

CALGARY PUBLIC LIBRARY

Board Meeting

5:30 PM, Wednesday, September 25, 2024
Central Library Boardroom 0-11



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TREATY 7 LAND ACKNOWLEDGEMENT

With gratitude, mutual respect, and reciprocity, we acknowledge the ancestral home, culture, and oral teachings of the Treaty 7 signatories which includes the Siksika (*Six-ih-gah*) Nation, Piikani (*Bee-gun-knee*) Nation, Kainai (*Gah-nah-wah*) Nation, the Îlethka (*Ee-ith-kah*) Stoney Nakoda Nation, consisting of the Chiniki (*Chi-ni-key*), Bearspaw (*Bears-paw*), and Good Stoney Bands (*Good Stoe-knee*), and the people of the Tsuut'ina (*Sue-tin-ah*) Nation. The City of Calgary is also homeland to the historic Northwest Métis and to the Otipemisiwak (*Oh-tay-Pem-soo-wak*) Métis Government, Métis Nation Battle River Territory, Nose Hill Métis District 5 and Elbow Métis District 6.

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 (*Wing-cheese-pa*), Guts'ists'I (*Goo-tss-is-tsee*), and Moh'kinstsis (*Moh-gin-tss-is*), 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.

PRONUNCIATION GUIDE

HELLO:

Oki - Ohh-gee (Blackfoot hello)

Âba Wathtech - Um-ba-wath-stitch (Stoney Nakoda hello)

Danit'ada - Duh-nee-duh-duh (Dene hello)

Taashi – Tawn-she (Michif (Métis language) hello)

Mohkinstsiss (Moh-gin-tss-is) means where the two rivers meet / the elbow at the confluence of the Bow and Elbow Rivers. Refers to where the two rivers meet and what we refer to today as Calgary.

**Approved Minutes
Strategy and Community Committee Meeting
Calgary Public Library Board
Online via Microsoft Teams
Monday, June 24, 2024
5:30 pm**

Board in Attendance:

- Kate Andrews (Acting Chair)
- Gillian Hynes
- Al-Karim Khimji
- Margaret Wu

Regrets:

- Evan Legate
- Crystal Manyfingers (Chair)

Administration in Attendance:

- Sarah Meilleur, *CEO*
- Stephen Gibbs, *Manager, Digital Resources*
- Mary Kapusta, *Director, Communications and Engagement*
- Melissa Legacy, *Director, Visitor Experience*
- Genevieve Luthy, *Senior Manager, Collections*
- Stephanie Nemcsok, *Manager, Service Design Strategy*
- Amanda Robertson, *Executive Assistant*
- Heather Robertson, *Director, Service Design and Innovation*

1. Treaty 7 Opening

Al-Karim Khimji respectfully opened the meeting with a land acknowledgment.

2. Chair's Opening Remarks

As Acting Chair in the absence of Crystal Manyfingers, Kate Andrews welcomed all attendees to the meeting.

3. Review of Agenda

MOVED by Al-Karim Khimji that the June 24, 2024 Agenda be approved as presented.

Carried unanimously

4. Approval of Minutes

MOVED by Gillian Hynes that the minutes of the April 10, 2024 Strategy and Community Committee meeting be approved as presented.

Carried unanimously

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2. Chair's Welcoming Remarks

Evan Legate welcomed all members of the Board, Library Administration, and CUPE representatives to the meeting.

3. Review of Agenda

Evan Legate advised the Board of three amendments to the agenda as it had been circulated: that it is Kate Andrews and not Crystal Manyfingers who will be presenting reports from the Strategy and Community Committee; that it is Legate and not Dana Saric who will be presenting reports from the Governance Committee; and that the first report will be from the Strategy and Community Committee.

MOVED by Kate Andrews and seconded by Al-Karim Khimji that the Calgary Public Library Board approve the agenda for the June 26, 2024 meeting as amended.

Carried unanimously

4. Consent Agenda

The consent agenda included the following item:

- A. To approve the minutes of the May 29, 2024 Board meeting

MOVED by Margaret Wu and seconded by Crystal Manyfingers 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 the Alberta Library Trustees Association (ALTA) successfully met quorum and held an Annual General Meeting in June. ALTA passed a motion to reduce the quorum requirement as laid out in its bylaw to nine member organizations.

B. Other Business Arising

None.

6. Chair's Report

Evan Legate advised that he has recently been engaging in government relations alongside Sarah Meilleur, who he commended for representing the Library well in those discussions. The CEO 360 survey and interview process has been completed and the Board will discuss those

results in camera today in accordance with the Calgary Public Library Board Governance Bylaw and the *Libraries Act*.

7. CEO's Report

Sarah Meilleur presented operational highlights from June 2024.

June has been spent winding down the school year and beginning summer programming while celebrations for National Indigenous History Month continue to the end of the month. At last count, Ultimate Summer Challenge has over 5,000 registrants and will begin on July 1. Members may continue to register until August 31.

Meilleur recently attended a Rotary Club luncheon featuring their partnership with Inclusion Alberta. The Library is proud to be the largest employment partner of Inclusion Alberta with 15 current staff being introduced to the Library through a program designed to facilitate meaningful employment for Albertans living with intellectual disabilities.

On June 11, Meilleur and Board Chair Evan Legate hosted Dr. Chika Daniels from the office of the Premier of Alberta for a tour of Central Library. This was an opportunity to showcase the ways in which the Library makes a difference for newcomers and the community as a whole despite the challenges presented by steep population growth and static funding.

At a recent meeting with Mayor Jyoti Gondek and the Downtown Safety Leadership Table, leaders from various downtown institutions heard reports and actions being taken by the City to mitigate safety and security issues. The Library was clear about sharing its successes and its gratitude for safety and security funding while recognizing there continue to be root causes of these issues that need to be addressed for more sustainable results.

Looking ahead, Prototype Skyview will open later this year with dates still being confirmed. National Indigenous History Month continues until the end of June and Indigenous Services programming takes place year-round, including the Powwow Trail 101 series taking place all summer long at various locations to prepare community members for the etiquette and history of attending Treaty 7 powwows.

After hearing the CEO's Report, the Board directed Administration to provide key messaging to support Board members' advocacy as they engage with the community during Stampede and the summer social season.

MOVED by Crystal Manyfingers and seconded by Kate Andrews that the CEO's Report be received by the Calgary Public Library Board for information as presented.

Carried unanimously

Crystal Manyfingers left the meeting at 5:50 pm.

8. Strategy and Community Committee

A. Report of the June 24, 2024 Strategy and Community Committee Meeting

Kate Andrews presented verbal highlights from the June 24, 2024 Strategy and Community Committee meeting. The meeting minutes will be included in the meeting materials for the next Regular Meeting of the Board on September 25, 2024.

The Committee heard reports from Collections regarding collections updates and trends as

well as from Service Design regarding the service design approach to innovation at the Library. The Committee reviewed takeaways from the 2024 Board Retreat and made recommendations for the 2025 Retreat Planning Committee to take under consideration.

A Newcomers spotlight report has been added to the Strategy and Community Committee workplan in October.

MOVED by Al-Karim Khimji and seconded by Margaret Wu that the June 24, 2024 Strategy and Community Committee Report be received by the Calgary Public Library Board for information as presented.

Carried unanimously

9. Governance Committee

A. Report of the June 5, 2024 Governance Committee Meeting

Evan Legate presented the minutes of the June 5, 2024 Governance Committee meeting.

MOVED by Haritha Devulapally and seconded by Gillian Hynes that the June 5, 2024 Governance Committee Report be received by the Calgary Public Library Board for information as presented.

Carried unanimously

B. Calgary Public Library Board Bylaw Review

Evan Legate presented a revised version of the Calgary Public Library Board Bylaw recommended to the Board by the Governance Committee for approval and adoption effective immediately. The Board agreed to approve and adopt the revised Bylaw, with changes as follows:

- Bylaw 2.1 Definitions: clarification and correction of acronym
- Bylaw 2.2 Interpretation: removal of outdated language
- Bylaw 3.3 Vice-Chair: clarification
- Bylaw 3.4 Temporary Chair: clarification
- Bylaw 4.4 Attendance: update to reflect actual practice
- Bylaw 5.1 Standing Committees: increase of quorum for standing committees from two voting members to three
- Bylaw 6.3 Administrative Policies: clarification
- Bylaw 7.1 Bylaw Revision: clarification and correction of acronym
- Bylaw 7.3 Board Member Performance and Indemnification: amendment to include the responsibilities and process of the Board for reporting breach of Bylaw
- Bylaw 7.4 Conflict of Interest: addition of new section to reflect the responsibilities and process of the Board for reporting conflicts of interest

MOVED by Kate Andrews and seconded by Aaron J. Noga that the Calgary Public Library Board Governance Bylaw be approved and adopted effective immediately as presented.

Carried unanimously

10. Calgary Public Library Foundation

A. Calgary Public Library Foundation Update

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

MOVED by Margaret Wu and seconded by Kate Andrews that the Calgary Public Library Foundation Report be received by the Calgary Public Library Board for information as presented.

Carried unanimously

11. Board Workplan Review

No changes were requested at this time.

12. Other Business

None.

13. In Camera

MOVED by Al-Karim Khimji and seconded by Aaron J. Noga that the Calgary Public Library Board move in camera at 6:07 pm.

Carried unanimously

The Board dismissed all others from the meeting with the exception of Sarah Meilleur, Tracy Johnson, Jim Chisholm, Mary Kapusta, Laura Komianos, Paul Lane, Melissa Legacy, Heather Robertson, and Amanda Robertson.

At 6:26 pm, the Board dismissed all others from the meeting.

MOVED by Aaron J. Noga and seconded by Gillian Hynes that the Calgary Public Library Board rise and report.

Report:

1. That the information contained in the in camera report to the Calgary Public Library Board dated June 26, 2024 remain confidential under the Freedom of Information and Protection of Privacy Act; and further that the Calgary Public Library Board approve the CEO 360 performance memo as presented.

Carried unanimously

14. Adjournment

MOVED by Gillian Hynes that the meeting be adjourned at 7:12 pm.

Transcribed by Amanda Robertson.

Evan Legate
Board Chair

**Calgary Public Library Board
Record of Urgent Motion
Approve the Collective Agreement
Dated July 24, 2024**

Background:

The below Urgent Motion was proposed to approve the three re-appointment candidates and reserve list in advance of the City of Calgary's September 16, 2024 submission deadline, which falls before the next Regular Meeting of the Board on September 25, 2024. The candidates to which the motion refers are the three re-appointment candidates whose ongoing eligibility was previously confirmed with the remainder of the Board as well as the 2023 reserve list candidates who have previously confirmed their ongoing availability and interest. For the purposes of privacy of personal information, the candidates will not be specified by name in any meeting minutes or Urgent Motions. The three candidates eligible for re-appointment recused themselves from circulation of this Urgent Motion.

Urgent Motion:

MOVED by Haritha Devulapally and seconded by Crystal Manyfingers that information provided to the Calgary Public Library Board dated July 24, 2024 remain confidential under the Freedom of Information and Protection of Privacy Act; and further that the Calgary Public Library Board approve the proposed Board appointment candidates and reserve list candidates; and that these candidates be recommended to City Council for its appointment process.

Approved: 6
Abstained: 3
Motion Carried

**Calgary Public Library Board
Record of Urgent Motion
Approve the Collective Agreement
Dated July 31, 2024**

Background:

The below Urgent Motion was proposed to provide timely ratification of the Canadian Union of Public Employees Local 1169 Collective Agreement for the period of January 1, 2024 to December 31, 2026 before the next Regular Meeting of the Board on September 25, 2024. It was shared with Library Administration on Friday, July 26, 2024 that CUPE 1169 membership voted **YES** to the proposed terms, which were shared with the Board a verbal update on July 31, 2024.

Urgent Motion:

MOVED by Evan Legate and seconded by Al-Karim Khimji that the Calgary Public Library Board approve the Collective Agreement between the Calgary Public Library Board and the Canadian Union of Public Employees Local 1169 for the period of January 1, 2024 to December 31, 2026.

Approved: 10
Motion Carried

CEO Report September 2024

After a busy summer that saw over 1.87 million visits from June to August, Calgary Public Library is ready to help Calgarians get back to school and get cozy with a new book.

Ultimate Summer Challenge was a huge success! More than 17,200 people of all ages participated, surpassing last year. This summer, the largest group of participants were children between the ages of 0 to 12, with close to 10,000 registered. More than 1,700 teenagers participated, and there were 5,500 adults signed up. Special thanks to the staff across the system who created special displays, planned giveaways, and hosted events to encourage participants to read every day.

The Library is pleased to announce that Fish Creek Library has been included in American Libraries Magazine's 2024 Library Design Showcase. More than 100,000 thousand people have been through Fish Creek Library since the renovation was completed in April 2024. The thoughtful renovation approach impressed American Libraries, with a unique balance of spaces for all to enjoy. From the fire truck to a new quiet study area, 10 new meeting rooms, and a fresh look and feel throughout the entire space, Fish Creek Library has been completely refreshed as a bright and welcoming place for its 290,000+ annual visitors.

Central Library continues to inspire other libraries across North America. We recently hosted contingents from San Francisco, Skokie, and Charlotte Mecklenburg along with Urban Libraries Council President and CEO Brooks Rainwater, to share about the New Central Library project and how we have created a culture of innovation rooted in design thinking. I was also honoured to once again be a guest lecturer at Harvard University for the Future Library Design: Emerging and Enduring Principles program this August, sharing Calgary Public Library's story and experience with many US and international libraries and architects looking to create functional and innovative capital projects.

On Thursday, August 1, Calgary Public Library Board voted to ratify the Agreement with CUPE Local 1169. The new Agreement is effective January 1, 2024 – December 31, 2026.

Government Relations

Calgary Stampede offered multiple opportunities to connect with government officials from the City of Calgary, the Province of Alberta, and the federal government, alongside many connection points with community partners. Conversations focused on the incredible growth we are seeing at Calgary Public Library — reflecting the significant population growth the City and the Province are experiencing. There was a celebration of these great successes and messages were shared about the increasing challenges of exponential growth without corresponding financial supports to meet the increasing needs we are experiencing.

The Library is joining other Alberta public libraries to review best practices for reporting on digital holdings for the Annual Report to the Public Library Services Branch. Collections will be completing a preliminary survey of all digital resources offered by Calgary Public Library to begin a comparison between products offered across the province. This work is an important part of broader advocacy to represent the need for investment in digital resources and creating alignment across Alberta.

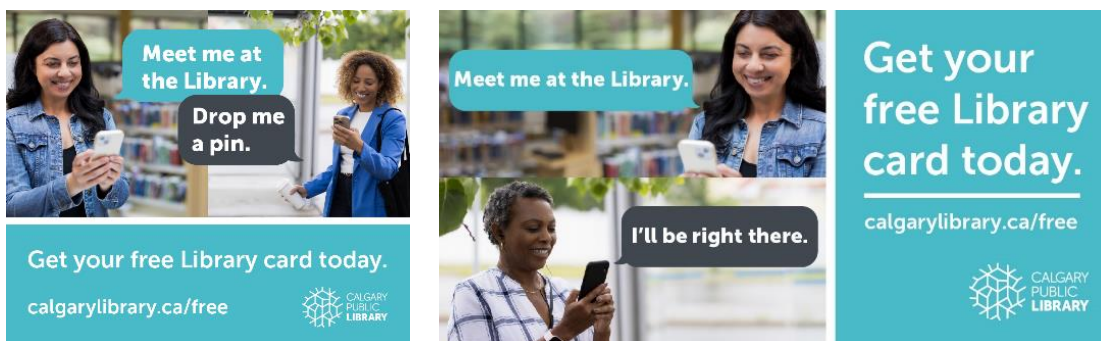
As we approach the midpoint of our 2023 – 2026 strategic plan, system planning and growth continue to be top of mind in our conversations with municipal and provincial partners. We are encouraged by design progress with the Walden and Belmont projects located in the south and are seeing momentum for Symons Valley. Sage Hill patrons continue to ask about progress on Symons Valley and we are looking forward to the City of Calgary engagement plans that will come in October.

System Developments

The newest location at Calgary Public Library is opening next month. Prototype: Skyview is a new, temporary location that opens to the public on October 9, 2024. This “digital first” location will fill some of the greatest needs we see in the surrounding communities in the short term, before a larger permanent location opens in the coming years.

After 18 months, the Fish Creek lifecycle renovation is wrapping up as final work is completed this month on the enhanced exterior entrance. Despite the ongoing exterior work throughout the summer, the location continues to see record visits and patrons are enjoying the enhanced spaces for patrons of all ages. Engine 23 continues to be a massive draw for families from across the city as well and likely helped Fish Creek have summer traffic that was 12% higher than previous high levels in 2019.

This fall, the Library is rolling out a marketing campaign to explore out of home advertising options and test new tactics to foster visitation and membership acquisition. The core message is “Meet me at the Library,” connecting to the themes of belonging and Library as space. Everyone can meet and gather at the Library. The secondary message connects to proximity of Library locations around the city, differing slightly depending on the ad. Look for ads on transit, billboards, digital platforms, and radio throughout the fall.



Busy locations throughout the summer also means that our collection is working hard and Collections staff are ensuring we are responding to ever-increasing need for more eBooks, digital resources, fresh physical titles, and more.

Libby use continues to increase year-over-year and patrons took advantage of the platform for their summer reading. eAudio use increased by 16% in July and August, following the North American trend of increasing demand for audiobooks. Selectors also noted increasing interest in specific subject areas, with circulation of humor increasing by almost 25% across all formats, and romance seeing a 40% increase in eAudio circulation. Interesting, non-fiction circulation has not increased compared to last year as readers shift their interest to lighthearted and escapist fiction.

Selectors have noticed an increase in AI-generated materials, particularly in customer suggestions for purchase. Discussion about how to manage these materials are ongoing in the Urban Libraries Council and Canadian Collection Managers communities. At a recent Selectors meeting, it was agreed that our current Collection policy and practices such as selecting materials written by discernable authors and published by well-known publishers, buying materials recommended by critics, reviewers, and other authorities, and employing the criteria of currency, accuracy, and relevance provide guidance in how we consider the purchase of AI-generated materials.

The Library also launched two new digital resources this summer to help newcomers improve their English skills. Arrivals in English teaches basic, practical English to help new Calgarians with tasks such as shopping, banking and speaking with a doctor. Road to IELTS (General and Advanced) helps students prepare for the International English Language Testing System exam through access to practice tests, interactive activities, and advice videos.

Operational Highlights

Create Purpose Together

Canada Day at Central Library was one of our busiest events ever at the Library. Over 10,000 people joined us for free activities and programs to celebrate and recognize Canada's many stories. Activities included a special puppet storytime, traditional Indigenous dancing demonstrations, outdoor musical performances, and a citizenship ceremony where 75 New Canadians took their citizenship oath, in partnership with Immigration, Refugees and Citizenship Canada.



Throughout 2024, the Library has been working to further expand efforts to activate exterior spaces and add in outreach services to individuals in need visiting or gathering near the Central Library through a partnership with the Salvation Army Centre of Hope. As part of this initiative, staff developed and ran over 192 staff-facilitated and self-directed activities outside of these locations and the team has interacted with 38,462 patrons. Activation is often an effective way to mitigate undesirable behaviour and encourage positive interactions. Staff and security have reported a positive change in atmosphere outside the main doors at Central Library.

In partnership with Woods Homes and the Inglewood Opportunity Hub, the Library is exploring a pilot project with a focus on youth peer supports. The pilot will enable crisis counsellors from Eastside Community Mental Health Services (ECMHS) and peer support workers for youth at Central and Forest Lawn locations and will extend Wellness Desk services to the public floors of the Library, creating a visible and approachable presence. Engagement activities will include proactive engagement with youth and other Library patrons through conversations, dynamic risk assessments,

and system navigation. In addition, Wood's Homes facilitated a staff professional learning session in August at Forest Lawn which focused on supporting staff working with vulnerable children in navigating adversity.

Pride Week in Calgary ran from August 26 – September 1 with events and celebrations happening around the city and at the Library, including The Purge: a Human Rights Exhibit supported through a partnership with the Canadian Human Rights Museum (CMHR). Central Library is the first venue to exhibit this pop-up installation, which curates highlights from the CMHR's larger, 4,000 square foot historical exhibit that will open in 2025. The exhibit chronicles the personal stories of thousands of 2SLGBTQIA+ employees, military personnel, and RCMP investigated by the Canadian government in the 70s and 80s and the launch was attended by over 250 guests.



At the Pride Parade, more than 50 Library staff, volunteers, Board members, and families (including dogs!) walked to celebrate with our community and cheer that “everyone belongs at the Library”.

East Cluster locations partnered with Community Kitchens to distribute food to community members this summer, with a special focus on children experiencing food insecurity. As cost of living pressures continue to be felt by our patrons, staff were eager to pilot opportunities for partnership and resource sharing.

Seton continues to work with Norris House, an affordable housing program by Closer to Home. This site provides affordable housing and services for 45 families. Staff have been doing monthly book deposits and storytimes at this location. This summer, staff provided special Spanish-language storytimes as this is the most popular second language spoken by residents. These storytime events, and our continued outreach to this location, helps these vulnerable patrons build an ongoing connection to the Library that we hope will continue.

Champion a Sense of Belonging

Service Design is leading an internal research project team to understand the needs of persons experiencing vulnerabilities in our locations, what the Library and other community organizations are already doing to support these needs and identify where the gaps and opportunities are. Research includes staff and patron interviews and surveys, information gathering from other libraries and subject matter experts such as Vibrant Communities Calgary, the Drop-In Centre, The Alex, Momentum, and the City of Calgary's Community Social Workers. Leading best practices in trauma-informed design research are also being implemented as part of this project. The project team will be sharing findings and recommendations to inform future work.

We continue to see large numbers of newcomers at locations across the city. Through an analysis of current community priorities and gaps in services for newcomers, a need was identified for more barrier-free spaces and opportunities where newcomers and English language learners can informally practice English and build community. A variety of approaches have been piloted over the summer and will continue this fall, with the overall intent to provide a range of options that support newcomers in finding the best learning environment for them.

One example includes the Library's English Conversation Group program (eight weeks and registered) that has had extremely long waitlists but typically sees a 50% system-wide drop rate by week three. In response, a drop-in version was prototyped at Shawnessy, Saddletowne, and Nose Hill to test assumptions related to registration barriers and expectations on the level of English language training.

After the drop-in pilot, staff noted an increase in average percentage of capacity versus the previous five registered programs at each location: Nose Hill averaged 114% attendance versus an 87% average for the previous five registered program, Saddletowne averaged 126% versus 45%, and Shawnessy averaged 64% versus 58%. This demonstrated that a small change to the program's structure likely made it more accessible for attendees.

This fall the Library will be applying these lessons to a Drop-In English Practice pilot program at Shawnessy and Signal Hill in September – October that will be complementary to the English Conversation Group program and rely on volunteers facilitating informal conversations with patrons with the aid of plain language prompt cards.

In addition, Central will also be testing a version of Learn Online with the Library aimed at connecting English Language Learners to the many digital resources we offer that can help with language learning. These pilots help test assumptions, reduce barriers, and increase access to language learning resources that are heavily in demand.

Summer is always a busy time for Indigenous Services with programming across the system and high-profile events and activations. Following a busy National Indigenous History Month in June, staff were excited to return to Elbow River Camp during Calgary Stampede to provide Treaty 7 Storytimes. Over 500 people attended the storytimes — the highest since beginning this partnership four years ago.



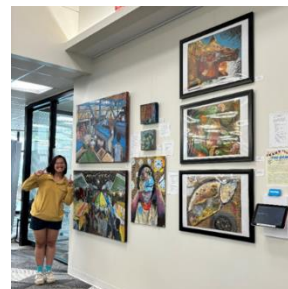
Powwow Trail 101 returned this summer for its second year. This program was available at Seton, Southland, Saddletowne, Forest Lawn, and Crowfoot locations. The selection of each location was based on the cluster, patron interest, green space, and location of the branch to accommodate First Nation members travelling in from their communities. This year a Powwow Coordinator was contracted to handle the coordination of dancers, drum groups, remuneration and MC duties. By hiring a coordinator, it made the program more efficient for Indigenous participants and multiple departments

at the Library, creating capacity for the teams to focus on other responsibilities. The programs were well received and had over 550 attendees.

An outreach in the community dedicated to Truth and Reconciliation happened on July 22. The [Blackfoot Confederacy Tipi](#) had been up in the Brentwood community this summer, and the Library was invited present a storytime with several books by Blackfoot authors. One of the Tipi Holders — an author, Indigenous Landscape Strategist, and Calgary Public Library Board member — Crystal Manyfingers, joined the Nose Hill storyteller to co-facilitate the storytime.

The Library launched its Teen Engagement Strategy in late 2022 that outlined our approach to creating spaces and experiences that would resonate with teens. Frontline staff continue to be incredible champions of this work as they apply training and provide valuable feedback on the evolving needs and interests of teens in our spaces. Here are a few examples of how teens are finding a place where they belong at the Library:

- Village Square staff report that gaming programs are one of the best ways for staff to connect with youth and create positive connections. Staff even pick up the controller at times to play with teens and build rapport.
- At Country Hills' Open Lab they have a designated area for teen tech projects. A number of teens come back week after week to work on projects and create new friendships. Staff members let teen interest guide which activities they engage with each week, but they also put out new activities as options and to peak teens' interest.
- Shawnessy staff were proud to connect Thea, a young artist, to the Art Exhibit Spaces program and help her launch her first public exhibition as part of Filipino Heritage Month. Thea shared: "Thank you very much for this opportunity! It's very surreal that I'm being accepted to exhibit in the same space where I first found my love for reading."



Teens also continue to volunteer with the Library in large numbers. So far, over 430 youth volunteer placements have been completed for the fall Reading Buddies, Coding Buddies, Code Club, and Lego Club programs, with around 70 new youth volunteers being onboarded this summer.

Energize Lifelong Learning

Location staff brought lots of energy to learning this summer through an amazing volume of outreach activities and programs. In Q2 2024, outreach activities were 42% higher than the previous quarter and summer brought even more opportunities to connect with learners in the community.

Many locations worked with local YMCA day camps and City of Calgary outdoor programs such as Stay-N-Play and Park-N-Play to reach younger audiences and promote the Ultimate Summer Challenge. Quarry Park staff shared a charming story that reinforces the importance of space for young learners:

“One day, a group of 8 to10-year-olds all crowded together in the baby area, and while this can mean raucous behaviour, this time they were all quiet... They were giving each person a

turn to speak. Library Experience Supervisor Jenn listened in and realized that they were going around and each speaking on a book they had pulled from the shelves — why they chose it, what it was about...like mini book talks! It was amazing!!”

The Book Truck continues to be an essential service for promoting literacy and community engagement across the city. August saw the Book Truck complete 45 visits, reaching more than 1,500 patrons. Below is a breakdown of Book Truck visits to various community partners:

Calgary Housing	9 visits
Community Summer Camps	15 visits
Community Events	3 visits
Community Hubs	18 visits

On July 1, Service Design Lead Kristen Duke and Service Delivery Manager Jennifer Waugh presented at the American Libraries Association Conference in San Diego to an audience of close to 500 participants. The session titled: “A Call to Play: Encouraging Staff to Play in Public Libraries” shared learnings of the design and implementation of Calls to Play training and introduced attendees to several play-based techniques and reflective activities so that participants might use this information to design and implement a similar training program at their own libraries.

My First Bookshelf, one of the Library’s most popular and powerful programs, is maintaining a registration capacity of 4,100 active participants. There are currently 580 children on the waitlist. The approximate wait time before children who are currently being added to the waitlist will be enrolled in the program is 11-12 months. 118 applications were received in August. Since the program started in November 2020, 1,614 children have graduated from the program and there are 1,559 new members to the Library. This program could not be possible without the support of Dolly Parton’s Imagination Library and donors to the Calgary Public Library Foundation.

Historic Calgary Week ran July 26 – August 5, and the Library worked with Heritage Calgary, a longstanding partner, to deliver 19 programs to over 150 patrons at Central Library, on topics that explored community and belonging. The opening event was held at the Patricia A. Whelan Performance Hall where speakers included Elder Anthony Starlight, Mayor Jyoti Gondek, and Councillor Terry Wong. As part of this year’s activations, lawn signs were created and piloted at several libraries to showcase historic images of Library locations from the Williams & Harris Shared History Centre collections. The pilot project was well received by both community library staff who appreciated being included in the week in this way and patrons who were inspired to ask questions and seek further information about Calgary’s Story resources.

Between June 1 and August 31, 2024, the Job Desk, in partnership with Bow Valley College, saw 662 attendees. This is an increase of 122 attendees based on the same timeframe from 2023. We also began offering Career Basics workshops at additional locations beginning in May 2024, and saw strong attendance for these workshops, especially for the Interview Skills and Resume Development workshops.

The Library is excited to test new Adult learning and interest programming this fall and winter. Art Night In, a new virtual creative arts program is seeking to build on the popularity of virtual creative arts programs for children. Initial response to the first three events for adults has been exceptional with over 300 people registered in the first week.

Impact Moments

A patron on Library Hotline thanked me for my help and also said: "Thank you to your team for all the help you provide and for all you deal with. I know for my community, the immigrant community, you are the first point of contact and you have all kinds of people walking in and asking all kinds of questions. Thank you for all that you do!"

A Nose Hill team member shared a wonderful interaction with a patron:

"A previous program participant dropped into the Library to thank us for all the programs over the years. She is a mom, grandma and day-home provider. Over the years she has attended our Storytimes with her children and then her grandkids and her day-home children. She wanted to share with the Library that because of our programming, the parents of her day home children feel that their children now have the social skills needed to attend school this fall. They have learned so much both socially and academically, and attributed this to the library's programs. They wanted to extend their gratitude and thanks to all the staff!"

At Signal Hill, a mom today told a staff member (because her little girls were too shy) that her daughters had run a lemonade stand over the weekend and they earned over \$100!! When asked what they wanted to do with the money, they decided they wanted to donate it to the Library because they love to visit us and they love books so much!

Staff at Nicholls Family Library overheard three-year-old Pranav speaking in Tamil with his parents in the children's area. Staff approached and spoke with him in Tamil and he was incredibly surprised. When Pranav was next at the Library, he asked his mom to take him to find the Tamil-speaking staff member. They had a great chat and could see that Pranav felt welcome and understood that everyone belongs at the Library!

Unapproved Minutes
Governance Committee Meeting
Calgary Public Library Board
Online via Microsoft Teams
Thursday, September 12, 2024
5:30 pm

Board in Attendance:

- Dana Saric (Chair)
- Kate Andrews
- Haritha Devulapally
- Gillian Hynes
- Evan Legate
- Aaron J. Noga

Regrets:

- Al-Karim Khimji
- Crystal Manyfingers
- Kourtney Penner

Administration in Attendance:

- Sarah Meilleur, CEO
- Paul Lane, Director, Strategy and Planning
- Heather Robertson, Director, Service Design and Innovation
- Laura Komianos, Executive Assistant

1. Treaty 7 Opening

Gillian Hynes respectfully opened the meeting with a land acknowledgment.

2. Review of Agenda

MOVED by Dana Saric that the September 12, 2024 agenda be approved as presented.

Carried unanimously.

3. Approval of Minutes

MOVED by Dana Saric that the minutes of the June 5, 2024 Governance Committee meeting be approved.

Carried unanimously.

4. Business Arising

None.

5. Mini Moments

Aaron Noga shared that he went on a second tour of the Rocky Ridge Library.

Haritha Devulapally took her son to the Fish Creek Library and explored Engine 23.

6. Board Recruitment

A. Recruitment Update

An Urgent Motion was sent out in July regarding the reappointment of Dana Saric, Al-Karim Khimji, and Evan Legate. Approval was received from six Board members, which meets the minimum requirement. The three Board members who were up for re-instatement abstained. The motion passed on July 28, 2024.

B. Skills Matrix Template Review

Evan Legate suggested including a line above “Home Library”, indicating which quadrant of the City each Board member lives in.

Gillian suggested including “Indigeneity” with the attributes as a separate bullet before Race and Ethnicity.

MOVED by Evan Legate that the two changes discussed above, related to the Skills Matrix Template, be approved by the Board.

Carried unanimously.

7. Bylaws, Policies, and Processes

A. Board Policy Review

The committee reviewed suggested edits and agreed with the proposed changes. An additional change was suggested to the Conflict of Interest policy to add that members shall declare in writing to the Board Chair (or in the case where such Board member is the Board Chair, to the Chair of the Audit and Finance Committee) at the first opportunity.

The committee also reviewed the Code of Conduct policy and confirmed that the Team Charter provided sufficient additional detail on expectations for Board members and no further work was required at this time.

MOVED by Dana Saric to propose that these fully revised comprehensive Board policies be taken to the Board with agreed upon changes noted for approval.

Carried unanimously.

B. Reserve Policy Review

The Board policies currently do not include a document to authorize the Library to hold any reserves. A draft policy was developed and shared by Administration for Committee discussion and recommendation to the Board.

When the budget is presented to the Audit and Finance committee in January, Administration and the Board will discuss the reserves the Library has remaining, the administrative policies, and how they have affected this year's budget.

MOVED by Haritha Devulapally that the Financial Reserve Policy be presented to the Board for approval as a part of the policy updates at the September Board meeting.

8. Governance Committee Workplan Review

Dana Saric reviewed the Committee Workplan .

9. Other Business

None.

10. Adjournment

MOVED by Dana Saric that the meeting be adjourned at 6:15 pm.

Seconded by Aaron Noga and Kate Andrews.

Transcribed by Laura Komianos.

Dana Saric
Committee Chair

Unapproved Minutes
Strategy and Community Committee Meeting
Calgary Public Library Board
Online via Microsoft Teams
Wednesday, September 18, 2024
5:30 pm

Board in Attendance:

- Crystal Manyfingers (Chair)
- Gillian Hynes
- Al-Karim Khimji
- Margaret Wu
- Evan Legate

Regrets:

- Kate Andrews

Administration in Attendance:

- Sarah Meilleur, *CEO*
- Mary Kapusta, *Director, Communications and Engagement*
- Melissa Legacy, *Director, Visitor Experience*
- Paul Lane, *Director, Strategy and Planning*
- Trevor Myers, *Business Analyst, Strategic Planning*
- Laura Komianos, *Executive Assistant*

1. Treaty 7 Opening

Mary Kapusta respectfully opened the meeting with a land acknowledgment.

2. Chair's Opening Remarks

Crystal Manyfingers welcomed all attendees to the meeting.

3. Review of Agenda

MOVED by Gillian Hynes that the September 18, 2024 Agenda be approved as presented.

Carried unanimously

4. Approval of Minutes

MOVED by Gillian Hynes that the minutes of the June 24, 2024 Strategy and Community Committee meeting be approved as presented.

Carried unanimously

5. Business Arising

None.

6. Q2 2024 Strategic Scorecard Update

Trevor Myers presented the Strategic Scorecard, which reports measures reflecting Administration's attainment of operational goals that drive progress towards the impact on quality of life that the Board is seeking to achieve through the Strategic Plan.

The 2024 Strategy Scorecard reported key performance indicators (KPIs). The new KPIs align with three new focuses: **Products**, **Engagement** and **Impacts**. The new design also displays a trendline to monitor progress in the current quarter in comparison to previous reporting. Products and Engagements are reported on a quarterly basis. Impacts are measured twice a year following member surveys conducted in Q2 and Q4.

Rather than setting targets as we had previously done, we are now comparing these with a rate of change. In this case comparing to the same quarter of last year. We will then assess those on the growth, decline and stability. The reason for this change is that we can respond more dynamically with interventions.

Products includes the categories of Content, Spaces, Experiences, and Tools. Content includes physical circulation, digital circulation, and virtual learning sessions. Digital circulation decreased by 8% compared to last quarter. If we compare Content to last year, we are 6% higher than Q2 2023. Circulation has been increasing steadily apart from the seasonal dip. Spaces includes all member visits to the Library's physical locations and the Library's website. Physical visits increased by 7% compared to Q1 and are now 11% higher than in Q2 2023. Experiences captures the number of hosted programs and outreach activities conducted by Library staff and volunteers. There was a 19% increase compared to Q2 2023, a 9% increase in programs and a 42% increase in outreach over last quarter. Tools includes the various technology available to members in-location, including computers, printers, Wi-Fi. The Tools measure showed a 4% decrease compared to Q2 2023, an increase of 8% for computer use, a 7% increase to printer use, while Wi-Fi connections have decreased by 1%, an amount that is being fine-tuned with new Wi-Fi access points.

Engagement includes New Membership, impressions and engagements on social media, measurements of Repeat Visitors and Dwell Time. Online engagement is a new measure added to the 2024 scorecard, replacing the Library Hotline measure. It combines the impressions (number of time content is seen) and engagements (number of times content was interacted with) for various social media platforms). There was a 56% increase compared to Q2 2023. There was

an 82% increase in Facebook interactions, a 5% decrease in Twitter/X, 11% decrease in Instagram and a 40% increase in LinkedIn. Regarding New Membership, this measure captures the number of new members the Library has gained throughout the quarter. This quarter saw over 38,000 Calgarians get new Library cards, an increase of 11% compared to Q2 2023. Our active membership base at the end of Q2 was 798,000 members, representing 57% of the civic population. The Repeat Visitors KPI shows the percentage of members who have visited Library locations four or more times within the quarter. Repeat visitors make up 53%, a slight decrease of 1% compared to Q2 2023. The Dwell Time measure highlights the median length of time members are spending within Library locations. The median amount of dwell time is 60 minutes.

Impacts is divided into the following categories: Creating Purpose, Champion Belonging, Energize Learning, Library Satisfaction. Each Impact KPI is drawn from a third-party, semi-annual phone survey conducted to 400 randomly selected Library members. Impacts are reflected as the percentage of respondents who believe their experiences are reflected within the question to a high degree (4/5) or a very/extremely high degree (5/5). Creating Purpose is rated at 35%. Champion Belonging is a measure of whether members see their own community reflected and welcomed at the Library and is rated at 65%. Energize Learning indicates if the Library has supported members' personal growth and is rated at 76%. Lastly, Library Satisfaction is rated at 96%, and has remained consistently high, speaking holistically to the quality of all Library services.

This quarter continues the strong results seen in Q1 of this year. Most measures increased or remained stable relative to last quarter, and the rate of change assessment indicates healthy trends across nine of the 12 KPIs. Of note this reporting period is the strong membership growth, both in the number of new members acquired, as well as the overall membership base.

MOVED by Evan Legate that the Q2 2024 Strategic Scorecard be received by the Strategy and Community Committee for information as presented.

Carried unanimously

Evan Legate left the meeting at 6:00 pm.

Margaret Wu joined the meeting at 6:04 pm.

7. Spotlight Report: Lifecycle Updates and System Planning

Paul Lane presented the Long Term Facility Strategy Update report and reviewed the methodology used for scoring the remaining useful life of each facility.

The report emphasized the strategy to keep existing libraries in a state of good repair with continued high user satisfaction, and plans and needs to grow the system to ensure an excellent provision of library service as Calgary continues to welcome new residents into the future.

There is strong need to continue advocacy and awareness around additional library building needs, especially in the established parts of the city where well-loved libraries are rapidly approaching end of life.

This is balanced by the need to add net new libraries and library space as the City continues to grow.

MOVED by Margaret Wu that the Long-Term Facility Strategy Update be received by the Strategy and Community Committee for information as presented.

Carried unanimously

8. Board Advocacy Priorities Review

Mary Kapusta presented the Board Advocacy Priorities for review. The Committee reviewed the existing advocacy priorities which invite Board members to engage in advocacy work on behalf of the Library based on their respective skills, interests and capacity. No changes were requested.

9. Workplan Review

No changes were requested.

10. Other Business

None.

11. Adjournment

MOVED by Gillian Hynes that the meeting be adjourned at 6:48 pm.

Transcribed by Laura Komianos.

Crystal Manyfingers

Committee Chair

Unapproved Minutes
Audit and Finance Committee Meeting
Calgary Public Library Board
Online via Microsoft Teams
Thursday, July 17, 2024
5:30 pm

Board in Attendance:

- Haritha Devulapally (Chair)
- Evan Legate
- Aaron J. Noga
- Dana Saric
- Margaret Wu

Administration in Attendance:

- Sarah Meilleur, *CEO*
- Jim Chisholm, *Director, Technology*
- Katrina Ducs, *Financial Services and Procurement Lead*
- Chae Jun, *Controller*
- Paul Lane, *Director, Strategy and Planning*
- Amanda Robertson, *Executive Assistant*

1. Treaty 7 Opening

Aaron J. Noga respectfully opened the meeting with a land acknowledgment.

2. Review of Agenda

MOVED by Evan Legate that the July 17, 2024 Agenda be approved as presented.

Carried unanimously

3. Approval of Minutes

MOVED by Evan Legate that the minutes of the May 2, 2024 Audit and Finance Committee meeting be approved as presented.

Carried unanimously

4. Business Arising

None.

5. Cybersecurity Update

Jim Chisholm presented highlights from the Cybersecurity report, including: a cybersecurity and cybercrime environmental scan; an assessment of current threats; and the Library's strategy to date as well as going forward.

MOVED by Dana Saric that the Cybersecurity Update be received by the Audit and Finance Committee for information as presented.

Carried unanimously

6. Q2 2024 Controller's Report and Financial Review

Katrina Ducs presented highlights from the Q2 2024 Controller's report and financial review.

MOVED by Aaron J. Noga that the Q2 2024 Controller's Report and Financial Review be recommended as presented by the Audit and Finance Committee to the Calgary Public Library Board to receive for information.

Carried unanimously

7. Annual Insurance Review

Katrina Ducs presented highlights from the annual insurance review. The report confirmed that there are no concerning trends in claims made by the Library and that there is sufficient coverage according to Board policy.

ACTION – Administration to connect with the City to provide benchmarking data comparing the Library's insurance information to other libraries and civic partners at the next insurance review.

MOVED by Aaron J. Noga that the Annual Insurance Review be received by the Audit and Finance Committee for information as presented.

Carried unanimously

8. Q2 2024 Risk Register Review

Paul Lane presented highlights from the Q2 2024 Risk Register.

MOVED by Margaret Wu that the Q2 2024 Risk Register Review be recommended as presented by the Audit and Finance Committee to the Calgary Public Library Board to receive for information.

Carried unanimously

9. Meeting Agenda and Minutes: Format Review

The Committee directed Administration to make changes to reporting within the Audit and Finance Committee workplan. Administration is to provide the same recurring reports going forward, but to reduce the volume as much as possible. Administration is to reduce reports to dashboard or scorecard-type views without exposition and to remove exposition from meeting minutes unless it provides necessary context behind decisions or action items. These changes are to be implemented effective immediately.

ACTION – Board to discuss these recommendations with the Governance Committee and Strategy and Community Committee for the sake of consistency across standing committees.

10. Workplan Review

No changes were requested.

11. Other Business

None.

12. Adjournment

MOVED by Margaret Wu that the meeting be adjourned at 6:55 pm.

Transcribed by Amanda Robertson.

Haritha Devulapally
Committee Chair

**Report to the
Calgary Public Library Board
Audit and Finance Committee
Risk Register Update for Q2 2024
July 17, 2024**

I. ALIGNMENT

The Risk Register is a requirement of the City of Calgary and a governance best practice. The purpose of this report is to provide the Committee with updated results for the end of Q2 2024.

II. BACKGROUND

The Risk Register is intended to identify and quantify risks that would prevent Administration from achieving the goals of the Strategic Plan. Specifically, three risk areas have been identified:

Relevance Risks – is the risk that community indifference negatively impacts ability to improve the quality of life in Calgary through Library services and programs.

Operations Risks – is the risk that ineffective processes negatively impact the ability to successfully manage complexity and change.

Security Risks – is the risk that real or perceived safety and security concerns negatively impact organizational capacity, reputation, and community support.

III. COMMENTARY

Due to resource constraints during the preparation period for this report, the detailed review of each risk has been omitted for this report. The Rate of Change table presented below contains the high-level value of the item and the 3-month, 6-month and 12-month rates of change for each. It is the rate of change that informs Administration’s view on the degree of concern for each risk measure, as summarized in the Status column.

Risk Measure	Current Value	Status	12 month Rate of Change	6 Month Rate of Change	3 Month Rate of Change
Active Membership	55	Green	-5%	-2%	-2%
User Satisfaction	96	Green	1%	2%	█
Volunteer Support	1621	Green	25%	56%	24%
Quality of Life	68	Yellow	-18%	-4%	█
Staff Engagement	69	Yellow	-12%	-12%	█
Location Visits	1.88	Green	13%	11%	5%
Website Visits	1.49	Green	7%	9%	-1%
Staff Turnover	2.16	Green	-8%	-7%	-14%
Community Library Incidents	0.65	Yellow	-27%	-2%	-25%
Central Library Incidents	4.2	Red	15%	30%	32%
Cybersecurity Rating	79	Green	10%	-9%	-1%
East Village Crime Index	1945	Green	21%	12%	-2%

Yellow status items are risks with an absolute value, or a weakening trend, that indicate that progress is not meeting expectations. There is one item, Community Library Security Incidents, that is a repeat from the prior report. The absolute value is better than what has historically been considered the target level, but the trend has been moving slowly in the wrong direction.

The other two yellow status items are new to this cautionary rating. The Library saw a marked deterioration in both items in the most recent surveys. Both are relatively new surveys and have not been run enough times to draw a conclusion about the confidence interval of results. The next iteration of both surveys will determine if these results are an anomaly or a confirmed negative trend.

The Cybersecurity rating improved from the prior report as the gain seen last quarter has held this quarter.

The lone red status item, Central Security Incidents, has been an item of concern and ever-increasing mitigation, for many reports. The absolute value is down considerably from year ago levels, and the rate of improvement is holding. Also noteworthy is that the reported crime rate in the area of Central Library has also improved over the 12- and 6-month time frames.

IV. RECOMMENDATION

That the Audit & Finance Committee receive this report, *Risk Register Update for Q2 2024*, for information and discussion.

Paul Lane

Director, Strategy & Planning

**Report to the
Calgary Public Library Board
Audit & Finance Committee
Controller's Report for the Month Ended June 30, 2024
July 17, 2024**

The management financial dashboards of Calgary Public Library for the quarter ended June 30, 2024, are appended to this report for information. The financial dashboards have been prepared using the full accrual basis of accounting, which recognizes the financial effect of events that impact an entity in the accounting period, regardless of whether cash was received or spent.

A. Executive Summary

The interim financial reports of the Calgary Public Library Board are comprised of:

- Financial Dashboard
- Operating Reserve
- Capital Lifecycle Reserve

The Library continues to increase its program and project spending in Q2, driven largely by significant projects like the Skyview Prototype location projected to open late summer/early fall, and ongoing safety grant spending. The favourable budget variance includes \$120K of additional interest revenue and \$570K in savings from salaries and benefits of which \$300K relates to on-call/substitute positions. The latter savings began diminishing in February due to position fulfillment and on-call budget utilization. In response to the overall favourable variance, management has decided to fund two new IT temporary positions utilizing approximately \$100K of surplus. This update underscores a proactive approach to managing resources amidst evolving operational needs and project priorities at the Library.

One forward looking area of note is the changing landscape of Environmental, Social and Governance factors; an area we will need to address in the coming years. In preparation, we are actively monitoring legislative and accounting standard changes. Specifically, we are initiating a proactive assessment of environmental targets as part of the City of Calgary's Benchmark YYC program, which evaluates energy usage across different buildings within the City. As well, we are developing a social procurement questionnaire to be completed by our vendors for any of our significant projects.

B. Statement of Financial Position

Net Financial Assets are \$9.2M at quarter end. The cash balance is strong. Accounts receivable includes capital transfers from the City of Calgary, deposits, and GST reimbursements. Accounts payable and accrued liabilities relate to Salaries and Benefits accruals and amounts owing to vendors. Deferred revenues include the Provincial Grant received for 2024, City one-time Safety and Security funding received up to Q2 2024, and money received from the Foundation for various restricted grant programs.

C. Revenues

Revenues were \$0.1M favourable for the second quarter end.

City of Calgary - \$248,263 unfavourable at June 30, 2024 and \$236,328 unfavourable at March 31, 2024.

The unfavourable variance attributed to the timing of one-time outreach funding recognition from the City. This delay in revenue recognition impacted our Q2 results but is expected to rectify in subsequent periods, aligning with our year-end financial forecasts.

Interest and other revenues - \$331,028 favourable at June 30, 2024 and \$230,503 favourable at March 31, 2024.

Q2 interest revenue has surpassed budgeted expectations, primarily due to the higher than anticipated interest rates coupled with robust operating and lifecycle reserves. This favourable outcome is anticipated to persist through the end of September, contributing to our projected surplus. These additional funds will be reallocated throughout the year to maximize our strategic initiatives. We also received \$110K shared reserve from the Genesis Centre (Saddletowne Library).

Grants and sponsorships - \$52,813 favourable at June 30, 2024 and \$123,102 favourable at March 31, 2024.

The favourable variance is due to additional grants received from the Foundation. The associated expenses will be reflected in the forecast.

D. Expenses

Total expenses were \$2.6M favourable for the second quarter end.

Salaries and employee benefits - \$724,223 favourable at June 30, 2024 and \$536,460 favourable at March 31, 2024.

The favourable variance is primarily due to vacancies and employees on leave as well as under-utilized on-call budget, especially notable in Q1. Subsequently, most vacancies were either filled by new applicants or absorbed by the additional hours put in from existing employees. Historically the on-call budget utilization increases over the summer months which will be visible in Q3.

Collections - \$67,017 favourable at June 30, 2024 and \$93,364 unfavourable at March 31, 2024.

The favourable variance is due to the timing of Collection spending.

General operating - \$1,022,852 favourable at June 30, 2024 and \$223,564 favourable at March 31, 2024.

The favourable variance is largely attributed to timing across various budget lines. While these variances are temporary, we anticipate alignment with forecasts in subsequent periods.

Building and equipment - \$799,812 favourable at June 30, 2024 and \$483,787 favourable at March 31, 2024.

The favourable variance is due to the timing difference of routine maintenance programs. The variance is anticipated to normalize in future periods and will be reflected in the forecast.

Occupancy costs - \$18,971 unfavourable at June 30, 2024 and \$23,699 unfavourable at March 31, 2024.

The unfavourable variance is due to extra custodial maintenance and work done in the common areas at Genesis Centre (Saddletowne Library). The Library is responsible for 10% of the total expenses incurred by the building operator at Genesis Centre. The unfavourable variance is offset by additional revenues received from the Genesis Centre reserve fund.

E. Recommendation

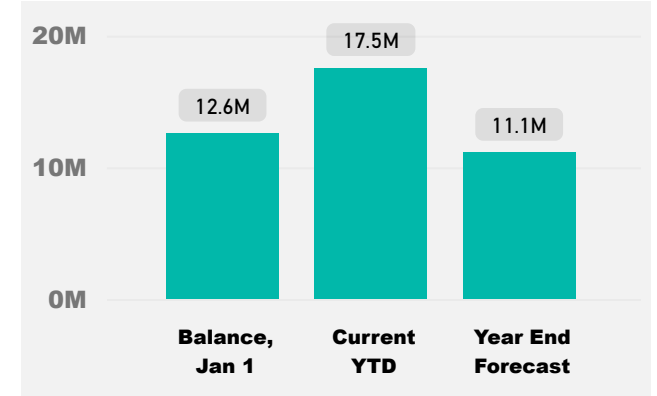
That the Audit & Finance Committee recommend that the Calgary Public Library Board receive the Controller's Report and the Calgary Public Library Board's financial reports for the period ended June 30, 2024.

Prepared by Chae Jun CPA, CGA, MBA
Controller

Commentary

- Current YTD Cash balance includes:
 \$3M Restricted Operating Reserve
 \$9.1M Accounts Payable and Deferred Revenue
 \$2.6M Capital Lifecycle Reserve

Cash Position Forecast, as of Jun 30, 2024

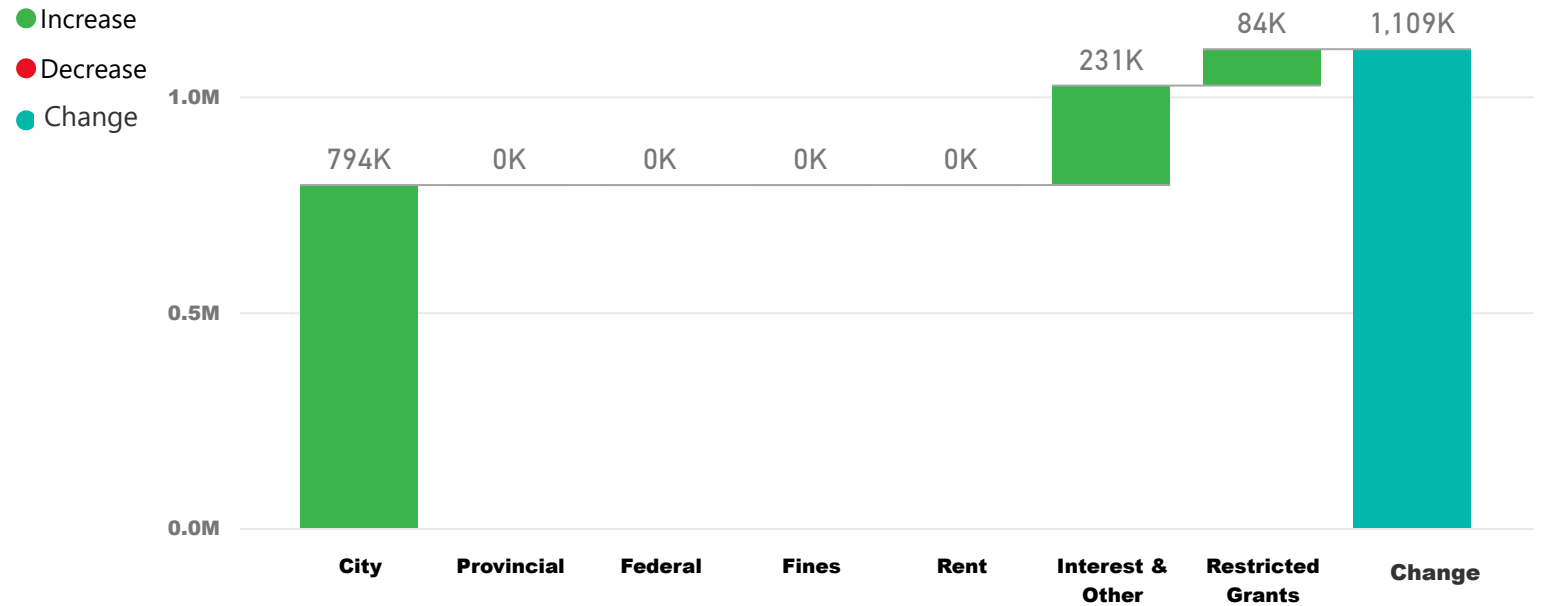


Revenue Year End Forecast, as of Jun 30, 2024

- The year end forecast revenue increase for the City is due to the \$750K Safety Grant funding and insurance proceeds.

- The year end forecast Interest & Other revenue increase is due to higher interest revenue of \$120K and \$110K withdrawal from the shared reserve from Genesis Centre (Saddletowne Library). The withdrawal has been transferred to the Capital Lifecycle reserve.

- Restricted Grants increase reflects the additional grants received from the Foundation.



Board-Approved Budget Revenues
 69,824K

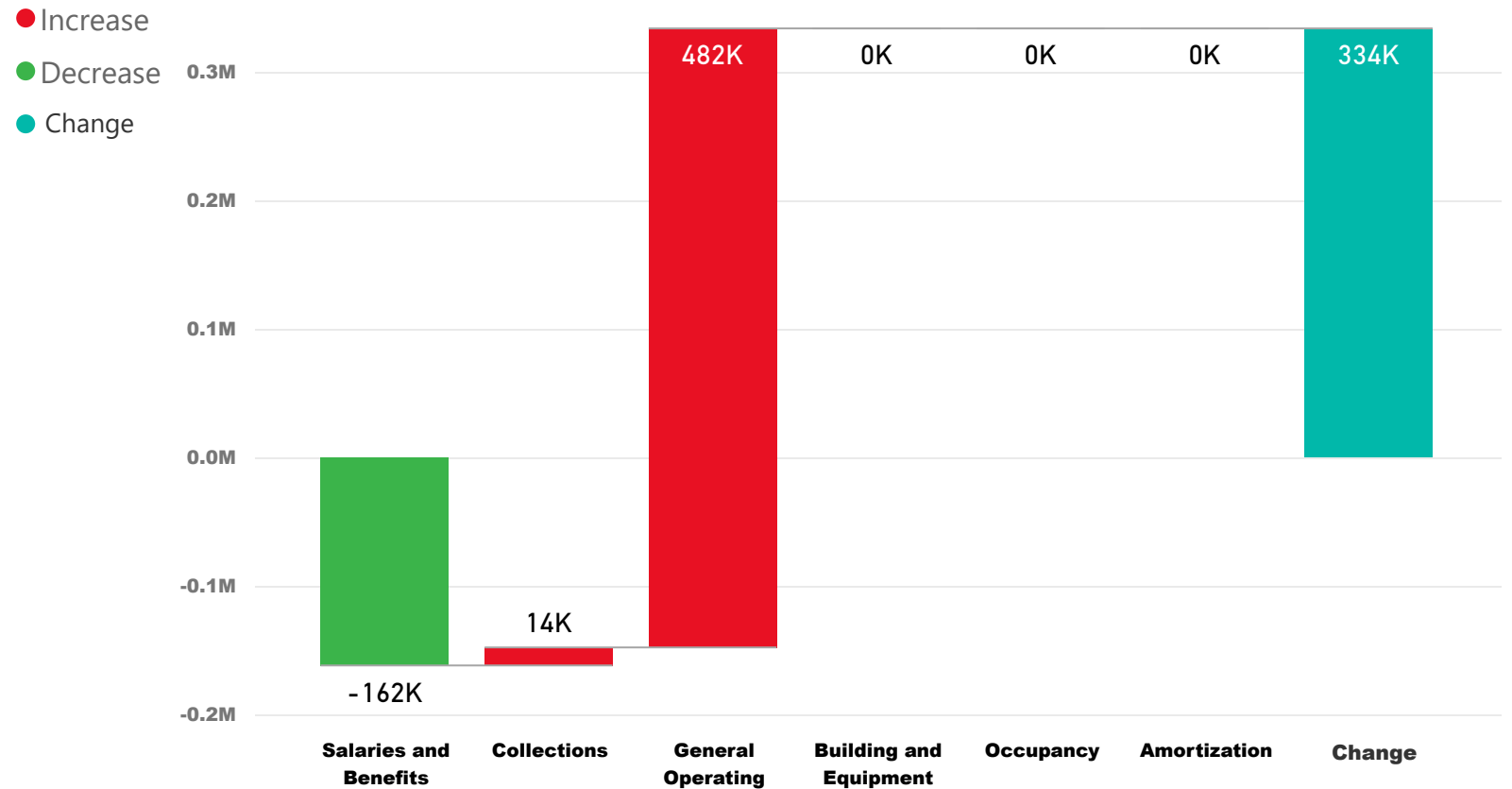
Forecasted Revenues
 70,933K

Commentary

- Salaries and Benefits forecast decrease reflects the vacancies and employees on leave. It also includes the \$307K forecast increase from Safety Grant funded positions and \$100K for new IT temporary positions.

- General Operating forecast increase is due to increased grant from the Foundation and the funding of \$443K from the City Safety Grant.

Expense Year End Forecast, as of Jun 30, 2024



Board-Approved Budget Expenses
77,334K

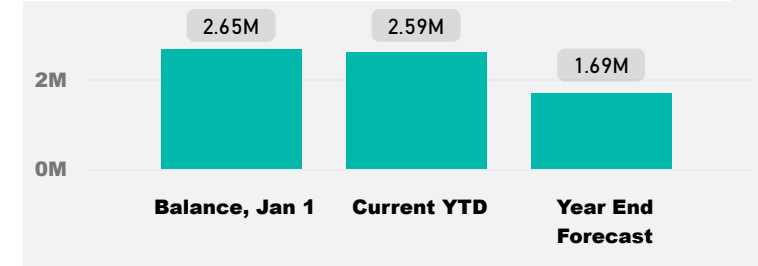
Forecasted Expenses
77,668K

Lifecycle Funding Commentary.

- Carry forward funds include \$1.2M of The City lifecycle grant and \$1.1M asset management funds from prior year.

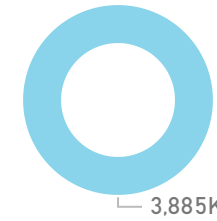
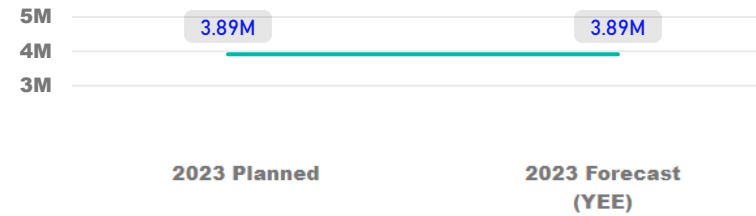
- Current year funds include \$4.8M of The City funding, and \$0.2M asset management from the operating funds.

Lifecycle Surplus Forecast, as of Jun 30, 2024



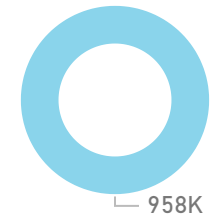
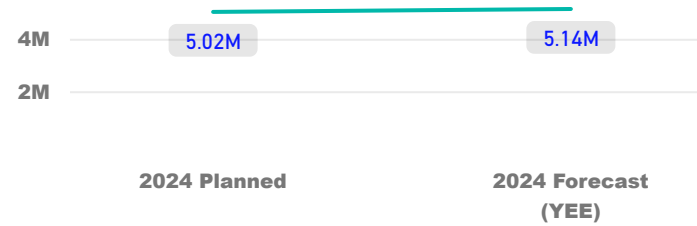
Funding Source

Carry Forward



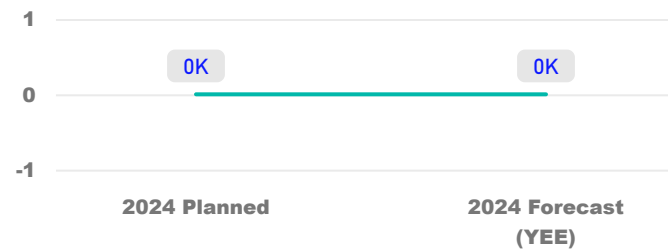
● 2024 Executed ● 2024 Committed

Current Year Funds



● 2024 Executed ● 2024 Committed

Growth Projects Funds



● 2024 Executed ● 2024 Committed

Lifecycle Spending Commentary

- Carry forward projects include: Fish Creek (\$2.1M), Giuffre (\$0.5M), and Operations Centre (\$0.4M).

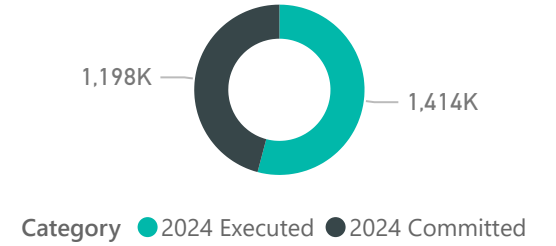
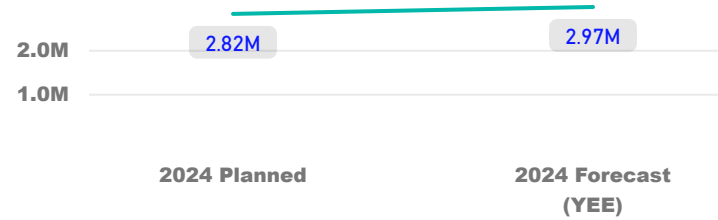
- Current year building projects include Louise Riley (\$0.4M), Skyview Fit-up (\$0.7M), Memorial Park Roof Replacement (\$0.3M), and Alarm upgrades (\$0.2M).

- Furniture includes \$140K for Fish Creek.

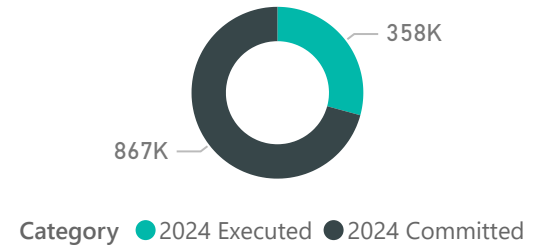
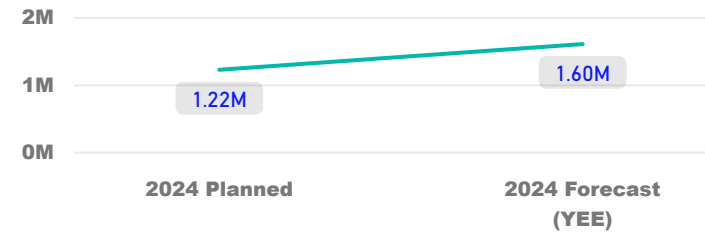
- The Library purchased three Ford Transit vehicles, has committed two GMC E4500's, and will lease a Ford E-350 from the City starting in the fall.

Spending Profile -1-

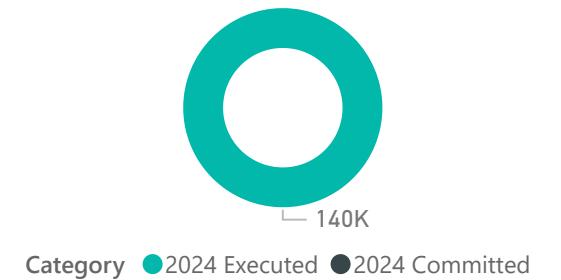
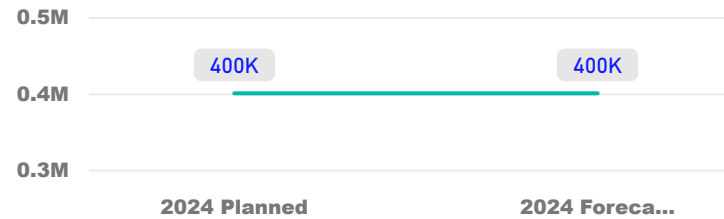
Carry Forward Projects



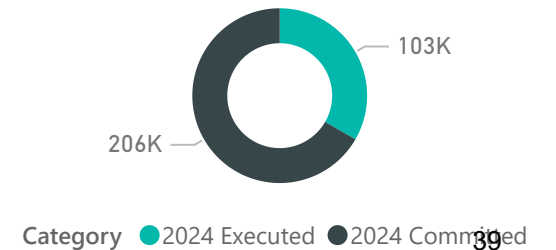
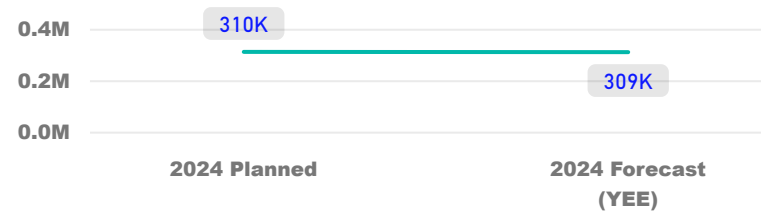
Building



Furniture



Vehicles

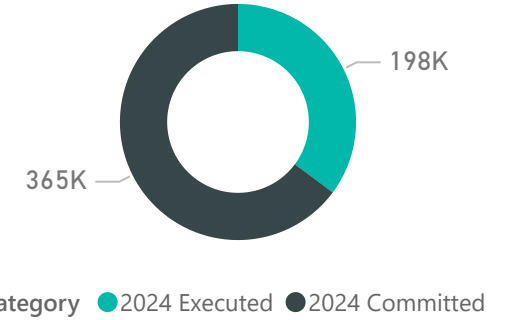
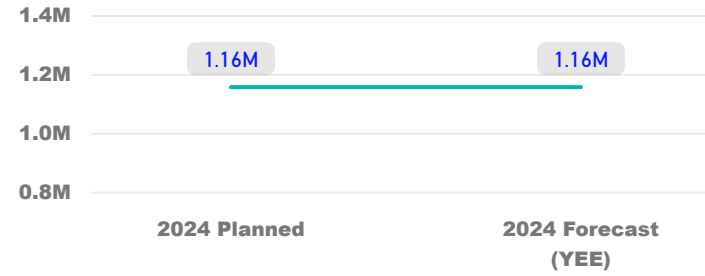


Commentary:

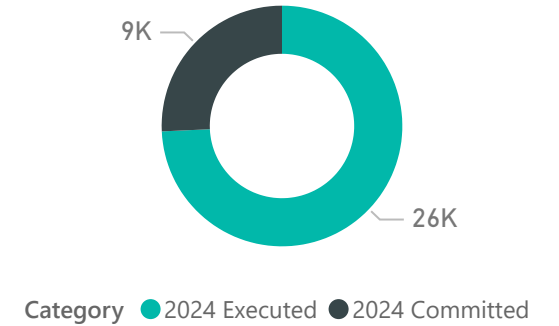
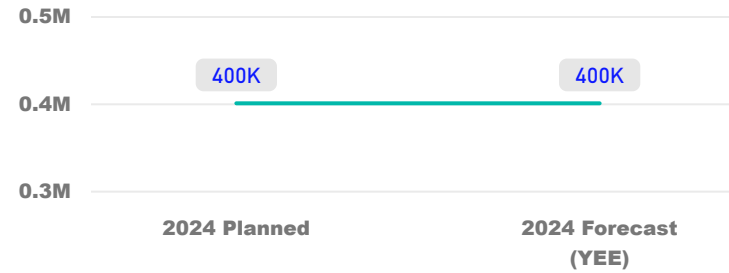
- IT lifecycle spending includes network and end-user equipment replacement, and \$500K automated material handling equipment.

Spending Profile -2-

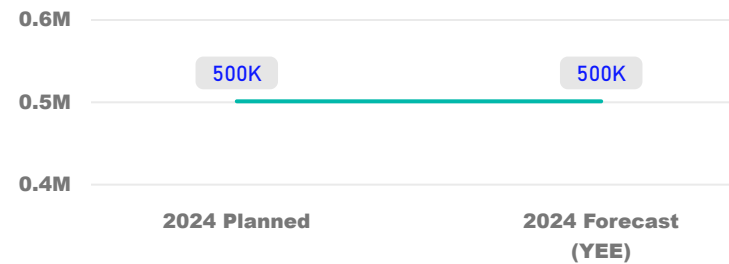
Technology



Demand Maintenance - Small Projects



Collections



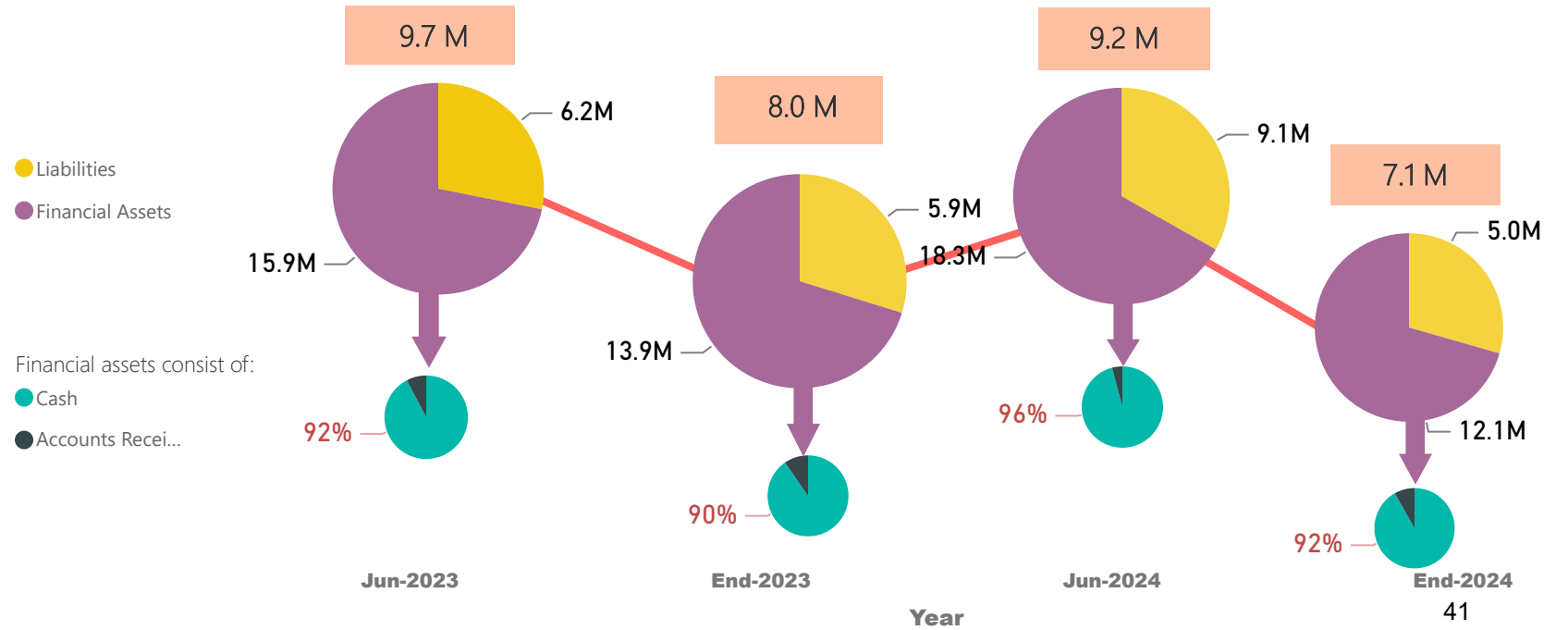
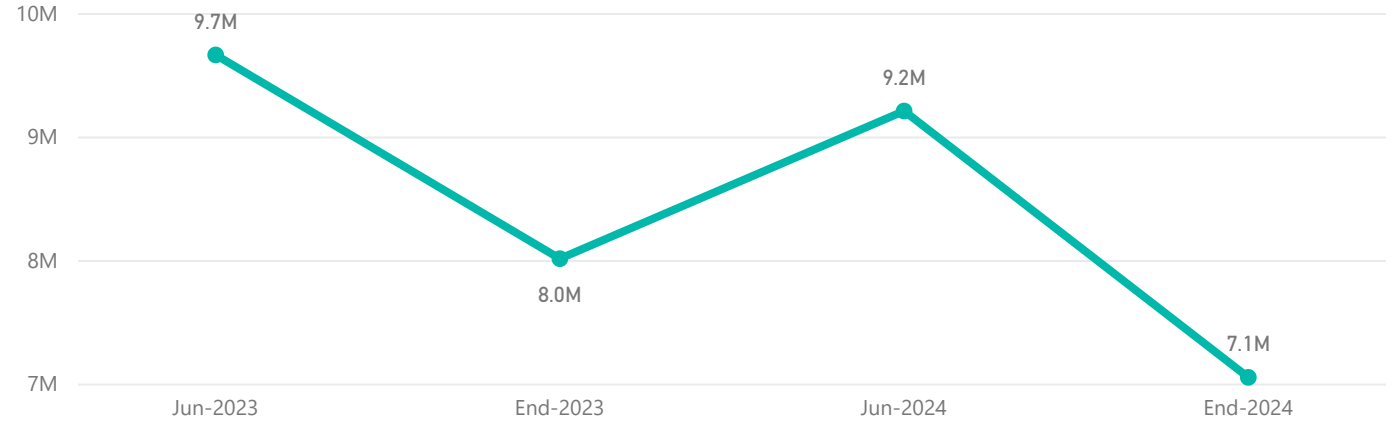
- \$500K of Collections will be funded from Capital Lifecycle reserve.

Commentary.

- Year-end forecasted Net Financial Assets is \$7.1M, as of Jun 30, 2024. The working capital remains strong throughout the year despite the decreasing trend.

Statement of Financial Position, as at Jun 30, 2024

Net Financial Assets



Commentary

- The increase of Tangible Capital Assets is due to additions from capital projects (\$5.6M).

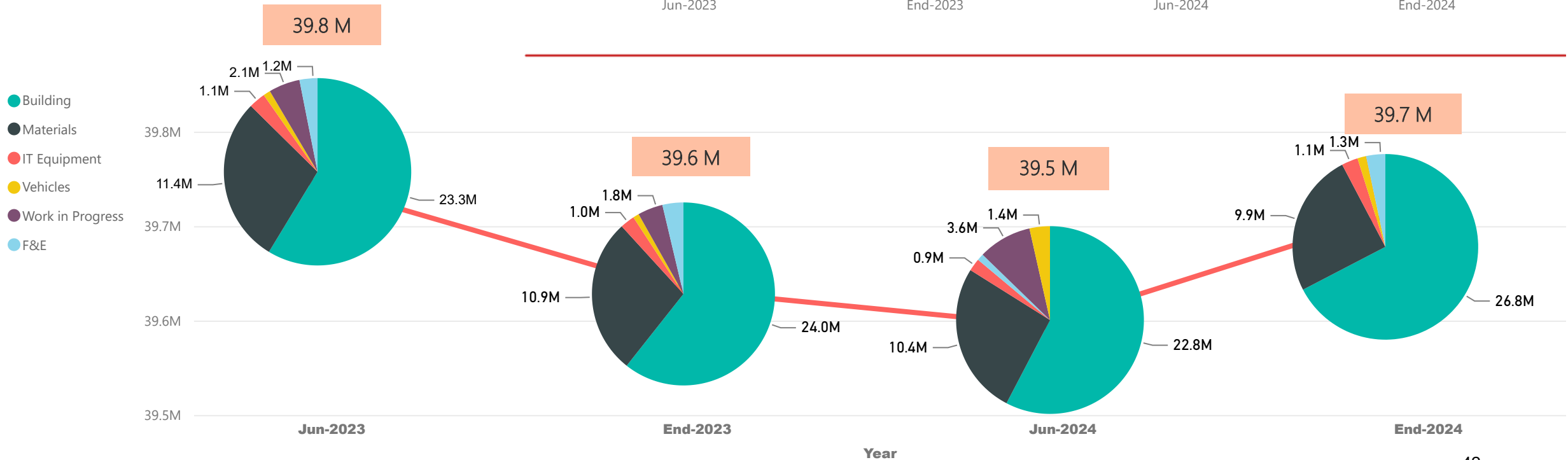
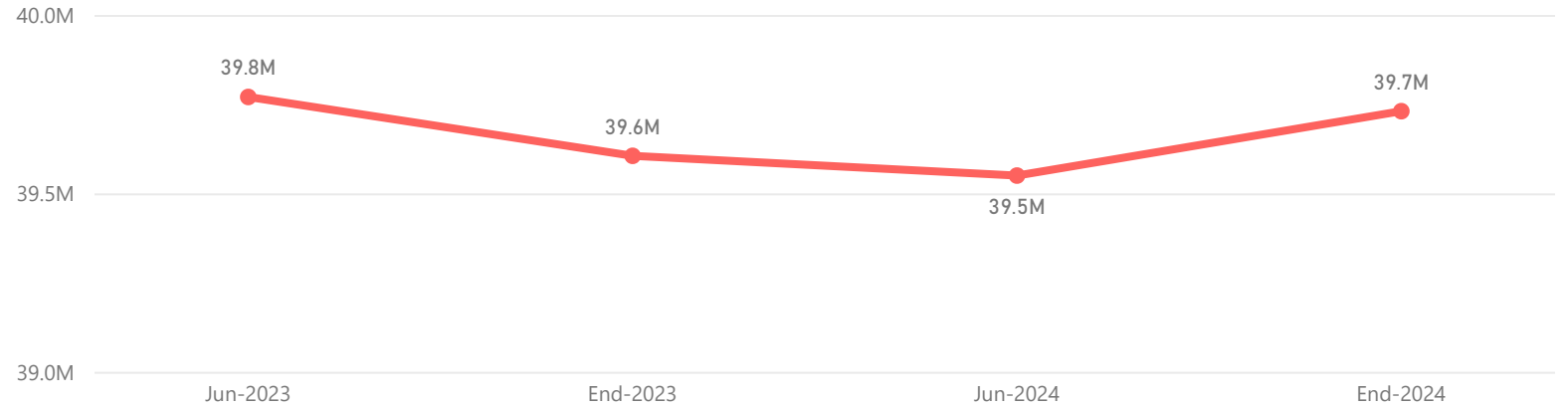
Actions

2024 additions:

- Books: \$1.5M
- Buildings: \$3.4M
- IT: \$0.4M
- Vehicles: \$0.3M

Statement of Financial Position, as at Jun 30, 2024

Tangible Capital Assets

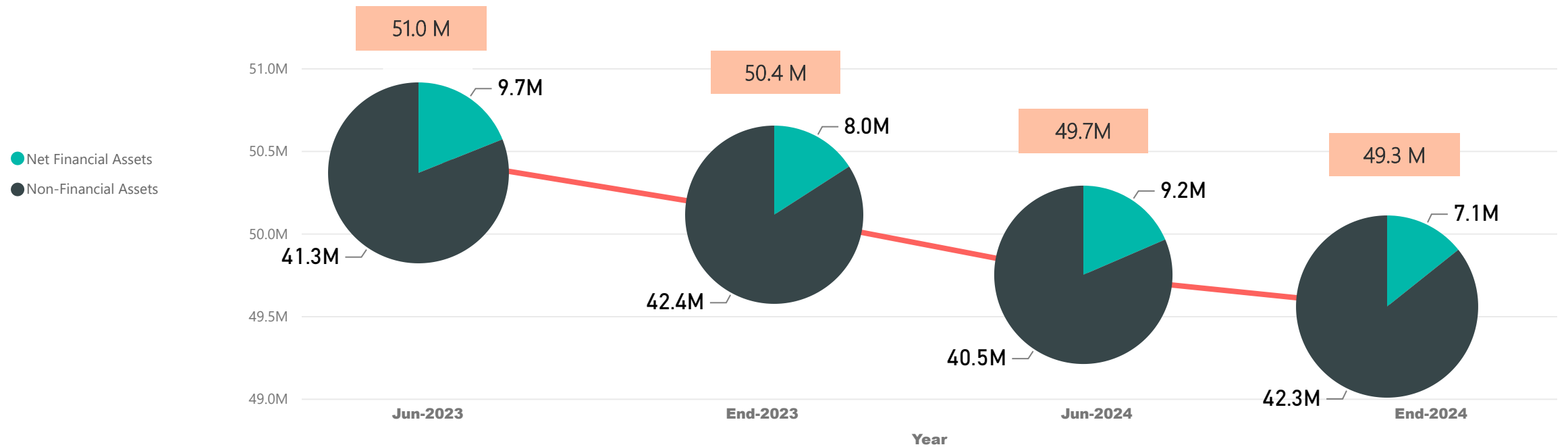
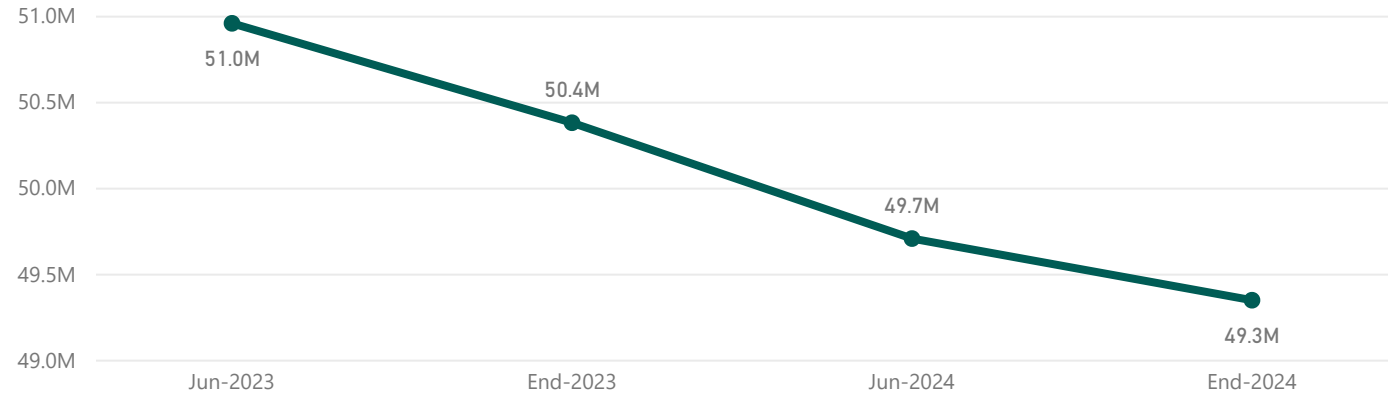


Statement of Financial Position, as at Jun 30, 2024

Commentary

- The decreased Accumulated Surplus is due to decreasing trend in TCA compared to prior years.

Accumulated Surplus



Operating Reserve Fund	Projects	Description	2023 Carry Forward	2024 Planned	2024 Executed	2024 Committed	2024 Total
As at June 30, 2024							
Funding Source			('000)				
		Carry Forward Funds	3,000	-	-	-	3,000
		Current Year Funds	-	-	-	-	-
Total Funds Available			3,000		-	-	3,000
Spending Profile							
	Carry Forward Projects	2022 Carry Forward Projects	-	-	-	-	-
	New Projects	2023 Projects	-	-	-	-	-
Total Spending Profile			-		-	-	-
Total Funds Available			3,000		-	-	3,000

**Capital Lifecycle
Funding and
Spending Profile**

June

Projects	Description	2024 Planned	2024 Forecast (YEE)	2024 Executed (YTD)	2024 Committed (YTD)	2024 Total (YTD)
Funding Source ('000)						
	Carry Forward Funds	3,885	3,885	3,885	-	3,885
	Current Year Funds	5,024	5,135	958	-	958
Total Funding Available		8,909	9,020	4,843	-	4,843
Spending Profile						
Carry Forward Projects	2023 Carry Forward Projects	2,816	2,973	1,414	1,198	2,612
New Projects	Building	900	1,278	147	781	928
	Demand Maintenance	400	400	26	9	35
	Furniture	400	400	140	-	140
	Vehicles	310	309	103	206	309
	Technology	700	700	57	181	238
	Automated Materials Handling	455	455	141	184	325
	Collections	500	500	-	-	-
	Asset Management	316	320	211	86	297
Total Spending Profile		6,797	7,335	2,239	2,645	4,884
Net		2,112	1,685	2,604		4,136

CALGARY PUBLIC LIBRARY FOUNDATION UPDATE



SEPTEMBER 2024

HIGHLIGHTS

- The **April Direct Mail appeal went to 16,025 addresses and raised \$48,174**. September's Direct Mail landed in 16,000 mailboxes on September 10, with a focus on the rise in book prices and equitable access to books through the Library.
- Ticket sales are underway for **Locked Library: Force of Nature, presented by Mortgage Connection**, on Friday, November 22 at Central Library. We've sold 200+ tickets to date.
- We were once again a participating charity in the Rogers Birdies for Kids presented by AltaLink matching program (BFK).
 - › The **Summer Lottery for Literacy Cash Raffle** ran from June 7 to June 30 and raised **\$16,300**. Proceeds were matched up to 50% through BFK.
- The **Spring 50/50 Cash Raffle** ran from April 5 to April 26 and raised **\$15,740**.
- In mid-July, we launched a **matching campaign for monthly donors**. All new monthly donors and any donors who upgraded their existing monthly pledges during the campaign will have their gifts matched for a full year. This initiative resulted in **22 new monthly donors** and **4 upgrading donors**. The matched funding was provided by donors Peter and Lorraine Moore.
- Over the summer, **LibraryStore** pop-ups ran every Tuesday at Central Library, raising over **\$1,300**.
 - › A new color of our popular Local Laundry Library Love sweaters is now available at LibraryStore.ca.
- Ticket sales for **Lit Gala: Once** launched on August 27. Our Have a Bite invitation campaign invited prospective guests to "have a bite" of Snow White's apple and purchase their tickets to Lit Gala.
- **Gift Highlights include:**
 - › \$50,000 gift in support of highest priorities
 - › \$10,000 gift for My First Bookshelf
 - › \$180,000 pledge for the Newcomers Fund
 - › \$125,000 pledge for Human Rights and Holocaust Education Fund
 - › \$83,333 pledge for Human Rights and Holocaust Education Fund
 - › \$65,000 in-kind sponsorship for Lit Gala
 - › \$56,000 in-kind sponsorship for Lit Gala



CALGARY PUBLIC LIBRARY FOUNDATION UPDATE



SEPTEMBER 2024

- › \$55,989 in-kind gift for Engine 23
- › \$50,000 for Free Period
- › \$50,000 for Lit Gala
- › \$42,692 in-kind sponsorship for Lit Gala
- › \$31,802.35 gift for My First Bookshelf
- › \$30,000 gift in-kind sponsorship for Lit Gala
- › \$25,000 gift for the Newcomers Fund
- › \$15,000 gift for highest priorities
- › \$10,313 gift for Library Collections
- › \$10,000 gift for My First Bookshelf
- › \$10,000 gift for Library Audiobook Collection
- › \$10,000 gift for Innovation Engine
- › \$10,000 gift for My First Bookshelf
- › \$10,000 in-kind sponsorship for Lit Gala
- › \$7,500 gift for Lit Gala

UPCOMING

- **October 7 to 20:** The Library Foundation will be one of just three charities receiving matching funds through Macquarie Group's Annual Charity Fundraiser Mix-Off.
- **October 8 to November 12:** Lit Gala 50/50 is live.
- **October 15 to November 8:** Lit Gala Auction is live. We are still actively seeking prizes for the silent auction and Blind Date with a Book activation. Please contact Danielle@LibraryFoundation.ca with any leads or questions.
- **Friday, November 8:** *Lit Gala: Once*, our signature fundraising event will take place at Central Library. This year we are diving into a world of fairy tales. Learn more and purchase tickets at www.LitGala.ca
- **Friday, November 22:** Locked Library: Force of Nature Presented by Mortgage Connection at Central Library. To learn more about sponsorship opportunities contact Tamara@LibraryFoundation.ca. To purchase tickets, visit www.LibraryAfterDark.ca
- **Tuesday, December 3:** Giving Tuesday Fundraising Breakfast at Central Library. If you are interested in inviting your networks and hosting a table, please contact Anne@LibraryFoundation.ca

"On a recent visit to Central Library on a hot day in July, I was involved in a community mediation. The Olympics were live-streaming for the public, and parents and their small children were creating with Lego and sharing storybooks. So proud and grateful."

— Library supporter

**Calgary Public Library Board
Annual Workplan
as of September 25, 2024**

Reports for Information (I) and Approval (A) Or No Motion Required (X)	Annual Meeting Cycle												
	Jan	Feb	Mar	Apr	May	Jun	Jul*	Aug	Sep	Oct	Org	Nov	Dec
Executive Leadership Team													
1. CEO Report	I		I		I	I			I			I	
2. Public Libraries Service Branch (PLSB) Annual Survey (in camera)	A												
General Board Governance													
3. Chair and Vice-Chair Appointments											X		
4. Standing Committee Appointments											X		
5. Standing Committee Chair Appointments											X		
6. ALTA Representative Appointment (optional)											X		
7. Delegate Selection for Calgary Public Library Foundation Board											X		
Governance Committee													
8. Meeting Report(s)	I		I		I	I			I			I	
9. Organizational Meeting Review and Recommendations	I												
10. Board Self Evaluation Results Review and Recommendations	I												
11. New Member Appointment Recommendations (in camera)									A				
12. New Member Orientation									X				
13. Board Governance Bylaw Review (revisions require Board approval)									I				
14. Board Policy Review (revisions require Board approval)									I				
15. CEO Performance Review (in camera)									I				
Strategy and Community Committee													
16. Meeting Report(s)	I		I		I	I			I			I	
17. Community Library Liaisons	X												
18. Board Retreat Recommendations	X												
19. Board Advocacy Recommendations									A				
20. Strategic Plan (2022, 2026, 2030)						A							
Audit and Finance Committee													
21. Meeting Report(s)	I		I		I		I*		I			I	
22. Annual Budget	A												
23. Annual Financial Audit			A										

**Calgary Public Library Board
Annual Workplan**

Reports for Information (I) and Approval (A) Or No Motion Required (X)	Annual Meeting Cycle												
	Jan	Feb	Mar	Apr	May	Jun	Jul*	Aug	Sep	Oct	Org	Nov	Dec
24. Revolving Credit Facility Confirmation	I												
25. Operating Reserve Fund Review	I												
26. Quarterly and Annual Financial Review	I		I		I		I*		I			I	
27. Quarterly and Annual Risk Review	I				I		I*		I			I	
Calgary Public Library Foundation													
28. Report to the Board	I		I		I	I			I			I	

* July meeting cancelled in 2024