

CALGARY PUBLIC LIBRARY

# Board Meeting

5:30 PM, Wednesday, June 28, 2023  
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. We also recognize the Métis (*May-tea*) people of Alberta Region 3 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 (*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.

## CEO Report June 2023

June is traditionally a very busy and exciting time for Calgary Public Library. June brings the lead-up to summer programming and our Ultimate Summer Challenge, our largest annual program that reaches over 20,000 Calgarians each year. It is also National Indigenous History Month, an important time for programming that builds each year through the passion and hard work of our staff and Indigenous community members. While Calgary Pride is celebrated in August, this month is also International Pride Month, a time to invest in awareness and reflect on the work that remains to fight intolerance.

On June 15, the Library announced a \$100,000 investment to support the acquisition and development of resources that seek to share and celebrate 2SLGBTQ+ stories, issues, and experiences. As libraries across North America continue to see an increase in challenges and criticism of programs and resources related to the experiences and issues important to 2SLGBTQ+ communities, I felt it was important to do what libraries do – address misinformation and intolerance with information and access.

Library Leadership recently took a trip to visit our peers at Edmonton Public Library to tour the Stanley A. Milner Library. Our strong relationship with Edmonton Public Library is collaborative and supportive, and we welcomed the chance to share information and inspiration at their beautiful downtown location.

Calgary Public Library was recently announced as a winner of the American Library Association 2023 John Cotton Dana Award. This prestigious award for excellence in library public relations was awarded to the Library's "This ad is for" campaign that drew from internal and third-party data sources to understand membership behaviour during the pandemic to help understand how to bring people back to locations and reengage with library services. The campaign was a tremendous success, and during this targeted four-month campaign, the Library gained 48,226 new memberships, nearly 60% of its annual target.

As locations have become busier and visits steadily grow across the system to approach pre-pandemic levels, I find myself eager to reconnect with staff and patrons across the city. A new CEO Storytime is being launched to help leadership stay connected to the everyday experience in locations and have fun with little aspiring readers.

### **Government Relations**

The Library congratulates all newly elected representatives for the Province of Alberta and welcomes Ric McIver as our new Minister of Municipal Affairs. The Library will send welcome letters to Minister McIver and all the Members of the Legislative Assembly for the Calgary region.

The Library provided a number of supports for the provincial election in May. Rocky Ridge and Central were advance polling locations, and Memorial Park and Central were polling stations on Election Day. Other programming included system-wide signage and materials to support voter information and civic engagement, a debate in partnership with Bow Valley College for the Calgary-Buffalo candidates, and the distribution of Elections Alberta voting instruction booklets in 28 languages. Materials from Elections Canada were also used to create an interactive display in the Create Space to build civic awareness for the month of May.

Neighbour Day on June 17 provided an opportunity to host several city councillors at their local community library. We were pleased to see Councillor Sharp, Councillor Penner, and Councillor Walcott visit their community libraries that day and share the fun on social media.

The Public Libraries Service Branch (PLSB) is working with the Library on providing updated accessibility training in the fall. This training will help libraries to understand and apply best practices for communication tools and program delivery.

## **System Developments**

With Calgary experiencing record-high temperatures combined with poor air quality from the northern Alberta wildfires, patrons have been grateful for the accessibility and welcoming atmosphere of the library. All Calgary Public Library locations are listed as extreme weather refuges through the city of Calgary, which now includes poor air quality conditions. All locations have high-efficiency filtration systems to provide enhanced air quality. During periods of extreme heat and poor air quality, City Centre Cluster locations also provided chilled water to support patrons.

Volunteers are an important part of system capacity, and we continue to rebuild our volunteer base following the pandemic. So far this year, the Program and Volunteer Planning Team has onboarded 479 new volunteers (357 youth, 122 adults), and our total number of volunteers is now over 2,100. Volunteers have contributed 13,878 hours across the system in 2023 as of this report, a significant increase over the same period last year, in which we had 4,002 volunteer hours.

The HR Department has been working to roll-out expanded professional learning for library staff. Previous staff feedback noted the importance of further supports and training, and new modules focus on upskilling the workforce with a focus on safety, wellness, inclusion, and visitor experience needs.

A new staff training program -- The Psychological Safety and Security Learning Path -- is a collection of curated courses and resources that contribute to a shared understanding of psychologically safe workplaces and skill development for staff safety and wellbeing in a Library environment. Courses take an empathy-based approach to create self-awareness of personal bias while learning about other people's experiences. Staff will learn how to assess and respond to Library based incidents in a safe manner that prioritizes wellbeing.

The internal Intellectual Freedom training developed by HR and the Collections Team has now been completed by 70% of staff. Staff who have completed the training note greater confidence in discussing intellectual freedom and the Library's commitment to it with patrons.

The Library partnered with the Calgary Centre for Sexuality to offer courses throughout the year on Creating a Culture of Respect: Inclusive Language and Pronouns.

High visitor experience standards are part of our promise to community, and new and refreshed professional learning is focused on programming, including providing inclusive story times and supporting early learning. The Library has rolled out a new tool to help staff create more opportunities for children to learn through play. The Calls to Play workbook is a research-driven resource that continues the Library's commitment to early years whole child development.

## Operational Highlights

Registration for Ultimate Summer Challenge – the Library’s biggest annual program – opened on June 1, and as of this report, more than 2,800 people have already registered. Library staff will also be doing visitor school visits this month to encourage student registration and expect to reach over 200 classrooms in June alone. The Challenge is the Library’s main tool to address summer slide, the period over the summer where children can experience learning loss.

As the school year ends, Library School will take its annual break until September. Library School, hosted at Central Library, offers students and teachers a chance to explore a big question in a rich environment of local art, books, Indigenous placemaking, and learning through play. Library School hosted 20 on-site classes and two online classes this school year. Nearly 550 students attended and got to explore Central Library, learn about storytelling, and had special opportunities to meet with Elders. Bookings for next year are already full, with staff selecting 22 classes from over 100 school submissions.

The promise of summer weather means outdoor activation and programming are starting to happen across the system. For many locations, this means that popular family programs will begin to take place outside as space and weather permitting.

Outreach staff across the system are busy visiting schools, daycares, seniors’ homes and more. The Book Truck program had 15 new requests in May alone – the largest number in one month since before the pandemic.

Location staff are embracing outdoor spaces. Seton Library added some outdoor seating recently so teens and adult patrons can join children in enjoying the space, while Forest Lawn is activating the system’s only outdoor Early Learning Centre with programs like Words and Wiggles and inviting local schools to play.

At Memorial Park Library, a weekly Farmers and Makers Market provides a new opportunity for staff to meet the public and promote membership. This is in addition to other children’s and adult programs like Reading in the Park, Chess in the Park, film screenings, and more.

Important days of recognition like Asian Heritage Month, International Pride Month and more provide opportunities for partnerships and programming to reach a range of community members.

June is National Indigenous History Month, and the Indigenous Services Team and others created a full month of engaging and inspiring programming.

National Indigenous History Month kicked off with Anishinaabe and Ojibwe comedian, influencer and TikTok sensation Sherry McKay from Winnipeg. The Library doesn’t host many comedy events, and was thrilled to see over 200 attendees gather at the Patricia A. Whelan Performance Hall for an evening of humour.

The following day, an opening ceremony was held in the Shaikh Family Welcome Gallery at Central Library to officially launch National Indigenous History Month. It included a blessing from Elder Miiksika’am (Clarence) Wolfleg, remarks from CEO Sarah Meilleur and Library Board Member Crystal Manyfingers and dance demonstrations from Indigenous community members. At the end, everyone came together to join in a Round Dance.



Other programming in June includes Inuit Carving, Métis History and Jigging, and a virtual Fry Bread class. There will also be Family Storytimes throughout the month featuring Indigenous stories.

As part of National Indigenous History Month, the Library also released the [Children's Treaty 7 Land Acknowledgment Flannelgraph](#) video. The flannelgraph was made by Trissa Meguinis and animated by Catherine Cartmill and Peggy Walden.

Staff from the Indigenous Services Team and Newcomer Services also worked together on a new cultural exchange rooted in sports. The Library brought a display about Indigenous sports to the Future Stars Cricket League Summer Free Open Trials and invited facilitators to demonstrate Dene and Inuit games. This was a unique opportunity to spark curiosity and start conversations about Indigenous traditions with newcomer families.

The Library is excited to expand the Newcomers Desk service beyond Central Library to three new locations as of this month. Calgary Immigrant Women's Association (CIWA) joined Calgary Catholic Immigration Services (CCIS) and Immigrant Services Calgary (ISC) as partners for Newcomers Desk services at the Library. Saddle Towne, Village Square and Forest Lawn will now host this service that helps connect newcomers to resources and support directly in their communities. Staff and patrons are thrilled to see this valuable service expand.

The Library's English Conversation Group program is led by volunteers and is a great way for English language learners to connect and learn in a supportive environment. The most recent session began with classes at 15 locations with 40 volunteer facilitators and 272 newcomers attended the program in its first week, with locations reporting long waitlists.

The virtual version of the program also saw an unprecedented attendance increase in May. In total, in the virtual program attendance was 257, averaging 43 participants per class. For comparison, in April, the total attendance was 151, averaging 25 participants per class.

The librarian at Village Square led a successful Canadian-Filipino tour on June 7 that included a visit from the Consul General of the Philippine Consulate, Mr. Zaldy Patron. Twenty-five people attended the tour and were eager to learn about the free services the Library provides.

The needs of newcomers are also evident in Collection data. The highest circulating adult nonfiction physical book from May 2023 was *Cambridge IELTS General Training 16 With Answers*, which speaks to the Library's impact on new Canadians. Five of the top ten adult nonfiction are titles from the Literacy Collection.



LOTE4 Kids World Language Storybooks online resource is also proving very popular and was used 725 times by 227 unique users in May. 10% of that total use, the highest proportion for a single language, was for Ukrainian children's books. Featuring readalong narration in two languages as well as on screen picture book illustrations and text, this eResource provides options and support for young language learners as well as enjoyment of heritage languages.

In May, Central Library hosted the Calgary European Film Festival screening of the 2023 European Union Film, Extracurricular; the FascinAsian Film Festival, which included a series of films and workshops, and a performance of The Vagina Monologues, presented by local Calgary actors, artists, and feminists and sponsored by the Werklund School of Education.

Memorial Park hosted a full day of panels for the Calgary Black Film Festival focused on teaching aspiring filmmakers about funding, freelancing, and creating content for younger audiences.

We are expanding tech programs at Central to include an in-person Tech Mentors session to support patrons on-demand with their technology questions. We may explore offering it twice a week depending on patron needs and interest. We are also collaborating with the Women In Need Society (WINS) to offer a digital literacy program for women looking to enhance their computer skills for job seeking. This program will be a modified version of Get Started with Technology with weekly sessions on-site at Central July through August.

A [Livewire Calgary](#) story about Influencer in Residence, Chanry Thach, was recently featured by the [Urban Library Council](#). This residence is the first session of the new Creative in Residence model. Each year, Calgarians will have the opportunity to pitch their special creative knowledge as the focus of a residency. As the Influencer in Residence, Chanry is hosting programs related to social media use and will help patrons better tell their unique stories for personal and business needs.



Job Desk continues to perform well in 2023, with more than 150 patrons per month using the one-on-one Job Desk career coaching service for 755 job seekers supported from January to May. If numbers remain strong, we hope to surpass our 1,000-per-year target by the end of July. The new table signs for Job Desk/Entrepreneur Desk and the new Job Desk standing sign give the Job Desk kiosk a higher profile and allow it to be more easily identified and found within the library.

Partnerships continue to help the Library reach new audiences and better support community needs. Large partnered events also activate our spaces.

Litcon 2023 took place from May 30 to June 3, featuring a series of virtual school events and an in-person event at the Central Library. The virtual events attracted a significant audience, with a total of 442 classes with nearly 11,000 students participating in the sessions.

On June 6 and 7, Central was once again one of the venues for the Mayor's Environmental Expo. The annual Mayor's Environment Expo is held in conjunction with National Environment Week with the goal of empowering and educating Calgary's youth to practice and promote environmental actions, shaping a healthier and greener city for tomorrow. Over 2,500 students attended the Expo over the two days.

As part of the Library's partnership with CBC Calgary, journalist Elise Stolte is facilitating Telling your story at multiple locations. These free community writing workshops help participants to write a first-person story, and [CBC Calgary has published some](#), while others will be shared on the Library's Biblioboard platform.

Since September 2022, Calgary Police officers have given 246 hours, and Emergency Communication Officers have given 31 hours, to the It's a Crime Not to Read program, one of the Library's longest-running programs. In May, Program and Volunteer Planning sent 52 grey boxes with over 1,350 gift books to It's a Crime Not to Read schools. Each student and volunteer officer will receive a personalized book in June, celebrating the end of the program year.

In partnership with the City of Calgary, Central Library hosted a *Pride Month 2023: Indigenous Drag Show* on June 15. Designed to break down colonial notions of drag, this family-friendly show celebrated Two-Spirit community members from several Nations signatory to Treaty 7. The event followed our funding announcement, bringing more joy and meaning to the day.



The Library celebrated Day on June 17 with special programming at Forest Lawn, Judith Umbach, Guiffre, Nose Hill, Seton, and Bowness. Saddletowne also had special programming in partnership with Genesis Centre and the City of Calgary's Emergency Preparedness team as part of Neighbour Day celebrations. While all 21 locations were open for Neighbour Day, the six locations with special programming had over 4,537 visitors, a 41% increase when compared to the week before.



In partnership with Ward 7, Central will be hosting Reflecting on History, Shaping our Future: Observing Resilience, Unity, and Harmony on June 23. The event will feature an exhibit on the history of Chinatown, performances, a welcome address from Councillor Terry Wong, and a livestream viewing of the National Remembrance to commemorate the centenary of the Chinese immigration Act. Mayor Jyoti Gondek will be in attendance to honour the leaders and builders of Chinatown.

To commemorate the centenary of the Chinese Exclusion Act, the Asian Heritage Foundation, and Action! Chinese Canadians Together Foundation present the 2023 Light & Sound Show – No Canada Without Me. This 30-minute show will be projected onto the east exterior of the Central Library on July 1 and will highlight the vital contributions of Asian Canadians throughout history.

Everyone is invited to the Central Library on Canada Day for free activities and programs to celebrate and recognize Canada's many stories. Activities include a Mayor's Storytime, a spoken word performance, Métis music, films, and more. All other locations will be closed for the holiday.

As part of our new Strategic Plan, the Library looks at growing our system and understanding emerging community needs through design-thinking. This process has led to the City as Library project, led by the Service Design Team. Focusing on new service areas in Skyview Ranch and Walden, the Library used demographic and Library usage data, interviews with staff and residents in the areas, and site visits to build an understanding of needs in the area. This has created several micro pilots that will be rolled out this summer. Projects include Community Story Hunts, pop early learning experiences, and a Micro Library installation to test the viability of temporary service in the Walden community. Pilots will take place over the coming summer months, with the results being measured and evaluated for recommendations on future use.

### **Impact Moments**

Special Services was contacted by a teacher who wanted to bring her two blind students into the Central Library for a tour of the Special Services Department. The students are newcomers and were not aware of what the Library could offer to support them. A staff member introduced them to the equipment that the Library lends to patrons with visual disabilities (Victor Reader, Victor Stream, iPad, and Braille books) and registered them for the Centre for Equitable Library Access (CELA). The teacher had not visited the Central Library before either, so was excited to see the accessible stations and brailers. They went home with new library cards, braille books and a strong sense of how the Library supports their needs.

A patron came to the Shawnessy desk and told a staff member that she was new to Calgary and was very excited to have found a library so close to her home. She said that her 3-year-old son had been diagnosed with delayed speech and was told that being in an environment with other children as much as possible would be especially helpful. She could not have been more excited about all that the Library offers for young children! As she was leaving, she had tears and a huge smile as she explained that her son had already verbally interacted with another child in the Early Learning Centre.

Staff received the following feedback regarding The Get Started with Technology program from a current Tech Mentor:

“In my time as tech mentor, I was asked a few times for such help... mostly from retired individuals who never had to use computers when they worked. They increasingly are aware that they are being 'left behind' and had nowhere to turn to for advice or introduction to use of technology. [...] As an intro, I'm glad this program is being offered.”

**Unapproved Minutes**  
**Governance Committee Meeting**  
**Calgary Public Library Board**  
**Online via Microsoft Teams**  
**Tuesday, June 6, 2023**  
**5:30 pm**

**In Attendance:**

**Board**

Andrew Rodych (Chair)  
Haritha Devulapally  
Al-Karim Khimji  
Crystal Manyfingers  
Sheeba Vijayan

**Administration**

Sarah Meilleur, *CEO*  
Amanda Robertson, *Executive Assistant*  
Heather Robertson, *Director, Service Design and Innovation*

**Regrets**

None

**Guests**

Barb Read, *Salopek & Associates*

**1. Treaty 7 Opening**

Crystal Manyfingers respectfully opened the meeting with a Treaty 7 land acknowledgement.

**2. Review of Agenda**

**MOVED** by Sheeba Vijayan that the June 6, 2023 agenda be approved by the Governance Committee as presented.

Carried unanimously

**3. Approval of Minutes**

**MOVED** by Haritha Devulapally that the minutes of the May 9, 2023 Governance Committee meeting be approved as presented.

Carried unanimously

**4. Business Arising**

Crystal Manyfingers thanked Administration and participating members of the Board for their support of Reconciliation at the Library with the recent Children's Lodge naming ceremony as well as the opening ceremony for National Indigenous History Month.

## 5. Board Recruitment

### A. Recruitment Update

Haritha Devulapally provided an update for the ad hoc Recruitment Committee's progress and next steps in the 2023 search. With one eligible Board member confirming their intention to stand for re-appointment, there remains a maximum of four open positions to be filled during this year's campaign.

The vacancies will be filled with a consideration for succession planning to ensure required skill sets are fulfilled, such as governance experience and financial acumen with additional considerations being experience with equity, diversity, inclusion and belonging, truth and reconciliation, and capacity.

Board members and the Library's communications team will be asked to share the posting widely with their networks this year in order to cast a wider net for applicants. The Recruitment Committee will meet in August to create a short list and interview candidates, then will make recommendations to the Governance Committee and the Board in September in advance of the City Council deadline.

The Governance Committee directed Administration to connect with the Library Marketing department and the City of Calgary to support the posting.

Task	Responsible	Deadline
Connect with Library Communications team and the City of Calgary to support the volunteer posting.	Administration	June 2023

*Al-Karim Khimji joined the meeting at 5:45 pm.*

*Haritha Devulapally left the meeting at 5:50 pm.*

## 6. Board Self-Evaluation

### A. New Survey Question Review

The Committee reviewed the four proposed questions regarding Truth and Reconciliation as well as Equity, Diversity, Inclusion, and Belonging. The Committee agreed to revise the second question as follows:

*The Board composition reflects the best practices of EDIB (the promotion, representation, participation, and sense of belonging for different ages, races, ethnicities, abilities, disabilities, genders, religions, cultures, and sexual orientations).*

Crystal Manyfingers asked that a fifth new question be drafted to assess how well Board members are recognizing and understanding the belonging of all Treaty 7 people and the shared history as it relates to the work of the Library Board. Andrew Rodych volunteered to draft the question and circulate it to Crystal for review before the September Governance Committee meeting.

The Committee directed Administration to note the possibility of adding questions regarding the Board's understanding of and commitment to Intellectual Freedom beginning in 2024 or later to measure their engagement on that topic after several learning opportunities in 2023 and beyond.

Task	Responsible	Deadline
Draft fifth new question regarding the Board recognition and understanding of the belonging of all Treaty 7 people and the shared history as it relates to the work of the Library Board.	Andrew Rodych, Committee Chair	August 2023
Review and advise on the new survey question draft.	Crystal Manyfingers, Committee Member	August 2023
Make note of the Committee's interest in developing survey questions related to Intellectual Freedom at a later date.	Administration	2024

**MOVED** by Al-Karim Khimji that the four new questions proposed at the June 6, 2023 meeting of the Governance Committee be approved as amended for use in the 2023 Board Self Evaluation Survey.

Carried unanimously

**B. 2021 Survey Action: Governance Capacity and Consensus Building and 2022 Survey Action: Board Member Engagement and Performance**

The Committee reviewed the previous actions taken to address the topics raised in the 2021 and 2022 Self Evaluation Survey results: governance capacity; consensus building; and Board member engagement and performance.

The Committee recognized that governance capacity is being addressed through ongoing learning opportunities, such as the upcoming Intellectual Freedom presentation in June. It is also being addressed by efforts of the Recruitment Committee to appoint candidates with the knowledge and schedule availability to fill gaps, particularly those that will be left at the end of this term with a maximum of four vacancies to fill.

The Committee discussed how consensus building practices, engagement, and performance can be traced to a need for respectful, kind dialogue and behaviour between Board members. In light of the Board's renewed internal commitment through its revised Team Charter, the Committee agreed that progress is underway on these topics.

For next steps, the Committee agreed to maintain the current list of questions with the new additions previously discussed in Item 6.A., then measure the Board's sentiments in 2023 and assess whether the Board has been progressing effectively in governance capacity and engagement.

## 7. Bylaws, Policies and Processes

### A. Intellectual Freedom Policy Discussion

Heather Robertson presented a policy development process to the Committee for review and direction. The Committee had previously approved the engagement of Intellectual Freedom expert James Turk for a presentation on June 29, 2023. The Strategy and Community Committee will hear a Spotlight Report on Intellectual Freedom on June 14, 2023.

After the two presentations have been completed, Administration will distribute a follow-up survey to the Board to gather feedback and ascertain priorities regarding the new policy's contents. Over the summer, Administration will develop a first draft for the Governance Committee to review in September.

The Committee agreed to the proposed timeline and will determine at the September or October meeting whether the policy should be approved this year or, because the Board's composition will change significantly in November, be referred to the new 2024 Governance Committee for approval next year.

Task	Responsible	Deadline
Continue with next steps in the proposed policy development process.	Administration	June 2023

## 8. Workplan Review

The Committee proposed no changes to the workplan.

## 9. Other Business

None.

## 10. In Camera

*Barb Read of Salopek & Associates joined the meeting at 6:55 pm.*

**MOVED** by Crystal Manyfingers that the Governance Committee move in camera at 6:57 pm.

Carried unanimously

The Committee invited Barb Read to move in camera.

**MOVED** by Al-Karim Khimji that the Governance Committee rise without reporting.

Carried unanimously

## 11. Adjournment

**MOVED** by Sheeba Vijayan that the meeting be adjourned at 8:20 pm.

Transcribed by Amanda Robertson

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Andrew Rodych  
Committee Chair



**Unapproved Minutes**  
**Strategy and Community Committee**  
Online via Microsoft Teams  
Wednesday, June 14, 2023  
5:30 pm

**In Attendance:**

**Board**

Al-Karim Khimji (Chair)  
Crystal Manyfingers  
Sheeba Vijayan

**Administration**

Sarah Meilleur, *CEO*  
Mary Kapusta, *Director, Communications and Engagement*  
Melissa Legacy, *Director, Visitor Experience*  
Manjula Nanjappa, *Director, Technology*  
Amanda Robertson, *Executive Assistant*  
Heather Robertson, *Director, Service Design & Innovation*

**Regrets**

Evan Legate  
Dana Saric

**Guests**

Stephen Gibbs, *Selector*  
Genevieve Luthy, *Manager, Service Design*  
Jan Smith, *Selector*

**1. Meeting Opening**

Sheeba Vijayan respectfully opened the meeting with a Treaty 7 land acknowledgement.

**2. Review of Agenda**

**MOVED** by Sheeba Vijayan that the agenda for June 14, 2023 be approved as presented.

Carried unanimously

**3. Approval of Minutes**

**MOVED** by Crystal Manyfingers that the minutes of the April 12, 2023 meeting be approved as presented.

Carried unanimously

**4. Business Arising**

None.

## **5. Mini Moment**

Mary Kapusta shared that she was calling in from Tweed Public Library in rural Ontario. When she told Tweed staff that she needed a place to use strong Wi-Fi to attend a virtual meeting with the Board of Calgary Public Library, they were pleased to host someone from a library system they admired but had never visited themselves. They provided a tour of their facility and allowed Kapusta to use the space for the afternoon and into the evening after they closed for the day.

Sarah Meilleur shared that Calgary Public Library was recently announced as a winner of the American Library Association (ALA) 2023 John Cotton Dana Award. This prestigious award for excellence in library public relations was awarded to Calgary Public Library's "This ad is for" campaign that drew from membership data to determine which demographics had not been returning to the Library. During this targeted four-month campaign, the Library gained 48,226 new memberships, nearly 60% of its annual target.

## **6. Spotlight Report: Innovation Engine – City As Library**

Genevieve Luthy presented highlights from the City as Library report.

This initiative was generated by the Innovation Engine, a process the Library developed to leverage its strengths and scale up its capacity in human-centered design thinking. Through ideation sessions with over 100 staff, the Service Design department collected over 2,700 ideas and iterated them until the first project was selected: City as Library.

City as Library is intended to identify new approaches to building connections and providing Library services in underserved communities where new locations are planned in the coming years. In identifying pilot ideas, the Service Design team considered the question, "How might we build new connections and foster community in the underserved areas of Skyview Ranch and Walden?"

Library staff spent time in the two communities doing activities such as walking, driving, and taking transit to understand the movement of people throughout the neighbourhoods. They visited residential, commercial, and recreational areas, conducted interviews with Library volunteers and staff living in those neighbourhoods, and generally gathered data to gain a sense of the situation in each area. There was overlap between the needs of both communities, but distinct profiles emerged with Walden showing a more isolated population with fewer opportunities and spaces for public gathering and Skyview Ranch already showing a stronger sense of neighbourly connection and community.

After reviewing the data and engaging in a three-day "design sprint" to ideate, Service Design proposed seven potential ideas, four of which were selected by the Executive Leadership Team for immediate development and one which was selected for further exploration before implementation

Mobile Early Learning Centre and Questionnaire Pop-Ups are a packaged mobile service that can pop up regularly in the community to provide resources and activities for early and school-aged learners. These have already received a very positive response from community members and partners and have resulted in some new membership registrations. By providing regular pop-ups where families can expect to find Library services in the same place each week, the intention

of this model is to help to build the library habit that can continue after the new community library is built in this neighbourhood. If the pilot continues its current success, it will move indoors and continue to be offered into the winter.

Micro Library will establish a small-scale presence in advance of the Waldon library opening through regular book truck visits and pop-up programs. This will not begin until appropriate permissions have been received from the City, at which time it will be tested for four to six weeks for an initial pilot.

Community Maps and Story Walks are going to be introduced in both communities. Staff observed a lot of recreational walking in both areas, so large community maps will be printed to highlight resources and points of interest. The Library has already done some story walks in the past with its Treaty 7 languages collection and will implement similar work using books licensed from two local authors. Large-scale prints of the book pages will be posted for people to read as they walk. Both of these initiatives are intended to help build a sense of love and pride in the community.

This \_\_\_ is the Library is an initiative that will provide direct access to curated digital Library resources using QR codes, providing delightful and immediate connections to the Library for people who may or may not be members. This will offer a small sample of the Library's digital collection while inviting users to join as members for the full range of services.

Service Centre is the fifth initiative requiring further exploration before implementation. Skyview Ranch shows a stronger demand for printers and computer use. If implemented, this initiative will provide targeted services to bridge these gaps until the new community library can be built.

As these projects are all in early stages, measurements and adjustments will be made accordingly based on the response from the community.

**MOVED** by Crystal Manyfingers that the City as Library Report be received for information by the Strategy and Community Committee as presented.

Carried unanimously

## 7. **Spotlight Report: Intellectual Freedom**

Stephen Gibbs and Jan Smith presented highlights from the Intellectual Freedom report, which was primarily an overview of the internal training session introduced to deepen staff understanding of intellectual freedom and the role libraries play in upholding this principle. Gibbs cited the ALA definition of intellectual freedom:

*Intellectual freedom is the right of every individual to both seek and receive information from all points of view without restriction. It provides for free access to all expressions of ideas through which any and all sides of a question, cause or movement may be explored.*

The role of the Library is not to agree or disagree with materials, but to provide access to the broadest range of viewpoints possible. Librarians and library staff may not make decisions for the

public or engage in censorship, but rather must provide access to as much information as possible to allow the public to make informed decisions for themselves.

There has been a significant increase in the volume of challenges to library materials in Canada and the United States in recent years as a result of societal polarization. Challenges have become more orchestrated and are being led by special interest and lobby groups in increasing frequency. Libraries in the United States and Canada have experienced activism in response to their collections policies up to and including the loss of government funding.

Challenges at Calgary Public Library tend to be directed towards materials related to polarizing issues such as gender, race, sexual orientation, and sexual education for children. Children's materials are the most frequently challenged, often due to the individual believing an item is not appropriate for the intended audience. There have been several instances prompted by social media campaigns generated outside of Calgary. In those cases, Calgary Public Library members will challenge materials based on what they have learned from influencers in other jurisdictions and in most cases will not have read the materials themselves before initiating the challenge.

The approach at Calgary Public Library is to begin each challenge with a conversation about intellectual freedom, why it is necessary in a democracy, and why it is important to maintain a collection containing diverse viewpoints. If the individual finds that conversation does not satisfy their concerns, they may escalate it to a formal request process.

The staff training provided by Collections was presented in the format of a facilitated conversation intended to empower managers and staff at all levels and in all departments of the organization to feel comfortable upholding the Library's commitment to intellectual freedom. Staff were asked to read excerpts from the International Federation of Library Associations and Institutions, the Canadian Federation of Library Associations, the Canadian Charter of Rights and Freedoms, and the Calgary Public Library Collections Policy. Staff were given opportunities to voice their apprehensions, learn more to correct any misunderstandings, then role play situations requiring them to defend intellectual freedom in a calm and professional manner with concerned patrons.

Based on the success and popularity of the initial trainings, subsequent professional development opportunities have been introduced. Intellectual freedom has been added as a topic to Collection Camp, an internal training open to all staff, as well as Start Smart, the system-wide orientation provided to new staff. Collections have also introduced a self-directed online training module available for all staff to complete at their convenience.

**MOVED** by Sheeba Vijayan that the Intellectual Freedom Report be received for information by the Strategy and Community Committee as presented.

Carried unanimously

## 8. Community Library Liaison Review

Al-Karim Khimji advised that there are three community library locations without Board liaisons after the resignation of a Board member earlier this year. Prior to the meeting, Evan Legate had volunteered to be the liaison for Sage Hill Library. Khimji volunteered to be the liaison for Judith Umbach Library. Sheeba Vijayan and Crystal Manyfingers volunteered to be the co-liaisons for Country Hills Library.

## 9. Workplan Review

Following the April Strategy and Community Committee meeting, the Committee directed Administration to update the workplan to include a spotlight report on Equity, Diversity, Inclusion, and Belonging to provide an update on the Library's internal work to provide training and development for staff as well as the Library's external facing work with partnerships and programming. The schedule of spotlight reports have been updated as follows:

Topic	Date
Teen Engagement	Wednesday, April 12
Innovation Engine: City as Library	Wednesday, June 14
Intellectual Freedom	Wednesday, June 14
EDI Commitment Update (NEW)	Wednesday, September 13
Facility Framework and System Planning	Wednesday, September 13
Outreach Strategy	Wednesday, October 11
Truth and Reconciliation	Wednesday, October 11

## 10. Other Business

Mary Kapusta reminded the Committee that James Turk will be making a presentation on intellectual freedom to the Board on June 29, 2023 at 5:30 pm. All Committee members were asked to encourage their colleagues on the Board to attend and deepen their understanding of the Library's role in upholding intellectual freedom and democracy in Canada.

## 11. Adjournment

**MOVED** by Crystal Manyfingers that the meeting be adjourned at 6:57 pm.

Transcribed by Amanda Robertson

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Al-Karim Khimji  
Committee Chair

## 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
<b>Executive Leadership Team</b>													
1. CEO Report	I		I		I	I			I			I	
2. Public Libraries Service Branch (PLSB) Annual Survey (in camera)	A												
<b>General Board Governance</b>													
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		
<b>Governance Committee</b>													
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				
<b>Strategy and Community Committee</b>													
16. Meeting Report(s)	I		I		I	I			I			I	
17. Community Library Liaisons	A												
18. Board Retreat Recommendations	I												
19. Board Advocacy Recommendations													
20. Strategic Plan (2022, 2026, 2030)						A							
<b>Audit and Finance Committee</b>													
21. Meeting Report(s)	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	A												
25. Operating Reserve Fund Review	I												
26. Quarterly and Annual Financial Review	I		I		I				I			I	
27. Quarterly and Annual Risk Review	I				I				I			I	
<b>Calgary Public Library Foundation</b>													
28. Report to the Board	I		I		I	I			I			I	