CALGARY PUBLIC LIBRARY

Board Meeting

5:30 PM, Wednesday, May 29, 2024
Central Library Boardroom 0-11

CALGARY
PUBLIC
LIBRARY

Board Meeting
5:30 pm, Wednesday, May 29, 2024
Central Library Boardroom 0-11

9.   Audit and Finance Committee

10.   Calgary Public Library Foundation Update

12.   Other Business

13.   Adjournment

CALGARY
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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 Îethka *(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.

CEO Report
May 2024

Springtime is always busy at Calgary Public Library and this year is no exception. All locations have been buzzing with activity, with Q1 2024 reaching sky high service levels, including 1.7 million visits and over 38,600 new members – which equates to 425 new members each day! As we move into Q2, full programs, new location features, and project launches are maintaining high engagement and public interest.,

In April, we were proud to launch the new Engine 23 Early Learning Centre at Fish Creek Library. At a series of events for donors, the media, and the public, we introduced Calgary to their newest hot spot for early learning. The grand opening was officially held on Saturday, April 20 and Fish Creek Library saw a record-breaking 2,900 visitors that day. For nearly four hours, there was a continuous line of people out from the fire truck, down the stairs, across the main floor, and out the front door of the building. Staff came up with creative solutions to manage the line, engage with waiting visitors, and ensure everyone got a turn to explore Engine 23. This wonderful initiative would not have been possible without our amazing staff, our partners at the Calgary Fire Department, and the generous donors who engage with us through the Calgary Public Library Foundation.
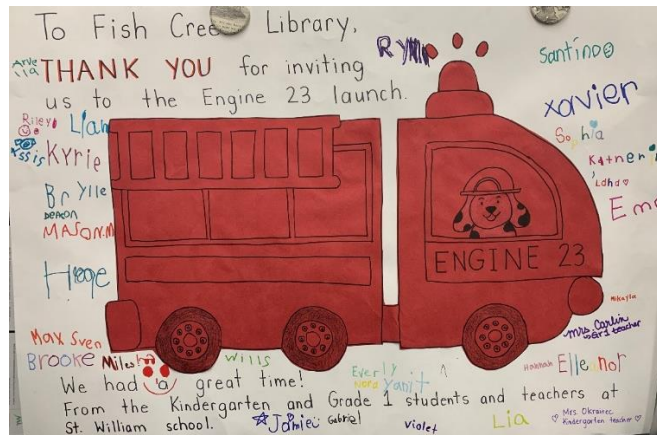
A thank you card from students at St. William School after participating in the April 15 media launch

We celebrated National Volunteer Week from April 14 - 20. For the first time in the Library's history, some of our volunteers reached a 50-year service milestone. Nellie, Carolyn, and Norma live this year's theme of "Every Moment Matters" through the generous gift of time they have been sharing with us for decades. These three champions of community engagement started at the Library delivering books and connecting with other members for Homebound Readers and Libraries in Residence.

Nellie, Norma, and Carolyn accepting recognition awards for 50 years of volunteer service

Today, the Library has many popular programs that would not be possible without the ongoing support and commitment of our growing group of volunteers. In the first three months of 2024 alone, the Program and Volunteer Planning department onboarded 412 new volunteers (301 youth, 111 adult). There are currently 2,407 active volunteers who contributed 10,554 volunteer hours across the system in Q1 2024, or 29% more hours than the same period in 2023.

Thank you cards for Library volunteers created by Forest Lawn Library visitors during Volunteer Appreciation Week

In April, the Calgary Public Library Board hosted Professor James L. Turk, a champion of intellectual freedom at libraries and in academia. Professor Turk gave new and continuing Board members an overview of the background and current state of intellectual freedom in Canada. He shared his positive outlook towards the Library's policies and record on protecting intellectual freedom, but we recognize that this work is ongoing. Intellectual freedom is a critical component of a public library's role in society, particularly in the face of increasing challenges to materials, programs, and displays at public institutions.

We are fortunate at the Library to have diverse avenues in which to share and collaborate. As one of the Enough for All Partners through Vibrant Communities Calgary (VCC), I was invited attend a Smudge Capacity Building workshop with Elder Wanda First Rider from the Kainai Nation. She shared tipi, medicine, and smudge teachings. This was yet another successful event in our ongoing relationship with VCC, an organization intending to end poverty in our communities.

We were very excited to see a new book, *Innovate Alberta*, highlighting our close partner, InceptionU. The Library is so proud to partner with this innovative organization since they moved in to a back of house office space at Central Library. Sharing space and rubbing shoulders with some of Calgary's brightest minds is an inspiring means of living our value of collaboration every day.

Central Library remains a destination for other regions as they design new public spaces. Last month, we were pleased to host a tour for a delegation from the Metropolitan Council of Incheon, South Korea, who visited Calgary to seek inspiration and knowledge from our Central Library capital project to inform the development of a new library of their own. We always enjoy opportunities to share information with other library systems and governing bodies to support equitable library services around the world.

On May 26, Library team members and their families gathered at the Calgary Zoo for an employee recognition event. Nothing we do at the Library would be possible without our dedicated, passionate staff and it is wonderful to be able to celebrate them at this annual event.

Government Relations

A highlight in May was meeting with Premier Danielle Smith for a special roundtable session alongside newcomer-serving organizations in Calgary. The Premier shared her views and learned about both successes and challenges in this sector. I appreciated the opportunity to collaborate with some of our close community partners as we shared our experiences directly with the Premier and we look forward to seeing what comes of these important conversations.

Board Chair Evan Legate accompanied me to Edmonton in May to attend a gathering in partnership with Edmonton Public Library including several cabinet Ministers and MLAs. We were joined by leadership from other libraries in the surrounding areas and had productive conversations about the role of libraries in delivering key services that are relevant to provincial mandates. I look forward to continuing these conversations with elected officials as we deepen our relationships with all levels of government.

From May 29 – 30, we will be pleased to host Diana Davidson and Colette Poitras from the Public Library Services Branch. This department within the Ministry of Municipal Affairs is responsible for library services in Alberta under the *Libraries Act* and is a steadfast partner in our work serving our communities. Their visit will include a tour of Fish Creek Library and Engine 23 as well as a visit to Central Library to see the Indigenous Languages Resource Centre. They will also attend the May 29 meeting of the Calgary Public Library Board.

May was officially declared Mental Health Awareness Month in Calgary by Elsbeth Mehrer, Deputy Chief of Staff to Mayor Jyoti Gondek. The declaration took place at Central Library on May 7, National Child and Youth Mental Health Day. The event recognized the Library's ongoing partnership with Woods Homes in delivering Wellness Desk services at Central, Crowfoot, and Shawnessy libraries. In the 195 hours of service provided over the first four months of 2024, the three Wellness Desk locations collectively assisted 296 visitors.

On May 1, the Library presented our annual Civic Partners Report to City Council's Community Development Committee. The presentation included service highlights from the previous year and it was a pleasure to inform the committee of our record-breaking circulation and new membership numbers. We also emphasized the foundational importance of our internal and external work in Equity, Diversity, Inclusion, and Belonging, as well as Truth and Reconciliation. This was also an important opportunity to reiterate to City Council members that the Library and our staff are under unique pressures including concerning trends in safety and security alongside increased demand and usage.

System Developments

This spring, we began deploying the $750,000 one-time funding allocation we received from the City of Calgary to support safety and security in our communities. These initiatives include increased security coverage in and around Library locations, enhanced security equipment, new partnerships to support our community in accessing additional resources, seasonal outdoor activations to create a positive environment in our exterior spaces, as well as supplemental safety and security training to support our staff.

As part of this one-time funding, we will be piloting expanded Sunday hours, opening at 10:00 am rather than 12:00 pm in the following locations: Central, Crowfoot, Fish Creek, Louise Riley, Nicholls Family, Nose Hill, Saddletowne, Shawnessy, and Village Square. We appreciate the efforts of staff at those locations who have been working to adjust schedules and capacity accordingly.

Second Cup opened its Level 1M kiosk at Central Library in April and launched their ground-level café on May 1. Visitors and staff have been delighted to once again have fresh beverages and food available for purchase in the Library.

Prototype Skyview leadership positions have been filled with more positions in active recruitment as we prepare to open this new temporary location to the public later this year. Staff are eager to begin

activating this space and gathering data on what the community needs from this new and adaptive service model.

The interior renovation at Fish Creek Library has concluded and location staff have been coordinating with the Facilities department to identify and complete finishing touches. Staff are enjoying their new ergonomic service points and visitors have been expressing their happiness with the new meeting rooms. There have already been many compliments on the beautiful wooden feature wall. The next step is an exterior renovation that began in April. We appreciate the patience of Fish Creek Library staff, users, and neighbours who have been patiently cooperating with construction related to Engine 23 and building renovations since February 2023.

The fourth phase of Indigenous Placemaking continues at the Library with the most recent installation completed at Judith Umbach Library. Morgan Possberg has completed a unique wall sculpture depicting the pre-colonial landscape, modeled from Nose Hill Park with materials representing sweetgrass, sage, buffalo hide, and wildflowers. This collaborative piece also features felted and beaded strawberries by local artists. The final installation of this phase will be installed at Fish Creek Library later this year.

The Collections team has kicked off their annual visits with community library locations, beginning with Seton, Country Hills, Judith Umbach, Sage Hill, Rocky Ridge, and Crowfoot. These visits are an important opportunity for Collections staff to see how the materials at each location are being used, hear from frontline staff about the needs and interests of their users, and to collaborate on finding the best ways to manage the collections at each community library.

The Library has recently acquired *Arrivals in English,* a digital resource for Newcomers intended to equip English learners with specific language to perform essential activities as they integrate into their new community, such as completing forms, visiting a doctor, or opening a bank account.

The Library's longest running children's program is getting an update. It's a Crime Not to Read is now Readers and Leaders. After an extensive review and consultation period, this program will now have a more structured delivery and is expanding to a broader group of partners from Calgary Police Service, Calgary 911, and Calgary Fire Department. This program helps grade 3 students create positive connections with community leaders and first responders through fun, interactive activities grounded in literacy and active citizenship.

On May 1, we launched the 2024 Kindergarten Book Bag program. The book bags are available for pickup at all locations except Memorial Park and Rocky Ridge. Each recipient will find activity sheets, Top Tips brochures, bookmarks about eResources, and a selection of Library books. The book bags are available to any family with a child starting kindergarten this fall.

The popular Kindergarten Book Bag initiative is also delivered in partnership with the Calgary Board of Education, the Calgary Catholic School Division, and Tsuut'ina Nation. Schools identified by their boards as requiring extra support will receive book bags with additional school supplies to help give their students a head start. These supplemented bags are packed with the help of volunteers, including staff from program sponsor Imperial Oil, and are distributed directly to students by their schools' administration teams.

New in 2024 are our Kindergarten Family Events, which have been taking place across the system in May and will continue into June. Programs at each Library location will include activities and storytimes to connect kindergarten families to each other and to their local community libraries.

Operational Highlights

Our Information Technology department is always innovating. Their most recent success is the development of an app for our Collections department to use when searching and sorting Suggest for Purchase requests from Library members. Submissions have been coming in at a much higher rate than previously seen. In previous years, the most common requests were from members wishing to see their favourite fiction series completed. Currently, the subjects of greatest interest

have been societal issues and psychology. This tool is one of many ways the Library's Selectors measure trends and identify what is in demand in our communities.

In April, the Library participated in the One Canada eRead program sponsored by the Canadian Urban Libraries Council. For the month of April, *Hotline* by Dimitri Nasrallah was featured prominently on the Libby app and on OverDrive in an always-available license for Library members with no holds required to borrow the popular title. These formats remain popular and our members are on track to exceed 5 million digital circulations in 2024.

The Library recently purchased a large number of young adult (YA) paperbacks with special one-time funding to support growth on the edges of the city. These were delivered to Crowfoot, Saddletowne, Seton, and Shawnessy in May. Multiple copies of 11 very popular titles were selected and librarians at the receiving locations have reported that youth "absolutely love the teen paperbacks". YA literature is not just for teens anymore and staff have also observed many adults borrowing YA material. According to a report commissioned by HarperCollins, 74% of YA literature readers are adults, many of whom turn to YA literature in times of stress for escapism and pleasure.

Elder Evelyn Good Striker continued her spring tour of the Library system, connecting with staff about smudging traditions and protocol with regard to the ways smudge supports healing and reinforces Indigenous cultural practices in Library locations. Staff have been expressing a great deal of appreciation for the Elders in Residence program and for the time and knowledge that Elder Good Striker shares at each visit.

May 5 was Red Dress Day. Across Canada, we honour the murdered and missing Indigenous women, girls, men, boys, and two spirit people (MMIWG2S). This year, each Library location received a Red Dress Day kit that included buttons, colouring pages, red dress cut-outs, and a large red dress banner designed by Tsuut'ina and Blackfoot artist Livia Manywounds. Each location displayed the banner in a visible area and created their own display of the items in the kit along with books related to the issue. The blank red dress cut-outs were used by visitors to write messages of support, reflection, and in memory of loved ones. Red Dress Day kits will be used again for Sisters in Spirit Day on October 4, a day in memory and honour of MMIWG2S specific to Alberta.

2024 Red Dress Day display at Seton Library

The 2024 Indigenous Artist in Residence, Mackenzie Brown, is a Cree woman from the Sturgeon Lake Cree Nation, currently residing in Mohkinstsis. She is a performer, drummer, tourism entrepreneur, philanthropist, and advocate for at-risk youth. Brown and her mother perform as "Warrior Women", drumming and teaching across Alberta. She is also an avid acrylic artist and traditional crafts artisan. During her residency, Brown has met with Library School students, hosted in-person and virtual one-on-one sessions with members, and facilitated a series of programs. Her

residency will end with a final showcase and drum experience on May 30 in the Shaikh Family Welcome Gallery at Central Library. Her artwork will remain on display at Central Library until Friday, May 31.

Over the month of May, Central Library has been home to a Theatre Calgary costume exhibit showcasing literary classics from their past productions. Visitors to the Shaikh Family Welcome Gallery can view costumes from a Christmas Carol, Twelfth Night, The Secret Garden, The Little Prince, Anne of Green Gables Pride and Prejudice, Cats, and To Kill a Mockingbird.

In April, it was a joy to share remarks at the Immigrant Education Society annual conference, Pathways to Inclusion, that was held at Central Library. This is an important way for us to engage with newcomer-serving community organizations and ensure they understand the supports we have available to their client groups.

The Newcomer Desk, provided in partnership with Calgary Catholic Immigration Society (CCIS), Immigrant Services Calgary (ISC), and the Calgary Immigrant Women's Association (CIWA) offers one-on-one settlement supports to newcomers across seven Library locations for a total of up to 85 hours each week, with most visits occurring at Central, Saddletowne, and Village Square libraries. As of May, counsellors at the Newcomer Desk during the Friday 10 am – 6 pm time slot began specifically offering service in both English and Ukrainian. Many of the Newcomer Desk counsellors speak multiple languages, but this has not been actively promoted in the past. Now, this pilot service will help us understand whether offering additional languages will attract more users. Ukrainian was chosen due to the partner agency's capacity.

To promote the Newcomer Desk along with other newcomer services at the Library, we are now proud to offer translated print copies of our "Newcomers" brochures in 16 languages other than English. Currently, these are available in Arabic, Cantonese, Farsi, French, Hindi, Korean, Mandarin, Pashto, Punjabi, Russian, Spanish, Tagalog, Tigrinya, Ukrainian, Urdu, and Vietnamese. To help make a social impact with our spending on this initiative, we sourced the translations through MOSAIC, a non-profit social enterprise supporting newcomers.
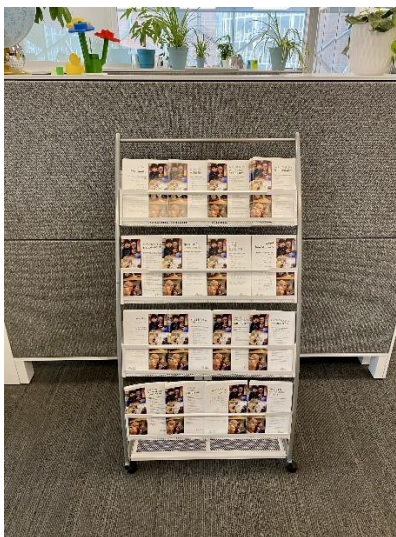
Translated Newcomers brochures at Central Library

We know that there is an increased demand for English language learning supports in Calgary with growing waitlists for services both at the Library and with partner organizations. The Library already provides digital, print, and programming resources to support English language learning. Through research, we identified three areas the Library is best positioned to address this need: building community and connections; providing better referrals; and supplying targeted supports, such as technology and digital resources. This summer, we will implement and evaluate pilot initiatives to address those three areas, including the use of multilingual apps to better support staff-visitor

interactions, new or updated programming for English language learners, and tactics for improving digital literacy.

Shawnessy Library staff have been collaborating with CCIS to reintroduce English as a Second Language learning (ESL) for Seniors. This was a very popular program before public health restrictions began to impact Library services in 2020. Beginning in June, senior citizens will meet in the Shawnessy Library program room to practice their English skills before either moving on to a third-party seniors' social hour at a nearby restaurant or joining the New Friends and Neighbours Group facilitated by CIWA at Shawnessy Library.

Weekly New Friends and Neighbours Group events have been taking place at Library locations across the system in partnership with CIWA. Judith Umbach, Seton, Shawnessy, Saddletowne, Central, and Crowfoot libraries have all been booked through to the end of June for this weekly program. Connecting immigrant women from all different backgrounds and cultures, CIWA volunteers are well-prepared for crafts and different activities each week.

Change Leaders was an initiative by CIWA aiming to empower immigrant and racialized girls and women between the ages of 15 – 30 by assisting them in implementing innovative short-term service projects to spearhead community-based initiatives on topics close to their hearts, such as diversity, inclusion, racism, environmentalism, mental health, and civic engagement. The Library hosted their capstone event on March 24 so participants could share their short films and discuss their projects.

The Library is a proud member of Gateway, a group of community partners working together to simplify and elevate experiences for newcomers and those who work to support them. Central Library was excited to host the first partner event for the 2024 – 2025 fiscal year. Over 50 representatives from Gateway partner organizations came together to discuss trends in service as well as the barriers facing newcomers in Calgary.

April 20 was United Nations Chinese Language Day, on which UN offices around the world held events to celebrate Chinese language and culture. At Central Library, over 1,000 Calgarians participated in special programming organized by the Consulate-General of the People's Republic of China in Calgary. Participants enjoyed free Chinese language lessons, traditional calligraphy workshops, student cultural presentations, and traditional musical performances.

April was Poetry Month and locations found ways to celebrate with special book displays, inspiring artwork, and interactive projects like word scavenger hunts, blackout poetry made by crossing out words in discarded books, acrostic poetry stations, or the discarded book clipping poetry piece at Sage Hill Library.

Collaborative poetry made with clippings from discarded books at Sage Hill Library

From May 27 – May 31, Central Library is hosting LitCon 2024, a literary arts festival for students in grades K-12. This annual event fosters creativity, social activity, and skill development while connecting students with professional creatives like keynote speaker and our former Storyteller in Residence, Richard Van Camp.

Judith Umbach Library staff were excited to see the installation of a publicly accessible water bottle fill station in the location. This highly requested upgrade immediately began receiving positive feedback from both staff and visitors.

Crowfoot Library received a generous donation from a nearby restaurant, Cactus Club. Location staff collaborated with Service Design to deploy the funds in a strategic way. Because Crowfoot sees so much teen traffic, the funds will be put towards additional furniture and materials to update and showcase the location's teen area as an inclusive and welcoming space for gaming, studying, and attending programs.

Our Lady of Fatima School reached out to Saddletowne Library to seek resources for their students. The school self-identified as having very few students with Library cards or even an understanding of what the Library had to offer. Staff began by providing virtual talks with some classes to help promote Library services and implemented Book Truck visits with the support of staff and resources from Nose Hill Library. This collaborative outreach effort helped the Library connect with nearly 500 students and activate 180 new memberships.

In April, the Library hosted two virtual school events: Caretakers of the Land presented by Nuunu on the topic of Inuit Storytelling to 3,724 students as well as Water, Plastic, Action, and You presented by OceanWise to 2,397 students. These virtual programs are a powerful means of bringing the Library into schools, expanding our reach far beyond the numbers we could possibly host in our physical spaces.

Looking ahead to next month, we are thrilled to be hosting some truly wonderful speakers and artists for National Indigenous History Month. June is also the best time for families, students, and adults to register through Beanstack to be ready for the start of Ultimate Summer Challenge, which begins on July 1. Over July and August, community library locations will expect an influx of day camp students as well as children and teens ready to engage in fun activities while they wait for school to resume in the fall.

Impact Moments

One Nicholls Family Library employee was assisting a member as she printed photos of her young son for a school project. While doing so, another member was waiting with the exact same request. Staff realized and pointed out that the two women were working on the same project for their children in the same class. After printing their photos, the women sat and connected for over 30 minutes, comparing photos and chatting in their native language.

After a recent English Conversation Group program at Louise Riley Library, a staff member spoke with a couple who are new to Canada from Ukraine. Their young family is starting a new life in Calgary and they wanted to express their gratitude for the volunteer-based program as it shares information and resources.

Engine 23 is a fun place to play, but also holds deep meaning for the communities it serves. 160 students from Valley View School participated in a read-a-thon to support the Foundation's Buy a Brick campaign and donate funds to the project. Half of the participating students came in for a field trip and a visit to Engine 23 in May and the remainder will visit in June. One of Engine 23's opening weekend visitors was a gentleman and his grandchild. The grandfather told staff he is a retired firefighter who used to drive Engine 23 when it was in active service.

Piitoayis Family School is a Calgary Board of Education school focused on teaching students through a diversity of First Nations, Métis, and Inuit perspectives. Piitoayis students were visiting Central Library for a pizza party to wrap up their time with It's a Crime Not to Read and staff turned the 3-hour visit into a full day of memorable Library experiences for the students along with their

caregivers and teachers. The students were able to make crafts, pick out their own books, and tour some of Central Library's unique features. A highlight of the day was a member of the Indigenous Services team providing a tour of the Indigenous Placemaking installations throughout the building. The parents were impressed by her intimate knowledge and manner of presenting each work of art and expressed their appreciation that an Indigenous staff member was able to share this moment with their children.

A school-age Library member was anxious to check out a Contemporary Calgary Art Pass from Sage Hill Library and made repeated requests each time she visited the location. When she finally had a chance to check out a pass, she drew a whole story in the booklet, including illustrations of her receiving her first Library card.

Library member Miraya receiving her first Library card as depicted in the Contemporary Calgary Art Pass

Approved Minutes
Governance Committee Meeting
Calgary Public Library Board
Online via Microsoft Teams
Wednesday, April 3, 2024
5:30 pm

Board in Attendance:

- Dana Saric (Chair)
- Kate Andrews
- Haritha Devulapally
- Gillian Hynes

Regrets:

- Al-Karim Khimji
- Evan Legate
- Aaron J. Noga
- Crystal Manyfingers

Administration in Attendance:

- Sarah Meilleur, CEO
- Jim Chisholm, Director, Technology
- Heather Robertson, Director, Service Design and Innovation
- Amanda Robertson, Executive Assistant

1. Treaty 7 Opening

Kate Andrews respectfully opened the meeting with a land acknowledgment.

2. Review of Agenda

Dana Saric clarified for the record that agenda item 8.A. is a Board *Governance* Bylaw Review.

MOVED by Haritha Devulapally that the April 3, 2024 agenda be approved as amended.

Carried unanimously

3. Approval of Minutes

MOVED by Haritha Devulapally that the minutes of the March 6, 2024 Governance Committee meeting be approved as presented.

Carried unanimously

4. Business Arising

None.

5. Mini Moment

Dana Saric attended an event out of town over spring break and saw several people wearing shirts that read "I'm with the banned" in recognition of books that have been banned in some jurisdictions. After asking about the shirts, she learned they were being distributed at a tent where people were invited to register with their local library.

Sarah Meilleur was looking up "things to do in Calgary" and found a website that listed Calgary Public Library programs and events in every age group, showing that there was something for everyone at the Library this upcoming weekend.

6. Board Recruitment

A. Board Member Recruitment Update

Dana Saric advised that the next steps in determining whether to proceed with a recruitment campaign this year are to contact the reserve list about their willingness to remain on the list for another year. Subject to the results of those conversations the Committee would then recommend that the Calgary Public Library Board approve a motion not to proceed with a recruitment campaign in 2024. At that time, Library Administration would also be directed to communicate with City of Calgary Administration regarding the Board's decision not to pursue a recruitment campaign, subject to potential changes to the *Libraries Act* which may or may not include an increase to the maximum number of members allowed to serve on municipal libraries boards.

MOVED by Kate Andrews that the Governance Committee ask candidates on the 2023 Reserve List whether they are willing and available to remain active on the Reserve List for the 2024/2025 Board year.

Carried unanimously

MOVED by Kate Andrews that, pending confirmation of the reserve list, the Governance Committee recommend that the Calgary Public Library Board approve a motion not to proceed with a Board member recruitment campaign in 2024 pending potential amendments to the *Libraries Act.*

Carried unanimously

MOVED by Kate Andrews that, pending approval by the Calgary Public Library Board, Library Administration notify the City of Calgary that, as there is no current vacancy on the Board and the 2023 reserve list is available and willing to stand again in 2024 the Board will not be engaging in a recruitment campaign for the 2024/2025 Board year.

Carried unanimously

ACTION – Administration to provide the 2023 reserve list and contact information to the Governance Committee Chair.

ACTION – Governance Committee Chair to contact candidates on the 2023 reserve list to ascertain their ongoing willingness and availability to serve.

ACTION – Administration to notify the City of Calgary of the Board's plans pending the outcome of the Governance Committee's communication with the 2023 reserve list and Board approval of the motion to not engage in a recruitment campaign this year.

B. Skills Matrix Results

The Committee reviewed the results of the recent skills matrix questionnaire and expressed overall satisfaction with the gradation of the skill sets present in the Board's current membership. The Committee discussed future areas potentially requiring additional attention or supplementation, including public policy, government relations, public relations and marketing, as well as Reconciliation.

The Committee identified 2026 as a critical year with more than half the Board reaching the end of their current terms that year.

The Committee discussed whether it would be possible to collect anonymized demographic information as well as the risks and benefits of doing so. Gillian Hynes advised that she has experience in this area and could present information to the Committee on potential approaches. Administration advised that this information has not been formally collected in recent years and is instead listed as items for consideration in the Skills Matrix guidelines circulated with the template.

ACTION – Gillian Hynes to bring forward examples of approaches the Governance Committee may take in collecting anonymized Board member demographics information at the September Governance Committee meeting as a part of the Skills Matrix template review or at the May meeting as part of the Self-Evaluation Questionnaire review.

7. Chief Executive Officer Performance Review

A. CEO 360 Survey Update

Dana Saric advised that Administration had been directed after the March meeting of the Committee to re-evaluate the two leading proposals and that a service provider was selected and formally engaged. Saric, along with Evan Legate and Sarah Meilleur, will meet with the service provider in the first half of April to confirm next steps and timelines.

8. Bylaws, Policies, and Processes

A. Board Governance Bylaw Review

Heather Robertson reviewed highlights of the recent history of the Board Governance Bylaw. The Committee directed Administration to mark a draft with revisions reflecting:

- 2.2(e) – That the technical language be removed, leaving "electronically transmitted… to the address designated by the intended recipient".
- 4.4(a) – That a period be added to the end of the sentence.
- 4.4(b) – That the first line be struck to remove reference to there being a preference for in-person attendance.
- 4.4(d) – That it be reworded to specify a "Board Chair or other Chair as applicable".
- 6.3 – That it be reworded to reflect Board policy.
- 7.1(a) – That "all existing Board governance bylaws" are specified as repealed.
- That, in reference to the *Freedom of Information and Protection of Privacy Act*, "FOIPP" be replaced with "FOIP" throughout the document.

The Committee directed Administration to note other action items related to the revision:

- That the policy book review include new language in the Code of Conduct regarding

mechanisms for resignation and disqualification of Board membership based on individual behaviour.

- That Administration research whether there are existing mechanisms in place for discipline up to and including termination of Board members failing to meet their fiduciary obligations or breaching policy, bylaw, and legislation.
- That Gillian Hynes share additional language with Dana Saric related to strengthening the Conflict of Interest policy, specifying the obligation to recuse oneself when conflict should arise. In addition, that Gillian Hynes share proposed language regarding the creation of a positive obligation to comply with the bylaw and a process for addressing a breach of the bylaw.
- That Dana Saric provide additional technical edits and revisions, then share them with Administration to collate and present for review at the May meeting of the Governance Committee.
- That the motion to recommend Board Governance Bylaw revisions to the Board for approval be deferred to May 2024.

9. Governance Committee Workplan Review

The Committee directed Administration to update the workplan to reflect the addition of a discussion item related to anonymized self-reporting of demographic information in May or September of 2024.

ACTION – That Administration revise the workplan as directed.

10. Other Business

None.

11. Adjournment

MOVED by Gillian Hynes that the meeting be adjourned at 7:04 pm.

Transcribed by Amanda Robertson.

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Dana Saric
Committee Chair

Unapproved Minutes
Governance Committee Meeting
Calgary Public Library Board
Online via Microsoft Teams
Wednesday, May 8, 2024
5:30 pm

Board in Attendance:

- Dana Saric (Chair)
- Kate Andrews
- Gillian Hynes
- Al-Karim Khimji
- Aaron J. Noga

Regrets:

- Haritha Devulapally
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- Sarah Meilleur, CEO
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- Amanda Robertson, Executive Assistant

1. Treaty 7 Opening

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

2. Review of Agenda

In the interest of time with a full agenda, the Committee agreed not to share a "Mini Moment" and move straight from Business Arising to the Board Recruitment Update.

MOVED by Gillian Hynes that the May 8, 2024 agenda be approved as amended.

Carried unanimously

3. Approval of Minutes

The Committee clarified that Gillian Hynes had committed to an additional action item under the Bylaw Review and directed Administration to add: "In addition, that Gillian Hynes share proposed language regarding the creation of a positive obligation to comply with the bylaw and a process for addressing a breach of bylaw".

MOVED by Aaron J. Noga that the minutes of the April 3, 2024 Governance Committee meeting be approved as amended.

Carried unanimously

4. Business Arising

As discussed at the April 3, 2024 meeting of the Committee, Gillian Hynes committed to making recommendations to Dana Saric via email regarding the Conflict of Interest policy before the June 5, 2024 meeting.

ACTION – Gillian Hynes to share suggested language with Dana Saric by May 15, 2024, regarding: strengthening the Conflict of Interest policy, specifying the obligation to recuse oneself when conflict should arise, the positive obligation to comply with the bylaw; and a process for addressing breach of the bylaw.

5. Board Recruitment

A. Board Member Recruitment Update

Dana Saric advised that *Bill 16*: *Red Tape Reduction Statues Amendment Act, 2024*, will not increase the maximum size of library boards in its current iteration. With that knowledge, and with Saric having confirmed the ongoing commitment of the two re-appointment candidates as well as the ongoing availability and interest of the 2023 reserve list candidates, the Committee concluded that there will not be a need for a formal search to recruit new members or replenish the reserve list.

Al-Karim Khimji recused himself from voting as he is one of the candidates eligible for re-appointment.

MOVED by Gillian Hynes that the Governance Committee's recommend a motion at the next Regular Meeting of the Calgary Public Library Board to decline to conduct a new board member recruitment campaign in 2024.

Approved: 4

Abstained: 1

Motion carried

ACTION – Dana Saric to contact the third party recruitment firm to confirm that the Board will not proceed with a recruitment campaign in 2024.

Kate Andrews joined the meeting at 5:50 pm.

6. Board Self Evaluation

A. Board Self Evaluation Questionnaire Review

The Committee reviewed the questions used in the 2023 survey to determine which to keep, modify, or eliminate, as well as which topics would require the addition of new questions.

At the recommendation of the previous Governance Committee in 2023, the Committee agreed to add at least one question regarding the Board's understanding of and commitment to intellectual freedom within the category of *Strategic Planning, Governance, Advocacy, and Oversight*. All Committee members will consider potential questions and submit their recommendations to the Committee Chair.

The Committee determined that the length of the survey is reasonable for it to be conducted

only once each year, but that it may wish to consider revising the process to include more frequent surveying of certain metrics in addition to, or as a replacement for, the annual evaluation. The Committee agreed to proceed with the survey in its current format, subject to the addition of select questions, and directed Administration to add the consideration for a shorter, more frequent survey to the workplan for January 2025.

The Committee also agreed to incorporate questions to gather anonymized demographic information from Board members with the self-evaluation survey this year. The Committee would like these questions to produce data in alignment with that sought by the City of Calgary and its other Boards, Commissions, and Committees (BCC). While awaiting that information, Gillian Hynes will draft proposed questions and circulate to the Committee by May 15, 2024.

ACTION – Committee members to consider wording for one or more questions related to intellectual freedom and to provide those suggestions to Dana Saric by May 15, 2024.

ACTION – Administration to add a review of the frequency and contents of self-evaluation surveys to the January meeting within the proposed 2025 Governance Committee workplan.

ACTION – Gillian Hynes to draft proposed questions regarding demographic information and circulate them to the Committee by May 15, 2024.

ACTION – Administration to ask the City of Calgary for information on the demographic information being collected by City Administration and other BCCs.

7. Bylaws, Policies, and Processes

A. Board Governance Bylaw Review

The Committee reviewed the proposed revisions that were raised at the April 3, 2024 meeting and in the weeks that followed. The Committee agreed that section 6.3 requires attention to clarify what is currently circular language regarding administrative policies, their definition, and how they are to be established.

ACTION – Committee members to review the language regarding section 6.3 of the Board Governance Bylaw to resolve the circular references regarding administrative policies and share proposed solutions with Dana Saric by May 15, 2024.

B. Board Policy Review Planning

Heather Robertson advised that subject matter experts within Administration have been reviewing the Board policies to bring language in line with best and current practice, along with other updates as needed. The Committee asked that the revisions proposed by Administration be submitted in advance of the June 5, 2024 meeting and that all Committee members read the policy book in full, bringing their own revisions to the June meeting. As needed, changes will be implemented over the summer and the final review and approval will be conducted by the Committee and the Board in September 2024.

ACTION – Administration to provide proposed revisions to the Committee as part of the materials package shared in advance of the June 5, 2024 meeting.

ACTION – Committee members to provide proposed revisions at the June 5, 2024 meeting.

8. Governance Committee Workplan Review

The Committee directed Administration to update the workplan to reflect the addition of a discussion of the frequency and contents of self-evaluation surveys in January 2025.

ACTION – Administration to revise the workplan as directed.

9. Other Business

None.

10. Adjournment

MOVED by Kate Andrews that the meeting be adjourned at 7:00 pm.

Transcribed by Amanda Robertson.

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Dana Saric
Committee Chair

Unapproved Minutes
Strategy and Community Committee Meeting
Calgary Public Library Board
Online via Microsoft Teams
Wednesday, April 10, 2024
5:30 pm

Board in Attendance:

- Crystal Manyfingers (Chair)
- Kate Andrews
- Gillian Hynes
- Evan Legate
- Margaret Wu

Regrets:

- Al-Karim Khimji

Administration in Attendance:

- Sarah Meilleur, *CEO*
- Jim Chisholm, *Director, Technology*
- Mary Kapusta, *Director, Communications and Engagement*
- Paul Lane, *Director, Strategy and Planning*
- Melissa Legacy, *Director, Visitor Experience*
- Trevor Myers, *Business Analyst*
- Amanda Robertson, *Executive Assistant*
- Heather Robertson, *Director, Service Design and Innovation*

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 Kate Andrews that the April 10, 2024 Agenda be approved as presented.

Carried unanimously

4. Approval of Minutes

MOVED by Margaret Wu that the minutes of the February 14, 2024 Strategy and Community Committee meeting be approved as presented.

Carried unanimously

5. Business Arising

None.

6. Q1 2024 Strategic Scorecard Review

Trevor Myers presented the Strategic Scorecard report, which reviews 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 Strategic Scorecard reports on three categories: **Products**, **Engagement** and **Impacts**. Each category contains four key performance indicators (KPI). Products and Engagements are reported on a quarterly basis, while Impacts are measured twice a year following member surveys conducted in Q2 and Q4.

In 2024, changes to reporting include a replacement of the Library Hotline KPI with a new Online Engagement measure to reflect the Library's social media presence and visibility. Each KPI will also now be measured against its past results in the short, medium, and long term to monitor trends and rates of change.

Products include Content, Spaces, Experiences, and Tools. Content measures the circulation of physical and digital resources and the usage of virtual learning services available to members. Physical circulation, a combination of checkouts and renewals, decreased slightly (2%) from Q4 2023, but the number of individual items checked out increased, meaning the decrease was in renewals. Digital circulation continues its steady upward trend and increased 3% this quarter. Virtual learning increased by 36% over last quarter, a seasonal trend regularly observed in Q1 each year.

Spaces include visits to physical Library spaces as well as the website. Building and website visits increased by a combined 4% since Q4 2023 with physical visits the highest recorded since 2019 at 1.79 million. Physical visitation is 93% of what it was in Q1 2019, showing a strong rebound from the lows experienced in the wake of public health restrictions.

Experiences captures the number of hosted programs and outreach activities conducted by Library staff and volunteers. Programming has increased steadily in recent years and is now the highest it has been since 2020. Program attendance was also robust, with an average of 17 participants per program in Q1 2024. Outreach continues to increase, growing by 35% from the previous quarter.

The Tools KPI includes computer, printer, and Wi-Fi usage at the Library. There was an increase in computer and printer use with a decrease in Wi-Fi sessions. In balance, the results are very similar to those seen in Q4 2023.

The Engagement category includes the new Online Engagement KPI as well as New Membership, Repeat Visitors, and Dwell Time. Online Engagement combines the impressions (number of times content is viewed) and engagements (number of interactions with Library content) over Facebook, Twitter/X, Instagram, and LinkedIn. This will be expected to fluctuate each quarter depending on events and how the community is responding to the Library's online presence, representing a dynamic measure of the Library's reach.

New Membership captures the number of new members gained throughout the quarter. Over 38,000 new members registered in Q1 2024, continuing strong new membership results observed in 2023. Member retention is strong as well, with current membership sitting at 776,000. If this trend continues in Q2 2024, the Library could break its active membership

records again as it did in 2023.

Repeat Visitors records the percentage of members who have visited Library locations four or more times within the quarter. With four three-week lending periods throughout the quarter, this measures shows the percentage of members who have visited at least that many times. 54% of Library visitors visited at least 4-5 times in Q1 2024. 9% of visitors were in a Library location more than 25 times in that three-month period.

Dwell Time records the median length of time members are spending within Library locations. A higher median Dwell Time indicates deeper engagement with in-location services. Dwell time decreased slightly to 57 minutes from 58 since Q4 2023.

MOVED by Gillian Hynes that the Q1 2024 Strategic Scorecard report be received by the Strategy and Community Committee for information as presented.

Carried unanimously

7. Spotlight Report: Literacy and Learning Supports

Heather Robertson presented highlights from a spotlight report on literacy and learning supports at the Library.

Early Literacy is a core pillar of the Library's service model and the methods used in Calgary have inspired other library systems across North America. Early Learning Centres (ELC) are at the forefront of this work and are split into five zones where the Library is always trying to weave literacy and learning into physical spaces: Baby Nest, developmentally appropriate areas for the youngest Library visitors; Active Play/Explore, spaces with built-in structures, tunnels, and imagination blocks; Create, for building bricks, colouring, and crafts; Perform, spaces for storytelling, puppet theatre, and musical instruments; and Cozy/Contemplative, the reading nooks and places set aside for puzzles or observing nature. ELCs are always being refined as the Library learns more about how best to meet the literacy and learning needs of children ages 0 – 5.

Literacy Services is another strength at the Library. This branch of Library service supports early literacy through reading, writing, numeracy, digital equity, digital literacy, and information literacy. There are other areas where the Library lacks specific expertise, such as financial or civic literacy, and in those cases community partners are engaged to provide the information facilitated through the infrastructure offered by the Libraries programming, services, and spaces.

In 2023, 83% of all programming could be categorized as being for youth, teens, families, or "all ages". Serving the needs of young Calgarians is a major component of the Library's work in supporting literacy. When designing services for youth, the Library focuses on creating a continuum of services to span a member's life from early childhood through school age, teen years, and into adulthood. The Library's Early Learning services support foundational building blocks beginning with Talk, Sing, Read, Write, and Play, leading in to STREAM (science, technology, reading, engineering, arts, and math) as children grow older.

The Library is well positioned to be a valuable resource and partner to school boards in Calgary. Significant progress has been made, particularly in building partnerships with Calgary's largest school boards – Calgary Board of Education and Calgary Catholic School District. The Library has implemented a School Support Librarian whose focus is bringing the Library into classrooms through large-scale virtual programming, smaller groups, and one-on-one sessions with teachers seeking ways to better engage their students in the context of a

changing curriculum.

To continue building on this critical work with youth, the Library has been focusing on bridging literacy gaps that widened during extended school closures in recent years. Through its adaptive service design approach and its ability to nimbly pilot new initiatives, the Library is well positioned to continue adding more value for caregivers, teachers, and students in their efforts to tackle these challenges impacting our communities.

Language learning resources are also a critical aspect of the Library's work in supporting literacy and learning. The Library has materials in over 21 world languages and Treaty 7 Indigenous languages for children and adults, including physical and digital books as well as digital resources designed to support language learning.

The Library also provides high quality language learning resources for English as a second language (ESL) learners. Language services are enriched through initiatives like the Newcomers Desk initiative, English Conversation Groups, and partnerships with community groups such as Calgary Local Immigrant Partnership (CLIP).

Looking ahead, the Library is bracing for more demand as Calgary's population continues to grow and the city remains one of the most diverse places in the country. In 2022, Calgary welcomed more migrants per capita than any other city in Canada. Current wait lists for official English language classes (LINC) are at an all time high, having increased by over 1,000% since April 2022. CLIP has noted "language proficiency" as a top priority for the local and provincial settlement sector, including being able to provide information in multiple languages as well as increased equitable access to language learning classes and supports. In collaboration with community partners, the Library is working to expand current ESL programs and identify new ways to help address this urgent need.

Indigenous language is a critical tool for Indigenous peoples to share and communicate culture, world views, and values to future generations. According to the UNESCO Atlas of the World's Languages in Danger, all Indigenous languages spoken in Canada are considered at risk as a result of intergenerational impacts of residential schools. The Library supports Indigenous language revitalization through collaboration with Indigenous communities, supporting the Treaty 7 children's book project, the development of the Indigenous Languages Resource Centre at Central Library, and through efforts to provide language programming and collections in Indigenous languages. That work is ongoing and will continue this year through consultation with community.

MOVED by Gillian Hynes that the Literacy and Learning Supports report be received by the Strategy and Community Committee for information as presented.

Carried unanimously

Crystal Manyfingers left the meeting at 6:30

Kate Andrews was appointed as Acting Chair in the absence of Manyfingers for the remainder of the meeting.

8. Retreat Planning Update

Gillian Hynes advised that retreat planning is nearly complete. Hynes has engaged Elder Adrian of the Elders Guidance Circle to provide a blessing and share knowledge. Information packets will be mailed to the Board in advance.

Evan Legate advised that some representatives of the Calgary Public Library Foundation Board will be attending the retreat lunch to mingle with Library Board members.

9. Workplan Review

No changes were requested.

10. Other Business

None.

11. Adjournment

MOVED by Margaret Wu that the meeting be adjourned at 6:50 pm.

Transcribed by Amanda Robertson.

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Crystal Manyfingers

Committee Chair

<p align="center">**Unapproved** **Minutes**
Audit and Finance Committee Meeting
Calgary Public Library Board
Online via Microsoft Teams
Thursday, May 2, 2024
5:30 pm</p>

Board in Attendance:

- Haritha Devulapally (Chair)
- Evan Legate
- Margaret Wu

Regrets:

- Aaron J. Noga
- Dana Saric

Administration in Attendance:

- Sarah Meilleur, *CEO*
- Katrina Ducs, *Financial Services and Procurement Lead*
- Doug Durant, *Security Advisor*
- Chae Jun, *Controller*
- Laura Komianos, *Executive Assistant*
- Paul Lane, *Director, Strategy and Planning*
- Trevor Myers, *Business Analyst*
- Heather Robertson, *Director, Service Design and Innovation*

1. Treaty 7 Opening

Evan Legate respectfully opened the meeting with a land acknowledgment.

2.　Review of Agenda

MOVED by Evan Legate that the March 13, 2024 Agenda be approved as presented.

Carried unanimously

3.　Approval of Minutes

MOVED by Evan Legate that the minutes of the March 13, 2023 Audit and Finance Committee meeting be approved as presented.

Carried unanimously

4.　Business Arising

None.

5.　Q1 2024 Risk Register Update

Trevor Myers presented highlights from the Q1 2024 Risk Register report.

There are three main categories of risk: Relevance, Operations, and Security. Each of those is broken into key performance indicators (KPI). In 2024, the Risk Register will present the rate of change rather than reporting where a value falls within a range of risk levels. Looking back at 3-month, 6-month, and 12-month intervals to review the relative growth or decline of each KPI will provide a more nuanced overview of the progress and health of each measure. Risk status is determined by the stability of the trend as well as contextual factors behind each KPI. Green results represent low risk, yellow results are under observation, and red results are the highest risk with active interventions and resources dedicated towards mitigation.

Relevance measures are leading indicators related to the Library's relevance in the community, including Active Membership, Library Satisfaction, and Volunteer Support. Quality of Life is also categorized under Relevance but is not reported in Q1. All Relevance measures reported in Q1 2024 fell into a green, low-risk rating due to having increased or held steady over the past 12 months.

The volunteer support measure has changed for 2024. It previously captured the number of active volunteers per capita. Going forward, this will reflect volunteer interest by measuring the number of volunteer applications received throughout a quarter. At 1,304 in Q1 2024, this increased 26% over Q4 2023.

Operations measures are related to demands on the Library's operational capacity, including Location Visits, Website Visits, Staff Turnover, and Staff Engagement, the last of which is only reported twice a year in Q2 and Q4. All Operations measures reported in Q1 2024 fell into a green, low-risk rating after improving or holding steady over the past 12 months.

Security measures include Community Library Incidents, Central Library Incidents, and Cybersecurity. This category also includes a Crime Index that is not a KPI, but rather is an indicator providing additional context, as it does not fall within the control or mandate of the Library and is comprised of crime statistics provided by Calgary Police Service.

Community Library Incidents are expressed as the number of security incidents at all community library locations per 10,000 visits. This KPI was scored yellow and is under observation. There were slight increases to abuse and alcohol use in Q1 2024, but decreases in the frequency of both assault and drug use incidents led to an overall decrease in this risk measure from Q4 2023. Increased visitation tends to reduce incidents as higher traffic often discourages inappropriate conduct.

Central Library Incidents increased slightly from Q4 2023. This measure is scored as red and is undergoing active mitigation. Both alcohol and drug use increased while all other incident categories held steady or decreased slightly in Q1 2024. Periods of cold weather in Q1 resulted in higher levels of incidents occurring within the Library as patrons sought a warmer environment. This is the second consecutive year of incidents measuring higher than the previous year's average, which is a reflection of the continued challenges faced by the Library and its downtown partners.

The Library's Cybersecurity score is based on a standardized rating system and is provided by a third-party vendor. The score showed an unfavourable change of 8% in Q1 2024, giving it a yellow rating for ongoing monitoring going forward.

The Crimes per Capita measure demonstrates the crime rate per 10,000 members of the population of a given area. In Q1 2024, the rate for all of Calgary was 107, for neighbourhoods containing community libraries was 249, and for the district surrounding Central Library was 1,908. This marked disparity in crime per capita provides context for the elevated number of

Central Library incidents. Crimes per Capita decreased slightly over the last reporting period, a trend that was not reflected in the Central Library Incidents KPI.

MOVED by Evan Legate that the Q1 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

6. Q1 2024 Controller's Report and Financial Review

Chae Jun presented highlights from the Q1 2024 Controller's report and financial review.

The City of Calgary provided two one-time funding allotments: one for outreach and one for safety and security. These initiatives have already made significant headway in Q1 and investment will continue through Q2 and Q3 this year in order to complete spending before year end as required. Due to the timing of the grants, the $750,000 allotment for safety and security is not reflected in the Q1 results and will instead be reported in the Q2 2024 forecast.

The $417,000 forecast decrease in salaries and benefits reflects vacancies and leaves of absence. Management will reallocate that surplus throughout the year and will continue to monitor.

All life cycle projects, including Information Technology, are proceeding as planned despite the construction industry appearing to more broadly be experiencing delays due to workforce constraints.

Jun advised that the quarterly financial dashboard and Controller's reports have been designed to present relevant and reliable information in a more user-friendly and visually compelling format rather than requiring Board members to sift through minute details. The Committee expressed appreciation and agreement for this approach going forward.

MOVED by Evan Legate that the Q1 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. 2024 Auditor Appointment and Engagement Letter

Chae Jun advised that Deloitte has been appointed by City Council to provide audit services to the Library Board from now until the year ending December 31, 2028. Rather than issuing a Master Service Agreement, the auditor will return to its previous method of providing an annual engagement letter. Jun circulated a draft version of the engagement letter to the Board Chair and Audit and Finance Committee Chair for review after being asked by Deloitte not to circulate more broadly until it has been presented to City Council's Audit Committee.

The Committee understands that, pursuant to the City bylaw, the Board must engage the same external, independent auditor that is approved by City Council for the City's audit to facilitate the consolidation of the financial statements of the City and the Library.

8. Annual Finance Team Organizational Chart Overview

Chae Jun reviewed the Finance and Procurement department's organizational chart to

demonstrate the succession plan and contingencies in place to ensure continuity in overseeing the Library's finances. In addition to there being a successor trained to ascend to the Controller's position on short notice, the Finance department also undergoes regular cross-training to ensure adequate coverage of sensitive positions. There have been no material changes since the prior annual review in 2023.

9. Workplan Review

The Committee requested an update on Administration's approach to implementing environment, social, and governance (ESG) metrics to its regular reporting. Administration advised that recommendations will be brought forward at a future meeting.

Administration advised that the Library will not be required to report to Public Safety Canada regarding forced labour in supply chains based on the reporting criteria. Administration will continue to monitor regulations related to the *Fighting Against Forced Labour and Child Labour in Supply Chains Act,* consider what application they might have in the Library context as best practices, and implement any reporting requirements as needed.

10. Other Business

None.

11. Adjournment

MOVED by Margaret Wu that the meeting be adjourned at 6:30 pm.

Transcribed by Amanda Robertson.

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Haritha Devulapally
Committee Chair

Report to the
Calgary Public Library Board
Audit and Finance Committee
Risk Register Update for Q4 2023
May 2, 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 Q1 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 risks 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.

The 2024 Risk Register has received an update to the methodology used to monitor Key Performance Indicators (KPIs). In previous iterations, risk thresholds were established for each KPI, denoting whether a measure was experiencing low, medium, or high risk. These risk thresholds were occasionally adapted based on various internal and external drivers, some of which the Library had control over and others not.

The Risk Register this year will be monitoring KPI risk in a different way. Rather than the value falling within a pre-determined range, risks will instead be presented as their rate of change. Looking back at 3-month, 6-month, and 12-month intervals and showing the relative growth or decline of each KPI will give a more nuanced look at the progress and health of each. Indicators that show an increased presence of risk can be monitored with interventions introduced as needed. This change should offer a much more responsive, dynamic, and active approach to risk reporting. The rate of change table is included in Section V towards the end of this report.

III.   RISK REGISTER UPDATES

This section highlights changes or improvements to the report, as well as any noteworthy trends in the data.

- Rate of Change table introduced (Section V). Replaces traditional risk thresholds.
- The volunteer support measure, previously a reflection of active volunteers per capita, is now assessed based on volunteer applications received.
- Formatting changes in written report, increasing size of visuals (last report).
- Removed static Power BI summary pages. Dynamic visuals still in presentation (last report).

IV.   COMMENTARY

RELEVANCE RISKS

Active Membership	56% (<1% increase over last quarter)
Current Members	*776k*

Total active Library members divided by the population of the service area.

Membership continues the trend of consistent growth that it has experienced in recent years. Nearly 39,000 new members were added to the system in Q1 2024, taking the overall membership base to 776,000. New member acquisition is one half of this success, with membership retention being equally strong. Net membership growth is a flow between adding new members and removing inactive members after 36 months. Membership growth has been extremely robust over the past several quarters, with the membership base increasing by approximately 25,000 every three months. Assuming this growth remains consistent, active membership will likely exceed 800,000 by the end of Q2. This strong acquisition and retention is a sign not only of the appeal of our services to prospective members, but the quality and value they present to our communities.

Active Membership
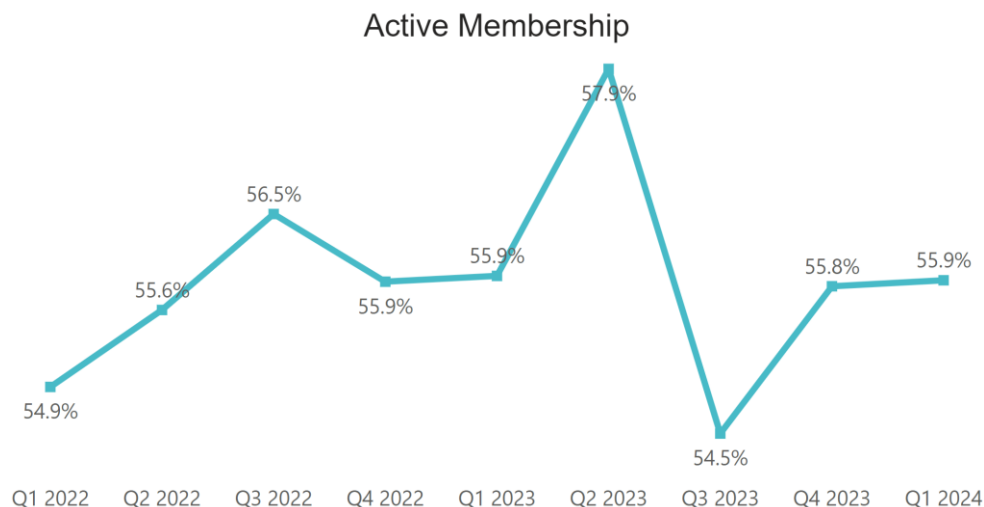
Volunteer Support	1,304 *(26% increase over last quarter)*
Adult Applications	*755*
Youth Applications	*549*

The number of volunteer applications received during a quarter.

The volunteer support measure has changed for 2024 Risk Registers. This KPI previously captured risk as a reflection our volunteer capacity, reflecting the number of our active volunteers as a measure of capita. In 2024, this risk will now be examined in light of volunteer interest. Interest in volunteerism is a strong indicator of an institution's connection to its community. As such, this measure will now highlight the quantity of volunteer applications received throughout a quarter. As both Library membership and population continue to grow, we should hopefully see a commensurate increase to incoming applications. Rising interest will show a healthy connection to our communities and a positive perception of the Library within the minds of Calgarians.
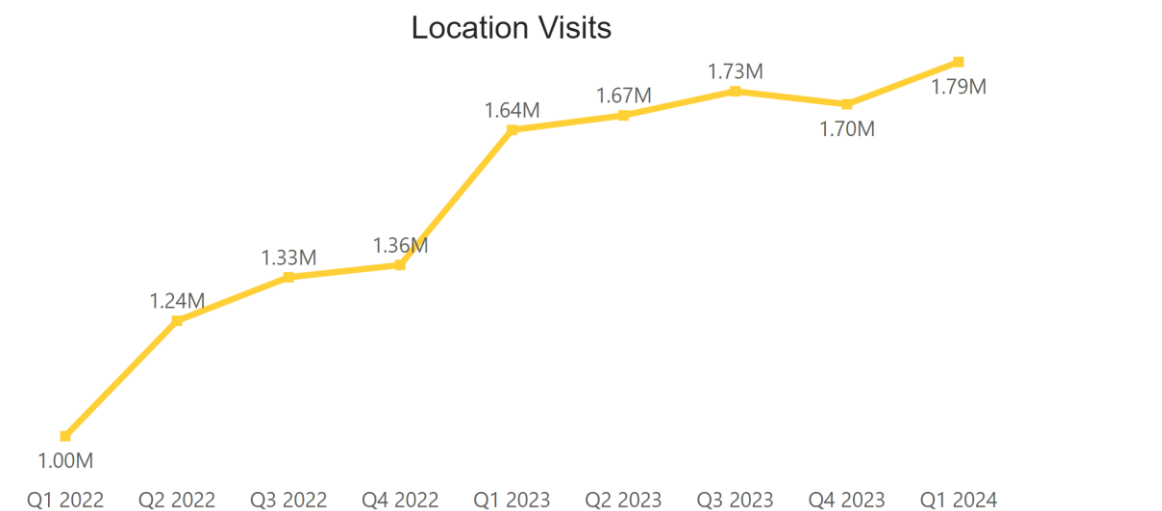
Volunteer Support
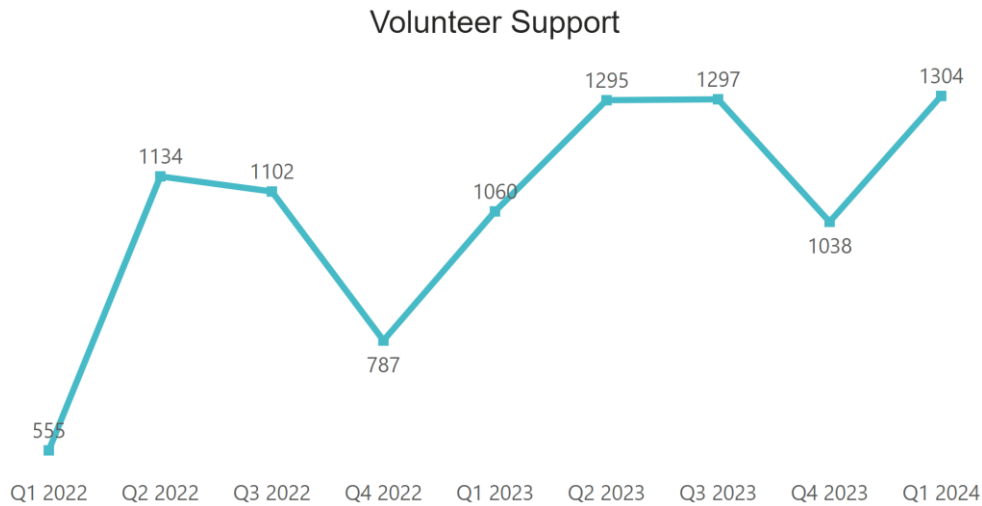
OPERATIONS RISKS

Location Visits   1.79m *(5% increase over last quarter)*
The number of physical visits to Library locations. Captured by People Counter system with a ±10% margin of error.
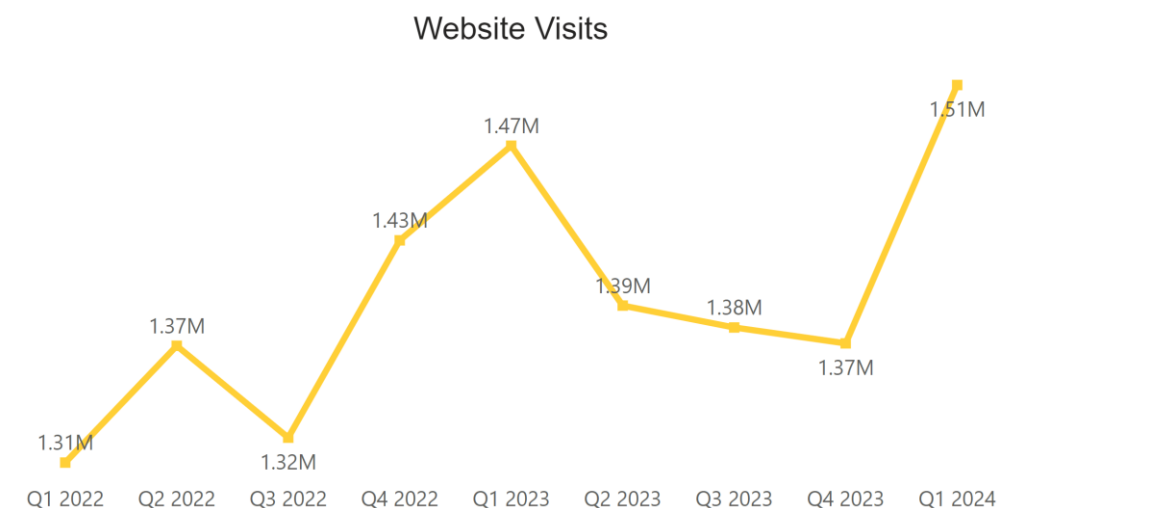
Physical visitation continues its slow but steady increase each quarter. Building visits are up 9% relative to Q1 of last year. More notably, when compared to the atypically high visitation seen in 2019, visits are 93% of what they were in the same quarter of that year. With the membership base steadily growing, location visits should see continued growth as well, with more new patrons engaging in our spaces and services.

Location Visits

1.00M	1.24M	1.33M	1.36M	1.64M	1.67M	1.73M	1.70M	1.79M
Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024

Website Visits   1.51m *(10% increase over last quarter)*

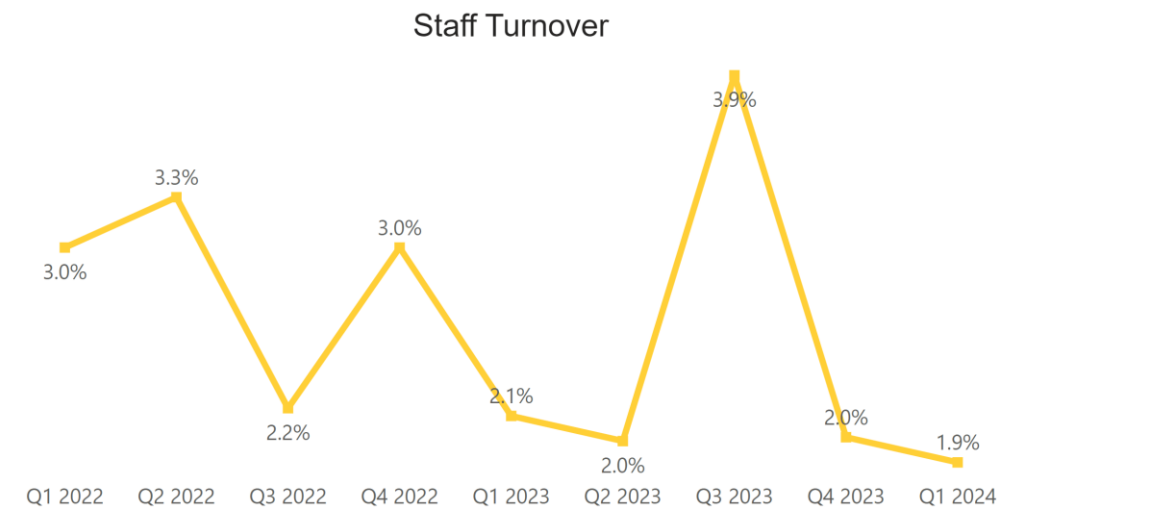*The number of virtual visits to the Library website.*

Website visits increased 10% relative to last quarter, with 1.5m digital visits. Online visitation had been fairly consistently in the 1.4m range throughout 2023. This growth indicates a higher level of member engagement with the Library's virtual presence. Increases to social media engagements this quarter are drivers in the health of this KPI and should hopefully bode well for continued growth or stability throughout 2024.

Website Visits

1.31M	1.37M	1.32M	1.43M	1.47M	1.39M	1.38M	1.37M	1.51M
Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024

Staff Turnover   1.9% *(0.1% decrease over last quarter – decrease is favourable)*

The percentage of staff resignations and terminations relative to active employees.

A total of 24 new staff were hired throughout Q1 2024. This takes the total staff complement to 831, the highest it has been since mid-2019. Staff turnover remains at an expected rate.
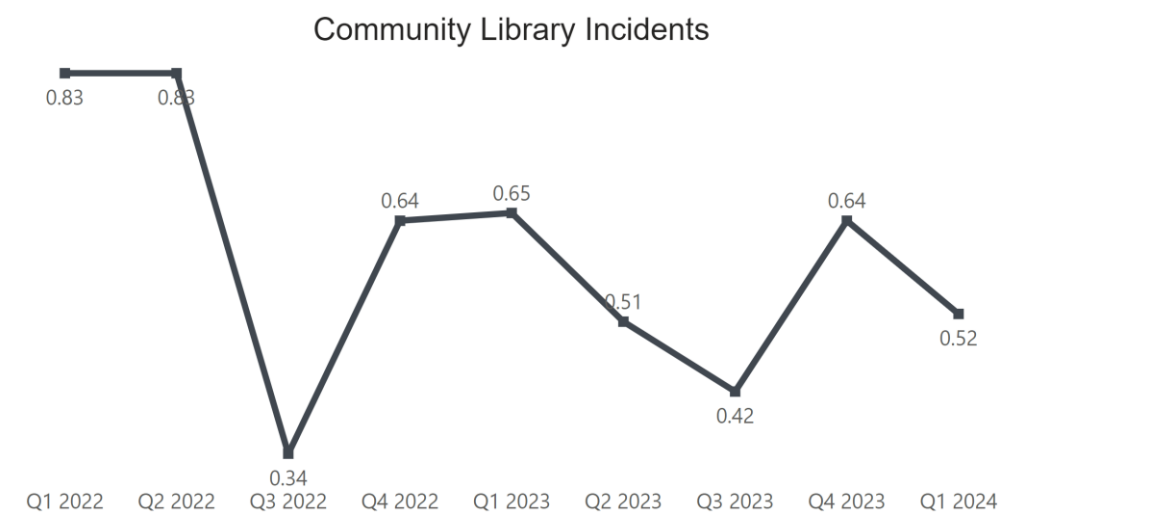
Staff Turnover

Chart showing Staff Turnover percentages by quarter:
- Q1 2022: 3.0%
- Q2 2022: 3.3%
- Q3 2022: 2.2%
- Q4 2022: 3.0%
- Q1 2023: 2.1%
- Q2 2023: 2.0%
- Q3 2023: 3.9%
- Q4 2023: 2.0%
- Q1 2024: 1.9%

SECURITY RISKS

Community Library Incidents	0.52 *(19% decrease over last quarter – decrease is favourable)*

The number of security incidents at community library locations per 10,000 visits.

Community Libraries saw a decrease in incidents in Q1 2024. There were slight increases to instances of abuse and alcohol use this quarter; however, decreases in the frequency of both assault and drug use incidents led to an overall decrease in this risk measure. Increased visitation in community locations plays a role in this KPI, not only as it measures incidents relative to visits, but also because more members in locations often discourages inappropriate conduct.

Community Library Incidents

Chart showing Community Library Incidents by quarter:
- Q1 2022: 0.83
- Q2 2022: 0.83
- Q3 2022: 0.34
- Q4 2022: 0.64
- Q1 2023: 0.65
- Q2 2023: 0.51
- Q3 2023: 0.42
- Q4 2023: 0.64
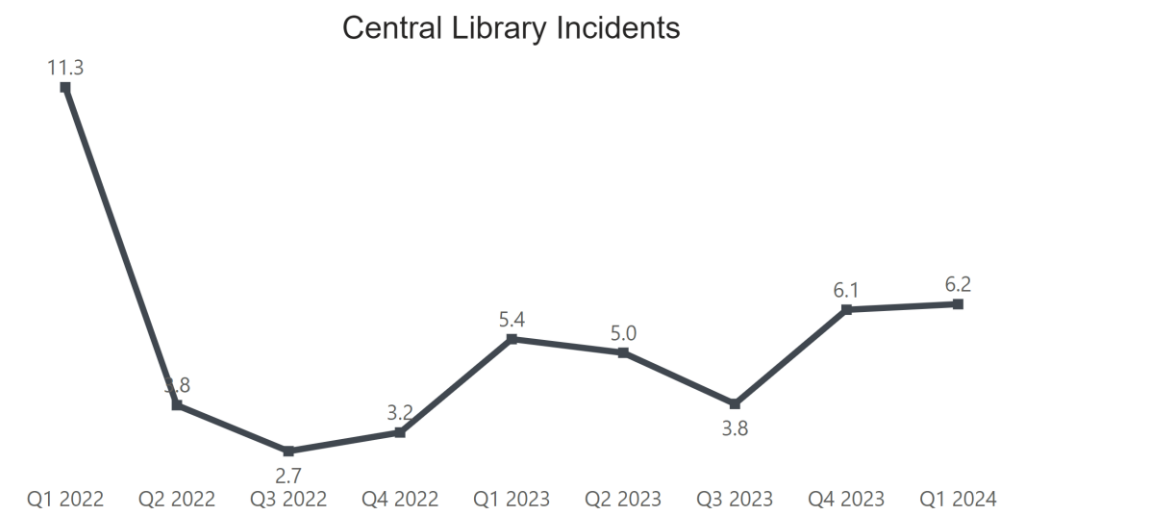- Q1 2024: 0.52

Central Library Incidents   6.18 *(2% increase over last quarter – increase is unfavourable)*

The number of security incidents at Central Library per 10,000 visits.

The Central Library incident KPI experienced a slight increase in Q1. Both alcohol and drug use increased this quarter, while all other incident categories remained the same or saw slight decreases relative to Q4 2023. Periods of cold weather throughout Q1 resulted in a higher level of incidents occurring within the Library, as patrons sought a warmer environment.

Approximately 20% of all incidents occurred outside Central Library's doors, with the majority of those being incidents related to drug use. Examining only the incidents that occurred within the Library proper, this KPI decreases to 4.75 incidents per 10,000 visits.

This is the second consecutive quarter where incidents have been higher than the previous year's average. This is a reflection of the continued challenges that the Library and municipal partners are experiencing with increased drug use, a trend that has been rising year over year.

Central Library Incidents

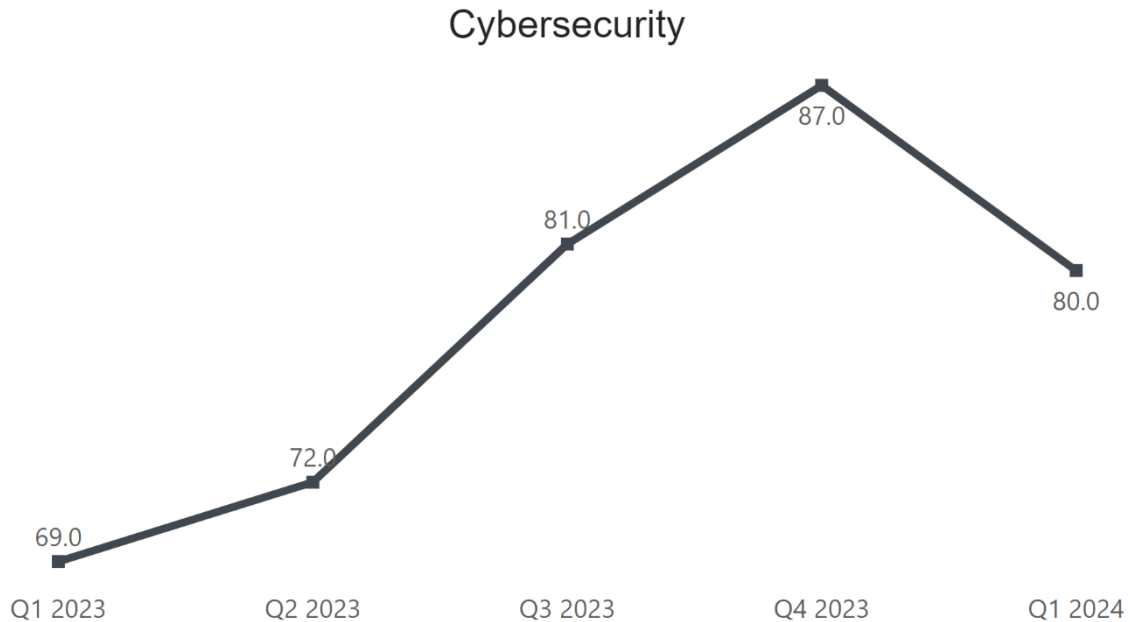| Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024
11.3	3.8	2.7	3.2	5.4	5.0	3.8	6.1	6.2

Cybersecurity   80 *(8% decrease over last quarter – decrease is unfavourable)*

Standardized industry score provided by third-party vendor. Captures elements such as network security, application security, and more.

Since cybersecurity threat tracking began, the Library has detected and successfully blocked 130 ransomware attacks, prevented 34 data leaks, and stopped 1,322 banking trojan attacks. The most frequent prevented attack is phishing with 853,892 events, all of which were successfully stopped.

The devices connected to the Library network have also been protected with cybersecurity endpoint detection tools. Of those events successfully detected and stopped, 65% were exfiltration events (unauthorized transfer of information), 23%

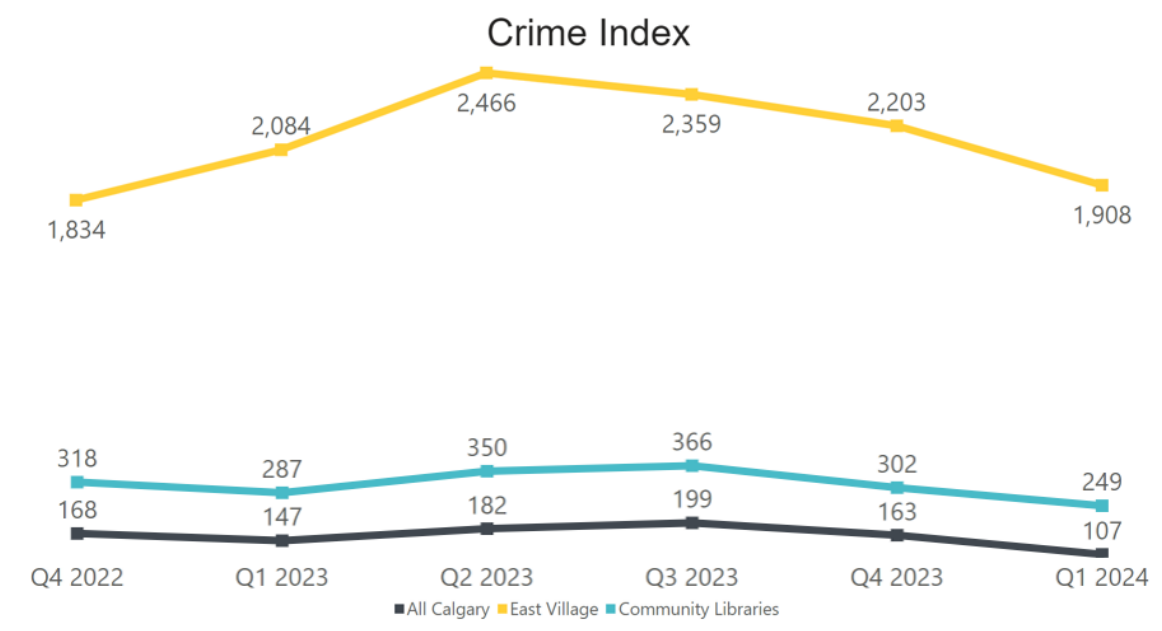ransomware attacks, and 12% malicious execution of files.

Cybersecurity

Line chart showing Cybersecurity values: Q1 2023: 69.0, Q2 2023: 72.0, Q3 2023: 81.0, Q4 2023: 87.0, Q1 2024: 80.0

Crimes Per Capita (10,000)

East Village	1,908	*(13% decrease over last quarter)*
Community Libraries	249	*(18% decrease over last quarter)*
All Calgary	107	*(34% decrease over last quarter)*

Provides context on social pressures and security threats experienced outside the Library. Data provided by Calgary Police Service.

Crimes Per Capita is a new section paired with the security measures. It is not an internal metric and is not influenced by or dependent on Library interventions. It captures the number of crime and disorder incidents in an area, dividing them by 10,000 members of population of that area. For Community Library areas, this means any community in which a Library location exists. These crime and disorder incidents include: violence (non-domestic), assault, physical disorder, social disorder, and street robbery.

This section is intended to provide context, showing the extent of crime that occurs in the communities surrounding our Libraries. Reported crimes per capita decreased slightly over last reporting period, a trend that was not reflected in the Central Library KPIs.

Crime Index

	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024
East Village	1,834	2,084	2,466	2,359	2,203	1,908
Community Libraries	318	287	350	366	302	249
All Calgary	168	147	182	199	163	107

■ All Calgary ■ East Village ■ Community Libraries

V.   RATE OF CHANGE

The rate of change table monitors the growth or decline of each KPI on a 3-month, 6-month, and 12-month basis. Each measure will be assessed for the quarterly report, comparing recent and longer-term trends to determine the KPI's health. This overall health will be reflected in the status column: growing or stable measures will be marked with a green status, measures under observation indicated with yellow, and measures in need of intervention highlighted in red.

Of the 9 measures assessed in the Q1 Risk Register (excluding City of Calgary Crime Index), 6 are green and represent low risk, 2 are yellow and under observation, and 1 is red with active interventions and resources dedicated towards risk mitigation. Risk status is determined by the stability of the trend as well as contextual factors behind each KPI.

Risk Measure	Current	Status	12 Month Trend		6 Month Trend		3 Month Trend	
Active Membership	56%		→	0%	↑	1%	→	0%
Library Satisfaction	94%		↓	-2%	↓	-1%	→	0%
Volunteer Support	1304		↑	23%	↑	1%	↑	26%
Quality of Life	71%		→	0%	→	0%	Semi-Annual	
Staff Engagement	78%		→	0%	→	0%	Measures	
Location Visits	1.79m		↑	9%	↑	4%	↑	5%
Website Visits	1.51m		↑	2%	↑	9%	↑	10%
Staff Turnover	1.89%		→	0%	↓	-2%	→	0%
Community Library Incidents	0.5		↓	-20%	↑	24%	↓	-19%
Central Library Incidents	6.2		↑	15%	↑	61%	↑	2%
Cybersecurity	80		↑	16%	↓	-1%	↓	-8%
Crime Index (East Village)	1908		↓	-8%	↓	-19%	↓	-13%

VI.   CONCLUSION

As has been the case for the past several quarters, the Q1 Risk Register is largely positive in terms of risk evaluation. Security incidents, in particular those related to drugs, continue to trend upwards in the core and throughout the city. The remainder of the risk measures are all either stable or show positive improvements. Visitation and membership are both robust, and as primary drivers for the many Library services, help contribute to an overall low level of risk for the organization.

VII.   RECOMMENDATION

That the Strategy and Community Committee receive this report, *Strategic Scorecard Update for Q1 2024*, for information and discussion.

Trevor Myers,
Business Analyst, Strategy & Planning

Report to the
Calgary Public Library Board
Audit & Finance Committee
May 2, 2024

Controller's Report for the Month Ended March 31, 2024

The management financial dashboards of Calgary Public Library for the quarter ended March 31, 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 Fund

In Q1, the Library embarked on significant initiatives with the City's Outreach and Safety grants alongside our routine operations. Progress is underway for both programs, with expenses expected to rise in Q2.

Amidst this activity, we anticipate favourable variances in Q1 due to timing differences. Noteworthy is our transition to a refined reporting structure effective this year, where the Management Reports – Statement of Financial Position, Operating Activities, and Life Cycle Funding and Spending Profile – will now be removed and remain integrated into our Financial Dashboard. This is to ensure a more visually compelling and forward-looking representation of the Library's financial health, aligning closely with our strategic initiatives and the ever-changing operational landscape. While the Financial Dashboard provides a comprehensive view of the most relevant fiscal trajectory, the Controller's report remains dedicated to explaining budget variances, offering reliable, granular insights into our financial performance.

B.   Management Report - Statement of Financial Position

Net Financial Assets are $9.6M at quarter end. The cash balance is strong. Accounts receivable is mostly comprised of the Provincial Grant accrual ($1.8M) and the capital transfer from the City of Calgary ($0.6M). Accounts payable and accrued liabilities relate to Salaries and Benefits accruals and amounts owing to vendors. Deferred revenues include the money received from the Foundation for various restricted grant programs.

C.   Revenues

Revenues were $0.1M favourable for the first quarter end.

City of Calgary - $236,328U at March 31, 2024.

The unfavourable variance attributed to the timing of one-time funding recognition from the City. This delay in revenue recognition impacted our Q1 results but is expected to rectify in subsequent periods, aligning with our year-end financial forecasts.

Interest and other revenues - $230,503F at March 31, 2024.

Q1 interest revenue has surpassed budgeted expectations, primarily due to the higher than anticipated interest rates couple with robust operating and lifecycle reserves. This favorable outcome is anticipated to persist through the end of June, 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 - $123,102F 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 $1.1M favourable for the first quarter end.

Salaries and employee benefits - $536,460F at March 31, 2024.

The favourable variance is primarily due to vacancies and employees on leave, especially notable in January. Subsequently, most vacancies were either filled by new applicants or absorbed by the additional hours put in from the existing employees. Management intends to reallocate these excess funds strategically throughout the year to support strategic initiatives.

Collections - $93,364U at March 31, 2024.

The unfavourable variance is due to the timing of Collection spending. It is expected to rectify in subsequent periods.

General operating - $223,564F 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 - $483,787F at March 31, 2024.

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

Occupancy costs - $23,699U at March 31, 2024.

The unfavorable variance is due to extra custodial maintenance and snow removal 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 the Genesis Centre.

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 March 31, 2024.
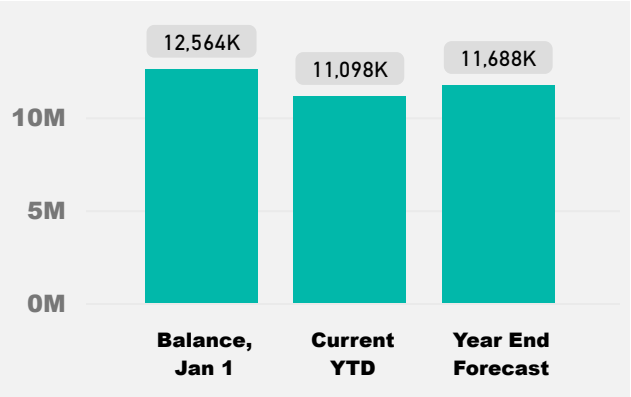
Prepared by Chae Jun CPA, CGA, MBA

Controller

Commentary

- Current YTD Cash balance includes:
  $3M Restricted Operating Reserve
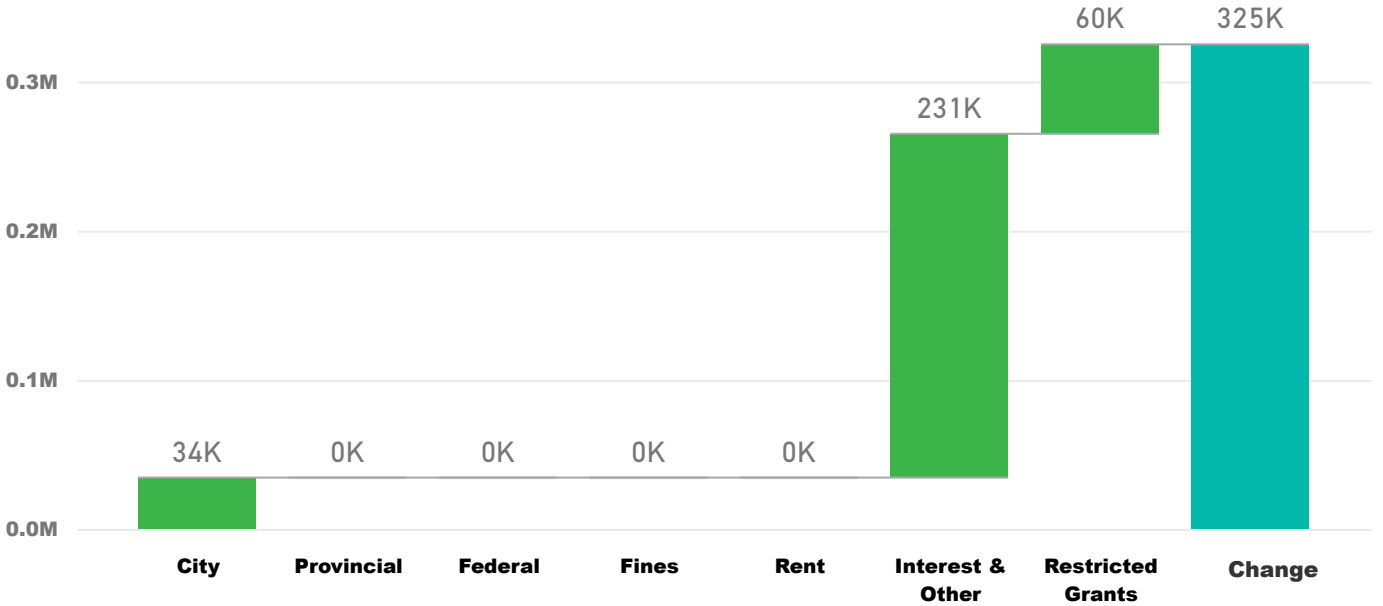 $4.4M Accounts Payable and Deferred Revenue
  $2.7M Lifecycle Fund

- The year end forecast revenue increase for the City is due to insurance proceeds.

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

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

Cash Position Forecast, as of Mar 31, 2024

- Balance, Jan 1: 12,564K
- Current YTD: 11,098K
- Year End Forecast: 11,688K

Revenue Year End Forecast, as of Mar 31, 2024

- Increase
- Decrease
- Change

Category	Value
City	34K
Provincial	0K
Federal	0K
Fines	0K
Rent	0K
Interest & Other	231K
Restricted Grants	60K
Change	325K

Board-Approved Budget Revenues
69,824K

Forecasted Revenues
70,149K

43

Commentary

- Salaries and Benefits forecast decrease reflects the vacancies and employees on leave. Management will determine the reallocation plan of the surplus throughout the year.

- General Operating forecast increase is due to increased funding from the Foundation.

Expense Year End Forecast, as of Mar 31, 2024

● Increase
● Decrease
● Change
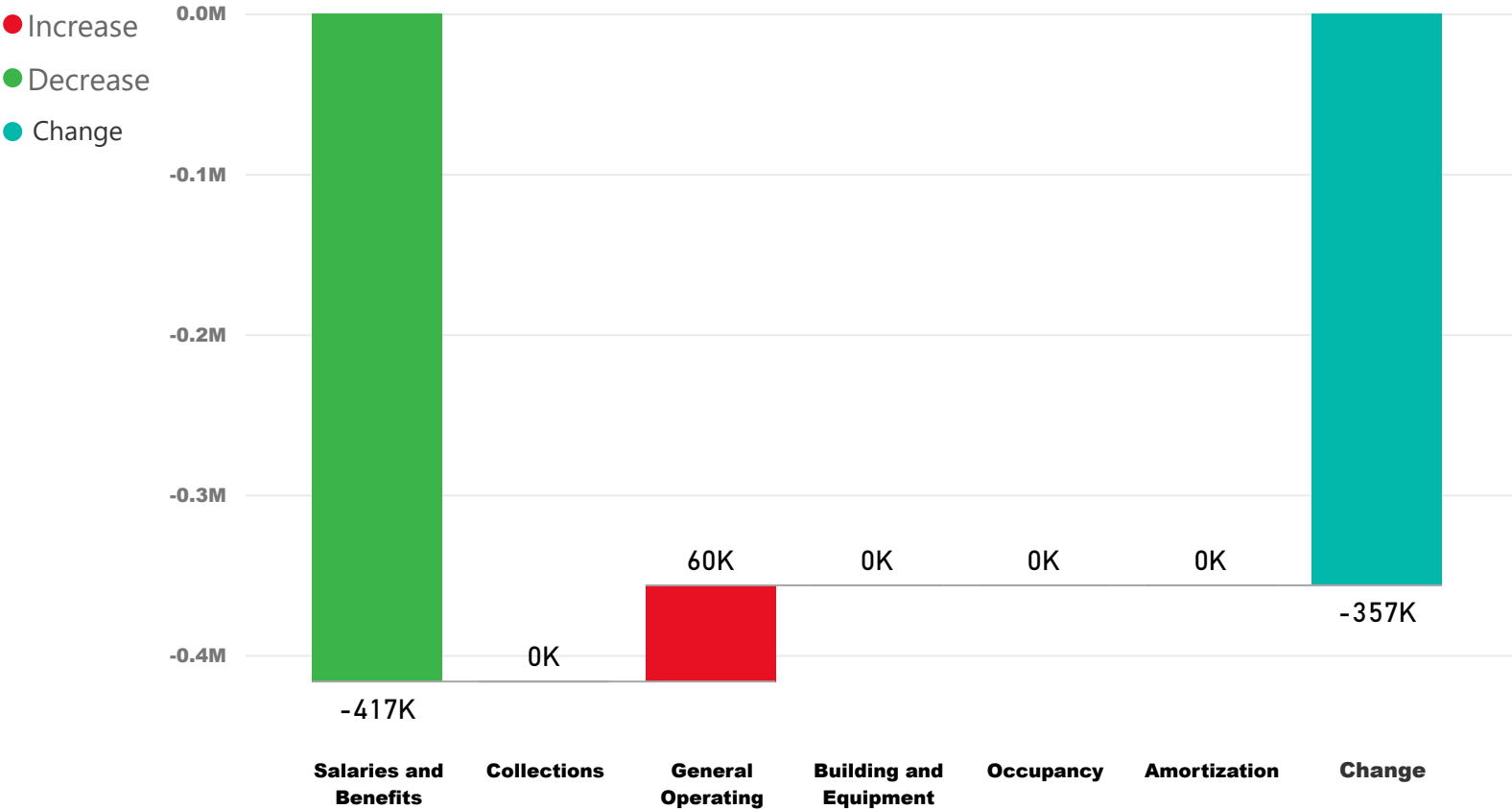
Board-Approved Budget Expenses	Forecasted Expenses
77,334K	76,977K

Lifecycle Funding Commentary

- Carry forward funds include $1.2M of The City lifecycle funding and $1.1M asset management funds from PYs.

- Current year funds include $4.5M of The City lifecycle funding, $0.2M asset management from the operating funds
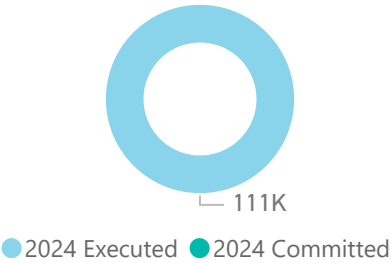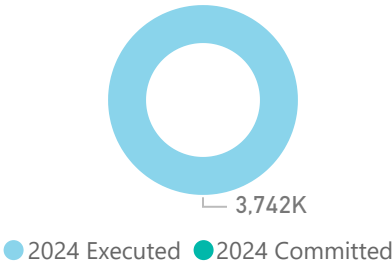
Lifecycle Surplus Forecast, as of Mar 31, 2024

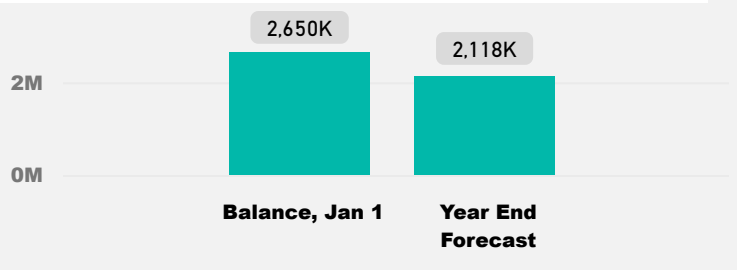|	Balance, Jan 1	Year End Forecast
	2,650K	2,118K

Funding Source

Carry Forward

2023 Planned	2023 Forecast (YEE)
3,885K	3,885K

3,742K
● 2024 Executed ● 2024 Committed

Current Year Funds

2024 Planned	2024 Forecast (YEE)
5,024K	5,135K

111K
● 2024 Executed ● 2024 Committed

Growth Projects Funds

2024 Planned	2024 Forecast (YEE)
0K	0K

● 2024 Executed ● 2024 Committed
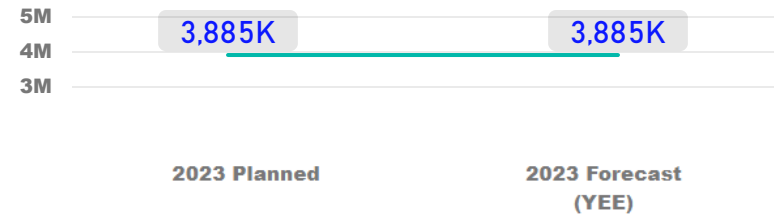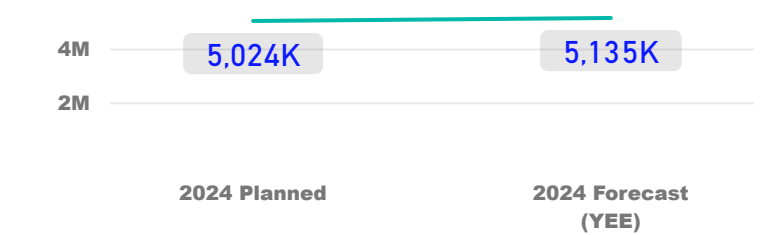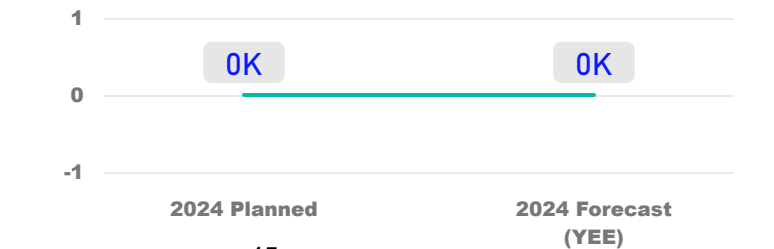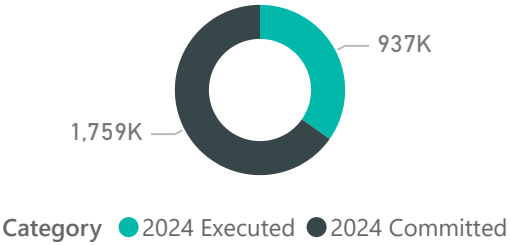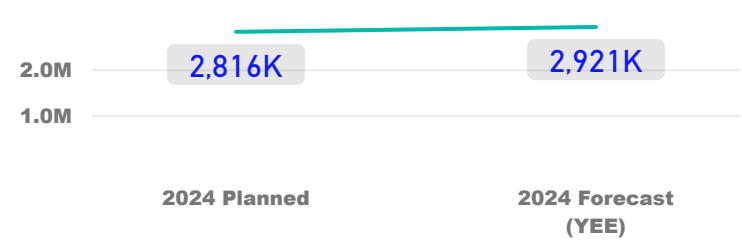
Lifecycle Spending Commentary

- Carry forward projects include: Fish Creek, Giuffre, and Operations Centre- Collections area.

- Current year building and furniture projects include Louise Riley, Skyview Fit-up, Fish Creek, and Memorial Park Roof Replacement.
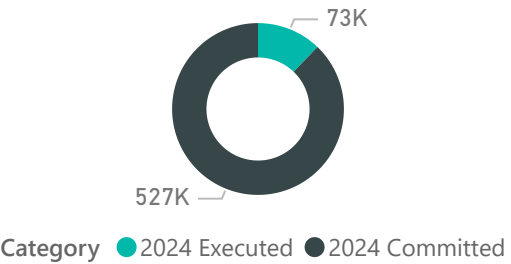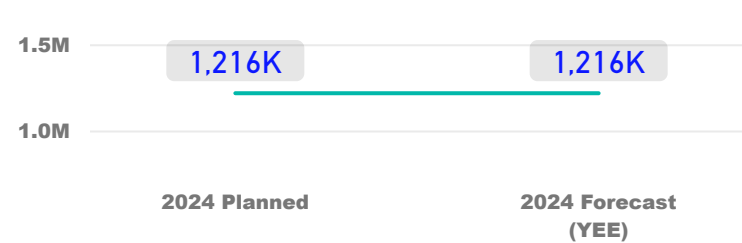
- The Library purchased two Ford Transit vehicles, has committed two GMC E4500's, and will lease a Ford E-350 from the City starting around August.
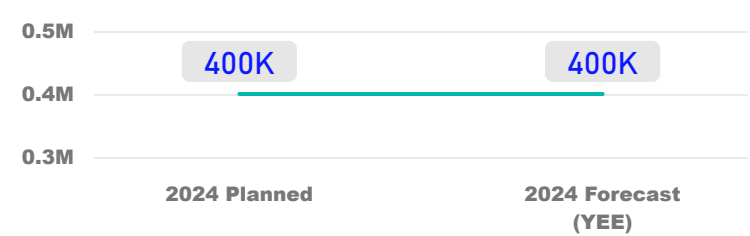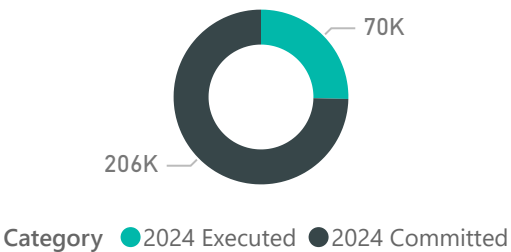
Spending Profile -1-

Carry Forward Projects

2024 Planned	2024 Forecast (YEE)
2,816K	2,921K

937K
1,759K

Category ● 2024 Executed ● 2024 Committed

Building

2024 Planned	2024 Forecast (YEE)
1,216K	1,216K

73K
527K

Category ● 2024 Executed ● 2024 Committed

Furniture

2024 Planned	2024 Forecast (YEE)
400K	400K

Category ● 2024 Executed ● 2024 Committed

Vehicles

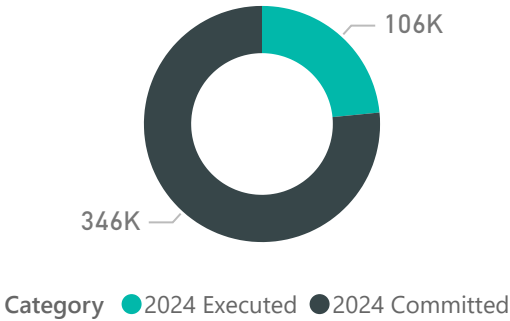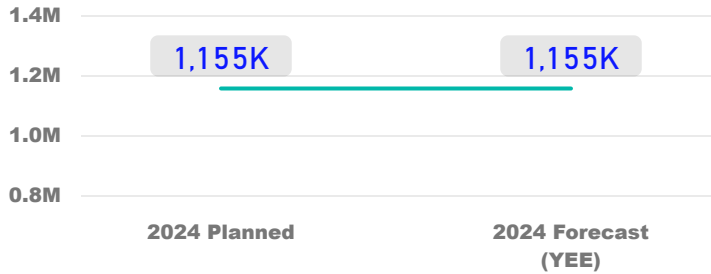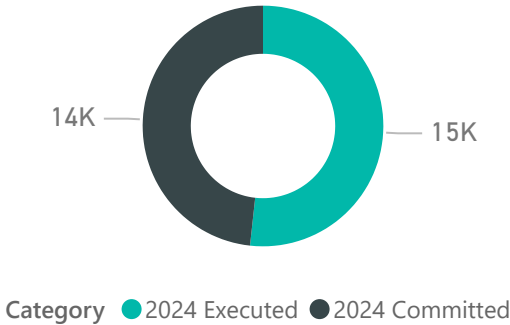| 2024 Planned	2024 Forecast (YEE)
310K	310K

70K
206K

Category ● 2024 Executed ● 2024 Committed
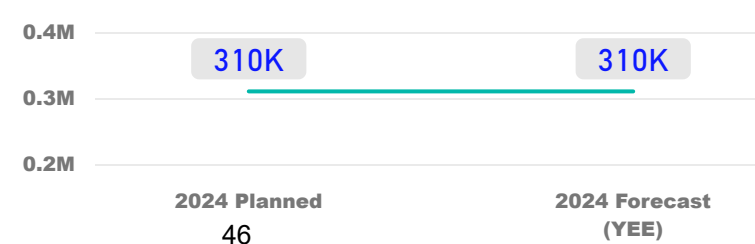
Commentary:

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

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

Spending Profile -2-

Technology

2024 Planned: 1,155K
2024 Forecast (YEE): 1,155K

Category ● 2024 Executed ● 2024 Committed
106K, 346K

Demand Maintenance - Small Projects

2024 Planned: 400K
2024 Forecast (YEE): 400K

Category ● 2024 Executed ● 2024 Committed
14K, 15K

Collections

2024 Planned: 500K
2024 Forecast (YEE): 500K

Category ● 2024 Executed ● 2024 Committed

Statement of Financial Position, as at Mar 31, 2024

Commentary

- Year-end forecasted Net Financial Assets is $7.6M, as of March 31, 2024. The working Capital remains strong throughout the year despite the decreasing trend.

Net Financial Assets

8.6M — Mar-2023
8.0M — End-2023
9.6M — Mar-2024
7.6M — End-2024

- Liabilities
- Financial Assets

Financial assets consist of:

- Cash
- Accounts Recei...

8.6 M — 3.5M — 12.1M — 18% / 82% — Mar-2023

8 M — 5.9M — 13.9M — 90% — End-2023

9.6 M — 4.4M — 14.0M — 21% / 79% — Mar-2024

7.6 M — 5.0M — 12.7M — 92% — End-2024

48
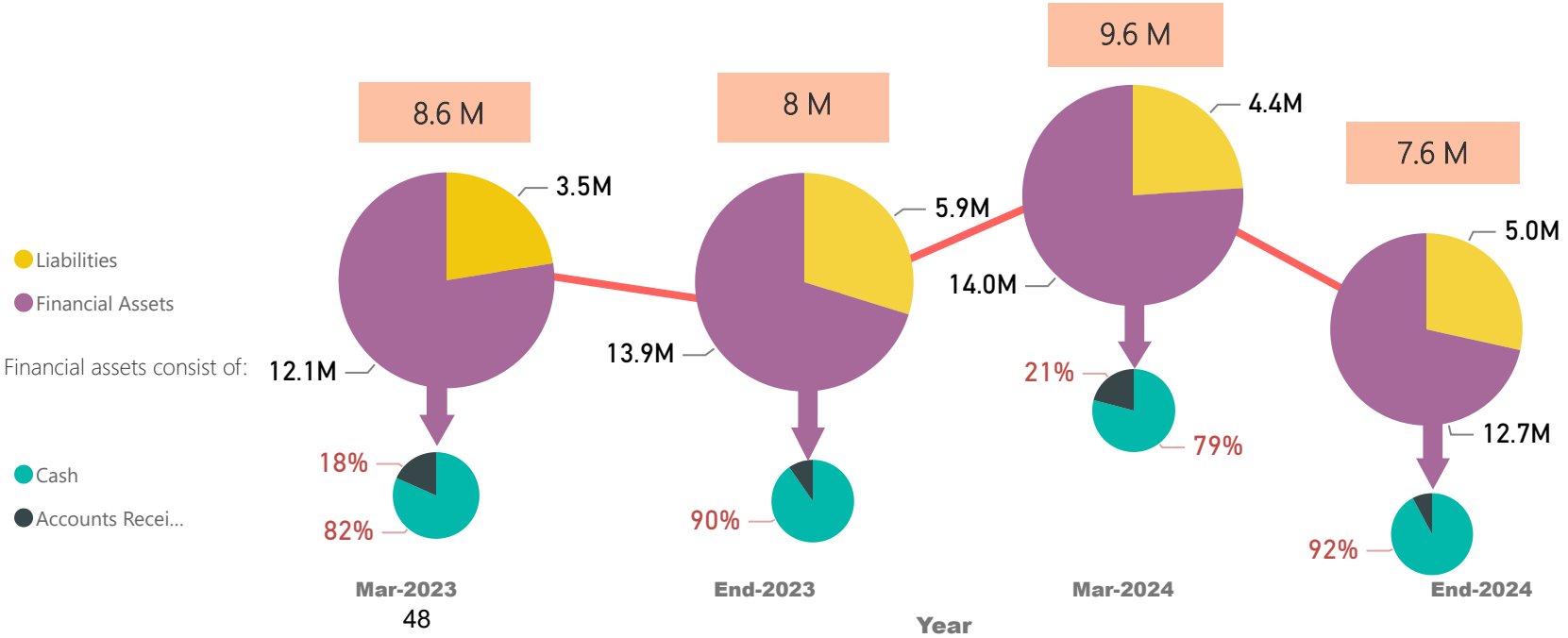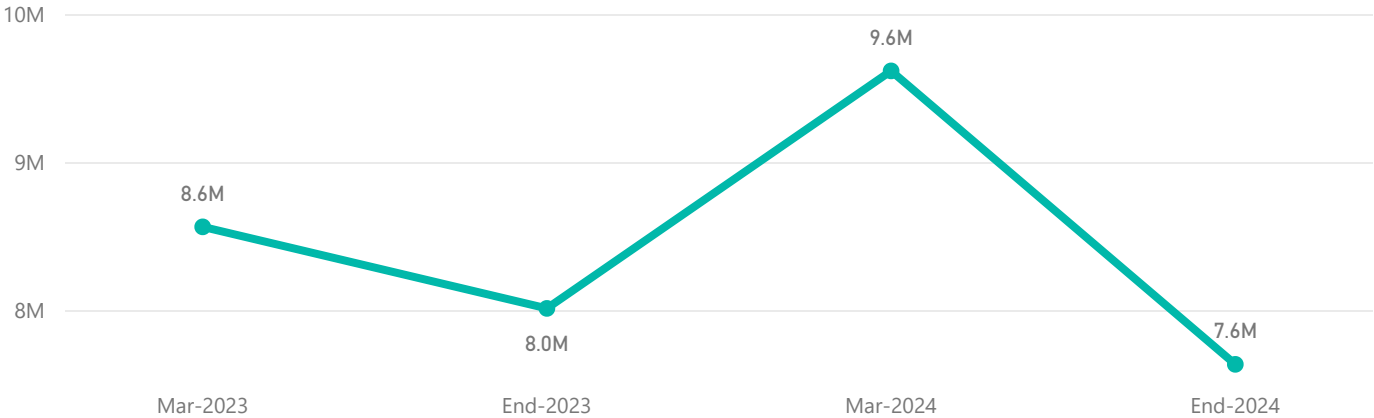
Commentary

- The decrease of Tangible Capital Assets is due to higher amortization ($5.5M) than the new additions ($4.9M). The decrease will be smaller this year end due to the addition of the Fish Creek reno project.

Actions

2024 additions:
- Books: $1.5M
- Buildings: $2.7M
- IT: $0.4M
- Vehicles: $0.3M

Statement of Financial Position, as at Mar 31, 2024

Tangible Capital Assets

Legend:
- Building
- Materials
- IT Equipment
- Vehicles
- Work in Progress
- F&E

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Statement of Financial Position, as at Mar 31, 2024
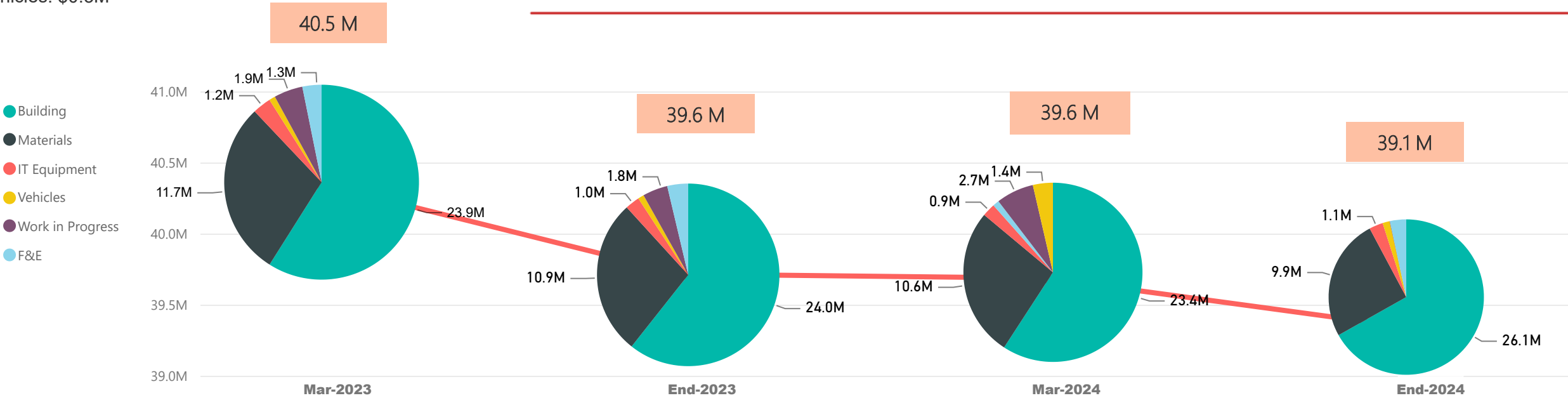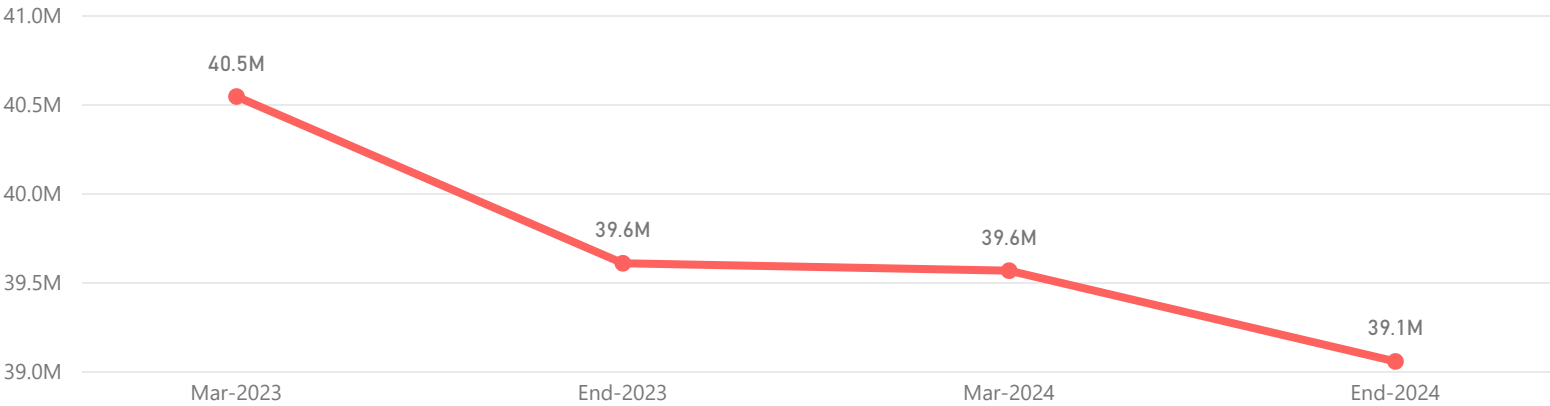
Commentary

- Decreased Accumulated Surplus is mainly due to the decrease in TCA compared to prior year.

Accumulated Surplus

- Net Financial Assets
- Non-Financial Assets
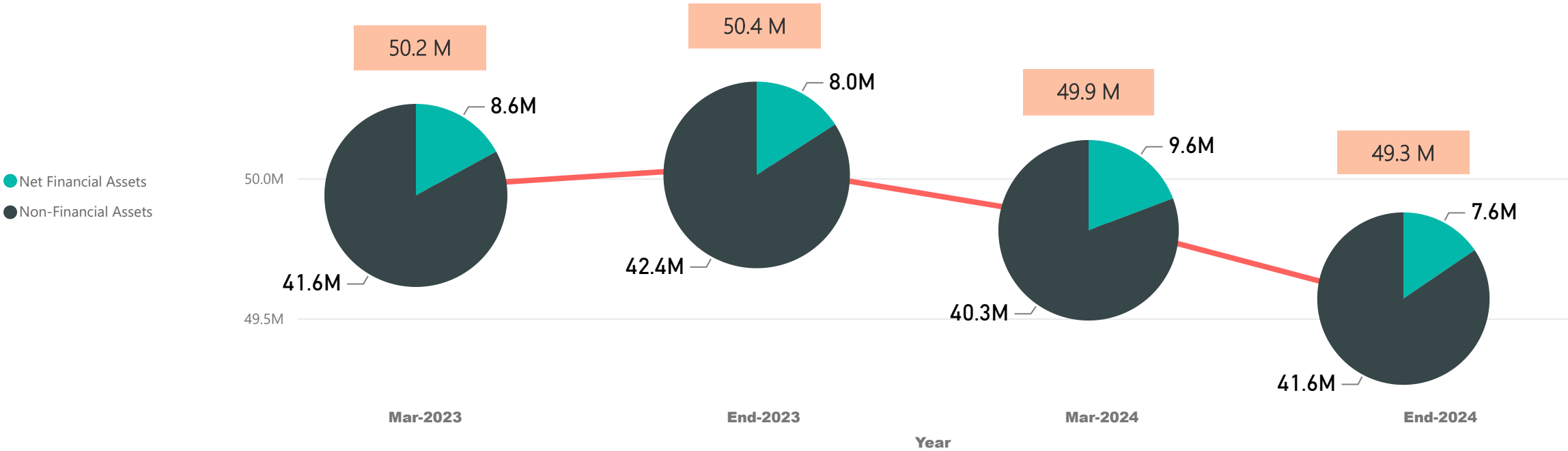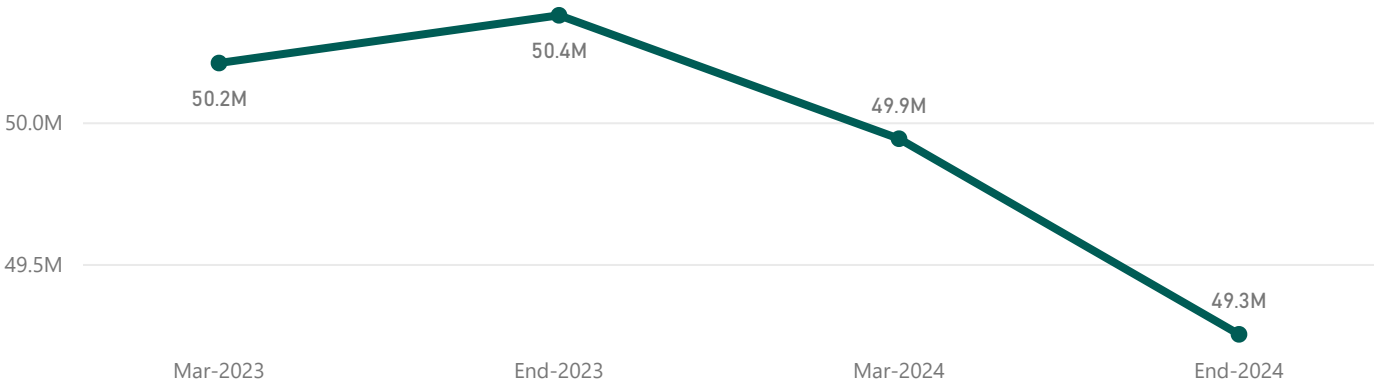
Operating Reserve Fund	Projects	Description	2023 Carry Forward	2024 Planned	2024 Executed	2024 Committed	2024 Total
As at March 31, 2024							
Funding Source			**('000)**				
		Carry Forward Funds	3,000	-	-	-	3,000
		Current Year Funds	-	-	-	-	-
Total Funds Available			3,000		-	-	3,000
Spending Profile							
	Carry Forward Projects						
		2022 Carry Forward Projects	-	-	-	-	-
	New Projects						
		2023 Projects	-	-	-	-	-
Total Spending Profile			-		-	-	-
Total Funds Available			3,000		-	-	3,000

CALGARY PUBLIC LIBRARY FOUNDATION UPDATE

MAY 2024

HIGHLIGHTS

- On May 21, the Foundation held its Annual General Meeting at Fish Creek Library. **Sabina Shah was elected as the new Chair of the Library Foundation Board of Directors**. Sabina takes over following Rob Van Wielingen's three-year term as chair. Rob will now serve as Past Chair, while James Pettigrew was elected as Treasurer and Naim Ali was elected as Secretary.
  › The AGM included highlights from our [2023 Annual Report](#).

- LibraryStore.ca launched **new product lines for Spring**, welcoming literary merchandise from Pippi Post and new pieces from Canmore-based artist Emily Beaudoin.

- Our second annual **Epilogue Society Tea** took place at Central Library on May 8. This special event deepens relationships with confirmed legacy donors. Guests enjoyed tea and refreshments and heard from Library supporter Leah Sarich, Head of Story at Thin Air Labs, and the Library's very own Kate Schutz.

- The **Epilogue Society Webinar Series** launched on March 20. This webinar series highlights estate planning topics and serves to cultivate and identify new legacy giving prospects and confirmed legacy donors for the Library Foundation.
  › In March, Lindsey Louro of McLeod Law LLP presented on the key points to consider when drafting a will. **423 people registered for the webinar**.
  › In May, Gordon VanderLeek, managing lawyer of VanderLeek Law, hosted a session on key tips to consider when building your estate plan. **525 people registered for the webinar**.

- We are thrilled that **Engine 23 at Fish Creek Library opened to the public on April 15!** Since opening we've continued to sell bricks through our "Brick-buy-Brick" appeal.
  › **To date we've sold 473 bricks and will be ending sales this summer.** Visit Engine23.ca to purchase your brick.

- On April 13 we hosted **Locked Library: Thrilling Heroics**, bringing **513 players** to Central Library for another escape room-style puzzle game.

CALGARY PUBLIC LIBRARY FOUNDATION UPDATE

MAY 2024

- The Foundation hosted a **gift announcement event for BMO** on April 9 to celebrate its $330,000 commitment to wellness initiatives at the Library. The event featured remarks by Mayor Gondek, BMO, Library Foundation, and Library leadership.

- **Library Giving Day was April 3rd**. We asked donors to pay it forward and raised more than $14,000.

- Our **April direct mail appeal focused on literacy development** across a lifetime has raised $40,000 to date.

UPCOMING

- **May 22** – Annual Legacy Mailing lands in mailboxes.

- **June 27 and 28** – Casino Fundraising event through AGLC at Deerfoot Inn & Casino. If you are interested in volunteering, please contact the Foundation team.

- **November 8** – Lit Gala returns to Central Library!

- **December 3** – Giving Tuesday Fundraising Breakfast

"I first started going to the Library because at the time I didn't have a computer and I needed one to complete an important project. The project was due the next day and I truly didn't think I could make it on time. But I did, thanks to the comfort the Library offered. From that day, I would always go to the Library whenever I had a presentation or an important assignment, because I know this place is magical." – Elif B., Library member and supporter

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
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													
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										

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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 to be held only as needed