

Minutes  
**Calgary Public Library Board Meeting**  
2<sup>nd</sup> Floor Boardroom, Central Library  
Wednesday, March 29, 2017  
5:33 pm

**In Attendance:**

**Board**

Ms. Janet Hutchinson, Chair  
Ms. Catherine Angus  
Mr. Frank Durnford  
Ms. Debra Giles  
Mr. Rob Macaulay  
Mr. Avnish Mehta  
Ms. Shereen Samuels

**Administration**

Mr. Bill Ptacek, Chief Executive Officer  
Mr. Mark Asberg, Director, Service Delivery  
Ms. Ellen Humphrey, Deputy Chief Executive Officer  
Ms. Elrose Klause, Controller  
Mr. Paul Lane, Director, Corporate Services  
Mr. Paul McIntyre Royston, Executive Director,  
Calgary Public Library Foundation

**Regrets**

Councillor Druh Farrell  
Councillor Evan Woolley  
Ms. Judy Gray

**Guests**

Ms. Angie Gelinis, Agents of Change Partners,  
Retreat Facilitator for April 8, 2017 Board Retreat  
3 Members Of The Public

**I. Chair's Opening Remarks**

Ms. Hutchinson respectfully acknowledged that the Board is meeting in the traditional territories of the Blackfoot and the people of the Treaty 7 region in southern Alberta, which includes the Siksika, the Piikuni, the Kainai, the Tsuu T'ina and the Stoney Nakoda First Nations. The City of Calgary is also home to Metis Nation of Alberta, Region III. She welcomed Ms. Terrill Budd and Ms. Elsa Watson of CUPE Local 1169 and three members of the public.

Ms. Hutchinson reported that she had participated in an NCL tour with Mr. Ptacek, Ms. Humphrey, Mr. Mehta and municipal and provincial politicians. She took this opportunity to acknowledge provincial partners.

**II. Review of Agenda**

MOVED by Ms. Samuels, seconded by Ms. Angus that the agenda be approved with the following addition: VIII.C – Review of Annual Heat Map

Carried Unanimously

Ms. Samuels was designated as the meeting evaluator.

### **III. Consent Agenda**

There being no objections, the Consent Agenda, containing the following items was approved as presented.

- A. Minutes of the February 22, 2017 Board Meeting
- B. Chair's Report

### **IV. Business Arising**

#### **A. Business Arising from the Minutes**

There was no business arising

#### **B. Motion Arising**

*–Ms. Janet Hutchinson*

Motion Arising from February 23, 2017 Board Meeting

MOVED by Mr. Mehta, seconded by Ms. Angus that the Calgary Public Library Board rise and report on the in camera portion of its meeting of February 22, 2017.

MOVED by Ms. Angus, seconded by Mr. Macaulay, that the information contained in the In-Camera report CEO evaluation and compensation review and the contents of the subsequent discussion remain confidential under the Freedom of Information and Protection of Privacy Act Section 17(4).

MOVED by Mr. Macaulay, seconded by Ms. Samuels, that the Board acknowledge the CEO's exceptional performance in 2016.

Carried Unanimously

### **V. Advocacy Updates, including ALTA Report**

Ms. Angus noted that the date of the Advocacy Overview Chart on page 16 of the Board Agenda should read as of November 2016. The document was a form of orientation for Mr. Durnford and summarizes priorities. It was created in the Strategy and Community Committee and there they discussed increasing dialogue at the Board level on advocacy. Mr. Macaulay noted that Board attendance at Library events allows conversations to develop and creates another conduit for information from the public to reach management. Board members provided updates on their advocacy activities in the month.

There was no ALTA report this month.

## VI. Strategic Plan

### A. Preparations for April 8 Board Retreat

*-Ms. Angie Gelinis, Retreat Facilitator*

Ms. Gelinis outlined the process for the retreat in order to give the Board a sense of what to expect and to ensure everyone is in agreement as to what the words Mission, Vision and Values mean in this context.

Vision – Ms. Gelinis provided examples of good and bad vision statements for not-for-profit organizations, noting that there is often both an external and an internal vision and that a vision statement is not a marketing slogan. She asked that the Board focus on the question – what is the change in the world because we exist?

Mission – The mission statement is staff led. Ms. Gelinis has met with the Executive Leadership Team and will bring that information to the retreat. The Board is responsible as stewards and the mission statement provides a link between staff and Board thinking. It is her belief that mission statements should not shift. She asked that the Board focus on the question – to what end?

Core Values – It is Ms. Gelinis' belief that when values are clearly articulated and they are truly the core, they are extraordinary drivers of business. Values may shift with challenges within an organization, are internal motivators, a call to action, help an organization find what is important to it and thus empowers leadership and helping them make decisions.

Ms. Gelinis asked the Board to consider the following questions prior to the retreat:

What do we stand for?

How do we treat our customers?

What core values are most important for us?

How do we treat each other at work?

How do we want to be seen by the public?

Ms. Gelinis will send a core values list to the Board through Mr. Lane with the suggestion that they be limited to only 3 core values.

She further suggested that time not be spent on wordsmithing during the retreat. She will craft statements after the retreat and these will be sent to Board and staff.

Ms. Gelinis views the nature of the work as collaborative and inclusive and asked Board members to contact her with their input.

Ms. Gelinis will summarize the results of the retreat and have them to the Board by April 14<sup>th</sup>.

**VII. Chief Executive Officer's Report**

– Mr. Bill Ptacek, CEO

In addition to his report Mr. Ptacek reported that:

- Efforts are still underway to include the Mayor and the City Manager in the strategic planning process.
- The Library is working closely with Vivo to convert part of the vestibule adjacent to the Country Hills Library into an Early Learning Centre and to create a summer learning program. They have requested an ideaLab for that library. Air conditioning issues at that location have been resolved.

**A. Highlight Report – Sage Hill**

– Mr. Mark Asberg

Mr. Asberg reported that a smaller interim library at Sage Hill will be ready for occupancy by the middle of May. The interim location is approximately 2,700 square feet, with the final Sage Hill Library, the system's nineteenth library, expected to be 19,500 square feet and to open in 2019. There will be a 5,000 item collection in the interim library and a program room available to the public. The library will be open on Sundays year-round and strong demand for holds, Chromebook and wireless connectivity is expected.

There being no objections, the *Chief Executive Officer's Report* was received for information.

Mr. McIntyre Royston announced a major gift and that \$2 million was raised in this fiscal year, bringing the total to \$303 million or 86.7% of the total. There are 12,700 unique donors. He reported that the locked room events are very popular.

**VIII. Audit & Finance Committee**

**A. Report of the March 23, 2017 Meeting**

*Ms. Debra Giles, Committee Chair*

The meeting was dominated by the Auditors Report and preliminary discussion with respect to the heat map.

There being no objections, the *Report of the Audit & Finance Committee, March 23, 2017* was received for information.

**B. Presentation of the Audited Financial Statements**

*- Ms. Debra Giles, Committee Chair*

Thanks to Ms. Klause and the Financial Services staff, there were no problems identified by the auditors. The auditors requested a reassignment of \$96,000 from the asset to the expense category for a deposit against future repairs at the Quarry Park facility. This has been done and

a note added to the financial statements. This will be the method used going forward with new libraries such as Seton and Rocky Ridge. Mr. Macaulay noted that this clear audit, along with previous years' audits are exceptional achievements, that speak well of Ms. Klause and her team.

MOVED by Ms. Giles, seconded by Ms. Samuels, that the Calgary Public Library Board:

- a. Receive Deloitte's Year-end Communication on 2016 audit results dated March 23, 2017 for information.
- b. Approve the Draft Audited Financial Statements and Notes of the Calgary Public Library Board for the year ended December 31, 2016.

Carried Unanimously

**C. Annual Review of Heat Map**  
– Ms. Debra Giles, Committee Chair

Ms. Giles explained that the purpose of the annual review of the heat map is to determine whether mitigations are still effective.

Administration provided the following précis:

Strategy – Items 1a, b, and c are all indicators of whether or not strategies are making a difference. Three measures have been identified. All are now clearly in the green. Customer satisfaction is in the green. Community Partner involvement and programs is important. The measurement is a combo of programs that are outreach programs delivered in concert with partners and program guide that is connected to partners. The measures chosen can have some movement.

Finance – risk mitigation has been there for years, so that is not new. Expenditure reviews, signing authority matrices, the fact that prior to mitigation they are in red indicates that damage could be high before mitigation. The only items that remain in yellow are capital expenditures and funding.

People – Mitigation is through communication - either online, face-to-face or in larger aggregations.

Security – Incidents at Central are still in the red category. Calgary is a large, growing, and diverse city so incidents are not likely to decrease. Central staff are working hard on this and there is different programming now.

The Board discussed the importance of safety at the Central Library as it will impact how the public perceives its investment in the New Central Library. The programming measures are included as environmental design in the mitigation list. Better measurement of partnerships is still being deliberated.

Ms. Giles handed out the proposed reporting changes and asked that comments be sent to her or that individuals attend the April Audit and Finance Committee meeting.

MOVED by Ms. Giles, seconded by Mr. Mehta that the Calgary Public Library Board receive the *Heat Map* for information.

Carried Unanimously

**IX. Strategy & Community Committee**

**A. Report of the March 7, 2016 Meeting**  
– Ms. Catherine Angus, Acting Chair

Ms. Angus reported that advocacy was the main thrust of the meeting and that the Committee workplan has been finalized. Because the Strategy and Community Committee reacts and respond to the environment, its workplan is typically more fluid.

Mr. Asberg noted that the review of job descriptions was viewed positively by staff as most have not been reviewed in years.

There being no objections, the *Report of the Strategy & Community Committee Meeting, March 7, 2017* was received for information.

**X. Governance Committee**

**A. Report of the March 14, 2017 Meeting**  
- Ms. Shereen Samuels, Committee Chair

Ms. Samuels reported that the Governance Committee had begun discussion on external Board members, noting that they were focusing on providing a straightforward principle as to the primary objective of the inclusion of external Board members – i.e., is the intention to provide mentorship to community members, to demonstrate openness to the community, to provide a ladder for prospective Board members. She felt they had made good progress.

Mr. Macaulay made the point that there is nothing to stop the immediate placement of external members on any Committee.

There being no objections, the *Report of the Governance Committee Meeting, March 14, 2017* was received for information.

**XI. Other Business**

There was no other business.

Ms. Hutchinson requested that Board members submit a 3 month record of hours spent on Board activities to either Kathryn or Barb. This item will be discussed in conjunction with the Governance committee report.

**XII. Meeting Assessment Report**

The following assessment was made by Ms. Samuels:

Leadership Agreed in both cases

Discipline Discussion was strategic in nature

Efficiency Good

Participation Broad

Materials A number of items were provided at the meeting. It is preferable to have them beforehand. Ms. Angus further suggested that all documents to be discussed at a Board meeting be provided in one package rather than referring to Committee meeting agenda packages.

Logistics and support Good

**XIII. Adjournment**

MOVED by Mr. Macaulay, seconded by Mr. Mehta, that the meeting be adjourned at 7:11 pm.

Transcribed by Kathryn Nikolaychuk

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Ms. Janet Hutchinson  
Chair

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Mr. Bill Ptacek  
Chief Executive Officer