 Opening

Margaret Wu opened the meeting respectfully with a land acknowledgment. The Calgary Public Library Board opens all meetings by acknowledging the ancestral home, culture, and oral teachings of the Treaty 7 signatories which includes the Siksika Nation, Piikani Nation, Kainai Nation, the Îethka Stoney Nakoda Nation, consisting of the Chiniki, Bearspaw, and Good Stoney Bands, and the people of the Tsuut'ina Nation. We also recognize the Métis people of Alberta who call Treaty 7 their home.

At Calgary Public Library we celebrate stories: the stories of the community and the land that we live on. We serve the community on Wîcîspa, Guts'ists'I, and Moh'kinstsis, which describes the gathering place where the Bow and Elbow rivers meet. We respect all people who share, celebrate, and care for the Treaty 7 territory of southern Alberta and we honour the original caretakers of the land who remind us of the ongoing histories that precede us. We recognize our shared responsibilities going forward to help bring everyone together on this journey of Truth and Reconciliation.

2. Chair's Welcoming Remarks

Evan Legate welcomed all members of the Board, Library Administration, Public Library Services Branch (PLSB), CUPE representatives, and members of the public to the meeting.

3. Review of Agenda

Evan Legate advised the Board of one amendment to the agenda as it had been circulated: that it was Haritha Devulapally and not Aaron J. Noga who would be presenting reports from the Audit and Finance Committee.

MOVED by Gillian Hynes and seconded by Al-Karim Khimji that the Calgary Public Library Board approve the agenda for the May 29, 2024 meeting as amended.

Carried unanimously

4. Consent Agenda

The consent agenda included the following item:

A. To approve the minutes of the March 20, 2024 Board meeting

MOVED by Kourtney Penner and seconded by Haritha Devulapally that the Calgary Public Library Board approve the Consent Agenda as presented.

Carried unanimously

5. Business Arising

A. Alberta Library Trustees Association Report

Gillian Hynes advised that Thursday, May 30, 2024 will mark the second attempt at a 2024 Annual General Meeting for the Alberta Library Trustees Association (ALTA) after a failure to meet quorum earlier in the month. If quorum is reached at the AGM, the ALTA board will seek approval for financial statements as well as a bylaw amendment proposing to reduce the quorum requirement. This reflects topics of interest to the ALTA Board, which is currently examining how to create value, demonstrate that value to its members, and be a supportive resource for public library boards.

Hynes noted that the Stronger Together Conference will be held for a second consecutive year, this time on November 3 and 4 in Edmonton. All Board members will receive an invitation when more information becomes available.

B. Other Business Arising

None.

6. Chair's Report

Evan Legate thanked all Board members and Library staff for planning and attending the 2024 Calgary Public Library Board Retreat, a productive day of professional learning, teambuilding, and connection. Legate expressed gratitude to Elder Adrian for joining the day's activities, to Board member Crystal Manyfingers for sharing traditional knowledge in facilitating a sharing circle, and to Calgary Public Library Foundation Board members for participating in a group lunch that afternoon to deepen relationships between the two boards.

Legate advised that he recently visited Edmonton Public Library with Sarah Meilleur for a reception with several Members of the Legislative Assembly and representatives from other library systems in the region surrounding Edmonton. Additional details will be shared through the CEO's Report.

Legate thanked Board members Kate Andrews and Dana Saric for representing the Board well at a recent Library staff appreciation event that took place at the Calgary Zoo.

The Board recently received a request from a member of the public to make a presentation at tonight's meeting. Legate and Vice-Chair Al-Karim Khimji evaluated the request and found, in accordance with the Board's Human Resources and the Public Attendance and Presentation at Library Board Meetings policies, the subject matter in the request was operational in nature and was therefore referred to the CEO. Legate invited Sarah Meilleur to address the request as part of the Chair's Report.

Sarah Meilleur shared that Administration had received feedback from staff regarding how best to bring forward concerns and suggestions. This important feedback is appreciated and Meilleur requested that the response be made part of the public record in tonight's meeting

minutes. Library Leadership has heard that some employees had questions regarding resources and processes for receiving and managing employee concerns. To create greater awareness and bring information together in one place, Leadership has created an outline of what is available to employees. This was also shared in a systemwide communication earlier this week.

Any Library employee facing concerns in the workplace has several options:

- Speak to their supervisor or manager.
- Speak to their designated Human Resources Advisor or Safety and Wellness Lead, or contact the Human Resources general inbox to be directed to the appropriate member of the team to address a specific concern.
- If represented by CUPE Local 1169, a union representative can advise the employee and contribute to resolving workplace issues. Employees can bring matters forward to the union by email, phone, in person, or during General Meetings. The President of CUPE Local 1169 meets with the Human Resources Manager on a monthly basis to bring forward employee concerns and the Union Executive meet with the Library Leadership team on a quarterly basis to collaboratively address and resolve workplace issues.
- If represented by the Management and Administrative Support Staff Association (MASSA), a member of the executive can advise or assist in representing employees regarding workplace issues. A list of the executive and additional resources are available in the employee intranet or through internal MASSA communication channels. The MASSA Executive and members of Human Resources meet on a quarterly basis to address and resolve workplace issues.
- The Joint Health and Safety Committee is a tri-party Employer-Union-Employee committee that meets five times each year to review safety incidents and concerns brought forward to the Committee. Every community library and department is represented by a Health and Safety Representative trained as a Wellness Champion who can advocate for Health and Safety issues to the Committee. More information on the Health and Safety Committee as well as a list of critical resources and meeting minutes are available in the employee intranet.
- Employees can submit anonymous complaints through the process listed in the Whistleblower Policy available on the employee intranet. The policy provides a third-party contact and protects individuals who report activities believed to be unsafe, dishonest, unethical, or illegal.
- If employees have concerns that privacy has been breached, they should inform the Employer in any of the ways listed above and may also submit a complaint through Alberta's Freedom of Information and Protection of Privacy website.

7. CEO's Report

A. CEO's Report

Sarah Meilleur presented operational highlights from April and May 2024.

Staff and their families were hosted by Human Resources for a recognition event at the Calgary Zoo in May that was well-attended despite the rain. Leadership appreciates the efforts of all staff as locations have been busy with an average of 425 new members joining each day.

On May 1, Board Chair Evan Legate joined Meilleur to deliver updates to City Council's Community Development Committee, including service highlights from 2023 and early 2024. This presentation also highlighted the importance of internal and external work at the Library

on matters of Equity, Diversity, Inclusion, and Belonging as well as Truth and Reconciliation. Legate and Meilleur had also emphasized the unique pressures Library staff, visitors, and facilities are facing in light of concerning trends in safety and security along with record-breaking membership and increased usage.

This high level of growth without commensurate financial support was also highlighted at recent engagements with the Province, including a roundtable with Premier Danielle Smith. Meilleur thanked close Library partners Action Dignity and the Immigrant Education Society (TIES) for providing a seat at the table in recognition of the Library's role in serving newcomers to Calgary.

Meilleur and Legate also met with Members of the Legislative Assembly at an event hosted by Edmonton Public Library where they had an opportunity to share the Library's successes and challenges, as well as the role of the Library in delivering services relevant to provincial mandates. These conversations are a balancing act and will remain a key focus for Library leadership going forward.

May 5 was Red Dress Day when we honour murdered and missing Indigenous women, girls, men, boys, and two-spirit people (MMIWG2S). Indigenous Services worked hard to provide kits so each Library location could create displays integrating the thoughts and feelings of community members. These displays were inspired by knowledge shared with Indigenous Services at a recent Public Library Services Branch gathering in Maskwacis.

There have been many significant occasions to celebrate in recent months. Fish Creek Library staff have been busy surrounding the launch of Engine 23 in partnership with the Calgary Fire Department and donors stewarded by the Calgary Public Library Foundation. The Library celebrated National Volunteer Week in April and honoured three volunteers who had each been with the Library for 50 years. April and May also marked the return of a coffee vendor, Second Cup, at Central Library in both the Level 1M interior kiosk and the exterior café on the ground level facing 3 St SE.

Looking forward, the Library will once again be hosting Ultimate Summer Challenge from July 1 – August 31 with registration beginning June 1. Members of all ages are invited to participate and record their daily reading to become eligible for prize draws. June is also National Indigenous History Month which the Library will launch with an opening ceremony and round dance at the Confluence (formerly Fort Calgary).

B. Public Library Services Branch Update

Diana Davidson introduced her role as Director of Public Library Services Branch (PLSB) and shared recent operational highlights from her organization.

Davidson and her colleague, Indigenous Public Library Services Advisor Colette Poitras, spent the afternoon touring Fish Creek Library and the new Engine 23 Early Learning Centre. They also walked around Central Library and look forward to a tour of the Indigenous Languages Resource Centre on May 30. Davidson thanked Library leadership for their ongoing support and partnership as representatives of the largest library system serving the largest population in Alberta.

The primary role of PLSB is to administer operating grant funding to 223 library boards and seven regional library systems across the province. As announced earlier this year, the provincial budget for 2024 will remain stable with no increase or decrease in funding for libraries, including per capita funding based on 2019 population levels. PLSB will also continue

to maintain other supports for Alberta libraries, such as Supernet, eConnectivity, interlibrary loans, and services for print disabilities. PLSB and the Ministry of Municipal Affairs under which it operates understand the issues presented by the recent population influx in Alberta and recognize that this creates pressure when funding does not increase accordingly.

This spring, PLSB has been implementing amendments to the *Libraries Act of Alberta*, which were approved May 17, 2024 in the Legislature. The process to make the amendments began with engagement efforts in 2019. The amendments then became part of a Red Tape Reduction omnibus bill. PLSB will offer webinars in the near future to go through the changes in greater detail. The Library's request to increase the maximum number of board members was not included in the amendments.

PLSB will host a symposium with the Strathcona County Library Board on the theme of digital literacy. Calgary Public Library will send a group representing the Library as a presenter and as attendees.

Poitras provided an update from the Indigenous Public Library Services team.

Poitras thanked the Library for sending a group of staff to attend a collaborative event in Maskwacis earlier in 2024. The meeting was an opportunity to exchange knowledge and ideas to better support Truth and Reconciliation in library systems across the province.

Poitras administers the On Reserve On Settlement (OROS) grant program, which subsidizes libraries in providing free membership and services to Indigenous people living outside the boundaries of the community typically served by each library system. Calgary Public Library participates in this program and provides free services to members of Indigenous communities in Treaty 7 territory.

PLSB is celebrating there now being three library boards in Indigenous communities in Alberta: Frog Lake Library on Frog Lake First Nation, Elizabeth Métis Settlement Library Board within the Northern Lights Library System, and Kainai Public Library on the Kainai Nation. The Kainai Public Library has been very well received by the local population and is currently closed while undergoing an expansion project. Poitras recommended that Calgary Public Library send a group to tour the new facility upon reopening.

Poitras thanked the Library for including Truth and Reconciliation in its Plan of Service (Strategic Plan), making those elements a key component of the programs, services, and spaces provided to Library members every day.

8. Governance Committee

A. Report of the April 3, 2024 Governance Committee Meeting

Dana Saric presented the minutes of the April 3, 2024 Governance Committee meeting.

MOVED by Haritha Devulapally and seconded by Margaret Wu that the April 3, 2024 Governance Committee Report be received by the Calgary Public Library Board for information as presented.

Carried unanimously

B. Report of the May 8, 2024 Governance Committee Meeting

Dana Saric presented the minutes of the May 8, 2024 Governance Committee meeting.

Saric advised that the Governance Committee had determined a Board member recruitment campaign will be unnecessary in 2024 because: the two eligible members, Evan Legate and Al-Karim Khimji, both wish to stand for re-appointment; all Board members polled were in agreement with the two candidates' continued service; the 2023 reserve list candidates have agreed they are still available and interested in remaining on the reserve list; and the service provider selected to provide recruitment services advised against doing a recruitment campaign solely for the purpose of identifying additional alternates to strong re-appointment candidates.

Councillor Kourtney Penner advised that this may draw additional scrutiny from City Council when the time comes for re-appointments and offered to discuss further with Saric to ensure the Committee's due diligence is documented and shared accordingly.

Before voting on whether waive the annual Board recruitment process, both Legate and Khimji were asked to recuse themselves as re-appointment candidates.

MOVED by Evan Legate and seconded by Al-Karim Khimji that Dana Saric be appointed as temporary Board Chair for the duration of the proceedings with regard to the 2024 Calgary Public Library Board recruitment cycle.

Carried unanimously

Dana Saric accepted the appointment and excused Legate and Khimji from the meeting room at 6:29 pm.

MOVED by Gillian Hynes and seconded by Haritha Devulapally the Calgary Public Library Board approve the recommendation made by the Governance Committee not to proceed with a Board member recruitment campaign in 2024.

Carried unanimously

Legate and Khimji returned to the meeting room at 6:35 pm. Legate resumed his role as Board Chair for the duration of the meeting.

MOVED by Haritha Devulapally and seconded by Margaret Wu that the January 10, 2024 Governance Committee Report be received by the Calgary Public Library Board for information as presented.

Carried unanimously

9. Strategy and Community Committee

A. Report of the April 10, 2024 Strategy and Community Committee Meeting

Crystal Manyfingers presented the minutes of the April 10, 2024 Strategy and Community Committee meeting.

As Retreat Planning Committee Chair, Gillian Hynes expressed gratitude to Manyfingers for her support of the day's activities by sharing traditional knowledge and facilitating the Sharing Circle.

MOVED by Haritha Devulapally and seconded by Al-Karim Khimji that the April 10, 2024 Strategy and Community Committee Report be received by the Calgary Public Library Board for information as presented.

Carried unanimously

10. Audit and Finance Committee

A. Report of the May 2, 2024 Audit and Finance Committee Meeting

Haritha Devulapally presented the minutes of the May 2, 2024 Audit and Finance Committee meeting.

Devulapally highlighted the re-appointment of Deloitte Canada as the external auditor for the Library's financial statements until the year ending December 31, 2028. On behalf of the Audit and Finance Committee, Devulapally shared that Deloitte had been providing this service for over ten years, and that best practice in accounting would be to periodically change the service provider. Councillor Kourtney Penner advised that the City continues to evaluate best practices and appreciates and considers civic partners' feedback in their approach.

MOVED by Kourtney Penner and seconded by Aaron J. Noga that the May 2, 2024 Audit and Finance Committee Report be received by the Calgary Public Library Board for information as presented.

Carried unanimously

B. Q1 2024 Risk Register

Haritha Devulapally presented highlights from the Q1 2024 Risk Register.

MOVED by Kourtney Penner and seconded by Aaron J. Noga that the Q1 2024 Risk Register be received by the Calgary Public Library Board for information as presented.

Carried unanimously

C. Q1 2024 Controller's Report

Haritha Devulapally presented highlights from the Q1 2024 Controller's Report.

MOVED by Kourtney Penner and seconded by Aaron J. Noga that the Q1 2024 Controller's Report be received by the Calgary Public Library Board for information as presented.

Carried unanimously

11. Calgary Public Library Foundation

A. Calgary Public Library Foundation Update

Tracy Johnson presented highlights from the Calgary Public Library Foundation Report.

MOVED by Al-Karim Khimji and seconded by Margaret Wu that the Calgary Public Library Foundation Report be received by the Calgary Public Library Board for information as presented.

Carried unanimously

12. Board Workplan Review

Evan Legate advised the Board that a tentative meeting is scheduled in July each year and usual practice is to cancel the meeting unless a time sensitive approval arises. The Board will determine later in June whether it will be necessary to proceed with a meeting in July.

13. Other Business

None.

14. Adjournment

MOVED by Gillian Hynes that the meeting be adjourned at 7:09 pm.

Transcribed by Amanda Robertson.

Evan Legate
Board Chair