

CALGARY PUBLIC LIBRARY

# Board Meeting

5:30 PM, Wednesday, May 28, 2025  
Central Library Boardroom 0-11



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**10. Audit and Finance Committee**

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| A. <b>MOTION</b> Report of the March 12, 2025 Meeting<br>Aaron J. Noga, <i>Audit and Finance Committee Chair</i> | 20<br><i>Information</i> |
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**11. Calgary Public Library Foundation Update**

- |  |                          |
|--|--------------------------|
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**12. Board Workplan Review**  
*Evan Legate, Board Chair*

44  
*Discussion*

**13. Other Business**

**14. Adjournment**

## TREATY 7 LAND ACKNOWLEDGEMENT

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

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

## PRONUNCIATION GUIDE

### HELLO:

Oki - Ohh-gee (Blackfoot hello)

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

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

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

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

## CEO REPORT May 2025

As spring gets underway, Calgary Public Library moves into one of its busiest times of the year.

May is Mental Health Awareness Month. We know that Calgarians from all walks of life are facing challenging circumstances that can contribute to additional strain, so we embrace this month as an opportunity to discuss mental wellbeing and help reduce the stigma surrounding mental health issues through free programming and services, such as the Wellness Desk at Central and Crowfoot libraries.

We are currently celebrating LitCon, the Library's annual literary arts festival for students in kindergarten to Grade 9 from Calgary Board of Education (CBE), Calgary Catholic School Division (CCSD), and Rockyview Schools. This year, the expanded program began May 5 and wraps on May 29. During LitCon, students have attended in-person and virtual workshops hosted by popular artists, authors, and storytellers, as well as a keynote address with graphic novelist Johnnie Christmas.

As the school year winds down, we are preparing for the launch of our biggest annual program, the Ultimate Summer Challenge. Enrollment opens on May 26 and the Challenge runs from July 1 to August 31.

June is National Indigenous History Month when we increase programs celebrating Indigenous storytelling, traditions, and history. This will kick off on June 1 with the last installment of the linnii Knowledge Series – a screening of *Singing Back the Buffalo* followed by a talk with director Tasha Hubbard in partnership with Making Treaty 7 and Cinema Politica. On June 12, we will host a livestream with Canada's Sports Hall of Fame celebrating Indigenous sport heroes. This year will include Olympic gold medalist and PWHL star Jocelyne Larocque as well as Canada's national Masters ball hockey team member and Tom Longboat Award winner Chantal Larocque-Fritzsche.

As part of the Library's ongoing commitment to championing intellectual freedom, the Calgary Public Library Board and Calgary Public Library Foundation Board recently hosted intellectual freedom expert Professor James Turk of the Centre for Free Expression at Toronto Metropolitan University. Professor Turk shared inspiring words with both boards about the state of intellectual freedom in Canada as well as their duty to uphold this vital principle. Public and school libraries continue to see increasing numbers of challenges to collections and programs from those who may not understand that the ultimate right and responsibility for the choice and use of library materials rests with the individual. Rather than removing dissenting opinions from the collection, displays, or program schedule, we seek out diverse and opposing perspectives so that the Library may add rather than subtract from the public discourse necessary for a healthy democracy.

Calgary Public Library Foundation's Fifth Book Campaign launched in early May and has already raised over \$200,000. This campaign marks deeper collaboration between the Library and our Foundation and funds are being immediately invested into the Collection. The initial allocation of Fifth Book Campaign funds is being used to increase the number of copies and licenses for extremely popular titles, such as *God of the Woods*, *The Women*, *The Wedding People*, and *Onyx Storm*. This funding is reducing the holds list and making a big impact for readers.

### Government Relations

This month, Board members and Library staff accompanied me to a dinner hosted by the Chinese Consul General, who wished to share a gesture of thanks and recognition for the collaborative events that have taken place at the Library to honour Chinese culture and history. We appreciate

opportunities like this to deepen relationships with foreign dignitaries representing the many countries from which Calgarians have immigrated on their way to becoming part of the fabric of our diverse community.

On May 13, Minister Ric McIver announced his resignation from Municipal Affairs and is now the new Speaker of the Alberta Legislative Assembly. The Honourable Dan Williams was sworn in as the new Minister of Municipal Affairs on May 16. Jonah Mozeson was appointed Deputy Minister of Municipal Affairs, succeeding Brandy Cox after her appointment as Deputy Minister of Service Alberta and Red Tape Reduction. Before leaving his role to take up a new role as Speaker of the House, McIver confirmed stable library funding for 2025/2026, while also recognizing the challenges that libraries face and affirmed his government's commitment to supporting public libraries. We look forward to connecting with the new Minister and Deputy Minister while we continue to work with the Province to raise awareness around the current resourcing gap.

Last week, Evan Legate, Library Board Chair, and I presented at the annual Civic Partners review at the Community Development Committee of Calgary City Council. In our presentation, we highlighted the incredible growth the Library experienced in 2024 as well as the challenges and opportunities facing us as we implement existing and future expansion plans in the coming years. We appreciate the continuing support of City Council as we move forward together in service of all Calgarians.

The Town of Stettler and City of Calgary are partnering on an Alberta Municipalities resolution to draw attention to the critical underfunding of public libraries in Alberta as a result of exponential population growth and rising inflation. The resolution calls on the Government of Alberta to update the per capita rate to \$6.94 per person and to reflect current population figures. On May 20, the Town of Stettler approved this resolution and on May 27, City Council will vote on the proposed resolution, which is intended to be submitted for consideration at the Alberta Municipalities convention in November 2025.

## **System Developments**

Demand for English language learning services continues to rise. Drop-In English Practice is a new program designed to meet the needs of beginner to intermediate English language learners. The program is currently available at Central, Memorial Park, Shawnessy, and Signal Hill libraries, and will be expanding to all locations beginning July following its warm reception. This program is more feasible and sustainable to deliver than the six-week registered program it is replacing, English Conversation Group (ECG). Attendance has been 25% higher on average for the new program, giving us confidence in this new direction to meet the increasing community need.

National Volunteer Week ran from April 27 to May 3 and this year saw volunteers reaching milestones of up to 40 years with the Library. More than 450 volunteer placements were needed for programs supporting youth in May and June and over 70 new youth volunteers were onboarded to help fill those positions. We appreciate the generous contributions of volunteers who support literacy, technology, English language skills, and much more every day.

Library locations hosted 12 Readers and Leaders family events in April, with over 1,250 participants in attendance. Several Readers and Leaders volunteers have been seconded for G7 duties in June and will be unavailable for the final scheduled visits, but Library staff have successfully rescheduled five visits and coordinated Calgary Fire Department participation for one final visit, resulting in minimal disruption to the program.

Artificial Intelligence also presents challenges and opportunities in creative communities and this impacts the Library in our role supporting intellectual and creative expression. The Collections Team is working with the Canadian Public Library Collections Management group to discuss how

to address AI in our collections policies, how to define AI-generated content, and how to ensure transparency in records when something uses or has been created by AI.

### **Operational Highlights**

Through our partnership with the Library Speaker's Consortium and as part of our Author Talks series, our patrons receive free access to talks by a wide variety of esteemed authors. There were six author talks through March and April, including *Dreams We Chase*: An Author Talk with Novelist Jennifer Weiner, and *Wordsmith and Wonder*: An Author Talk with Jodi Picoult. Total views for all offerings in the period were 753. With all past recordings available to our patrons, viewership also continues to accumulate over time.

The Library participated in the annual One eRead Canada program in April. This program, meant to promote digital reading awareness, features a title in French and English in both eBook and eAudio format, with no waitlists. This year's title, *Valid* by Chris Bergeron, was borrowed more than 350 times over the month of April.

The Book Truck has been busy appearing in communities this spring, including a visit to the annual Tsuut'ina Wellness Festival in April where staff were able to promote Library services to Tsuut'ina community members. Staff also had a memorable stop at Abbeydale School Family Literacy Night when one student repeatedly expressed how excited he was as he had attended specifically for an opportunity to see the Book Truck.

Our friends at Arts Commons brought some unique and engaging program offerings for children ages 3-12 to Crowfoot and Forest Lawn libraries in April. At Crowfoot, Robot Making with Jenny Dale Designs had 34 children attend with 52 on the waitlist, and Clowning Around with Zoe had 29 children attend with 34 on the waitlist. Forest Lawn Library hosted Storytelling with Mohammad Ahmad, where approximately 40 children and families took part. We hope to be working with Arts Commons on further unique offerings as part of Ultimate Summer Challenge programming.

### **Create Purpose Together**

Service Design has been researching how to support persons experiencing vulnerability as these populations continue to grow and require additional attention. This has included interviews with internal and external subject matter experts, feedback stations at Central Library, and a literature review. These findings have been used to identify the problem scope, which will guide next steps and exploration of responses to help better support patrons experiencing vulnerabilities in navigating available resources.

During the federal election period in March and April, the Library supplied Calgarians with the nonpartisan civic literacy information needed for informed engagement. Library locations displayed signage and handouts distinguishing the responsibilities of the federal, provincial, and municipal governments, along with other materials from Elections Canada. Library social media channels boosted official Elections Canada messaging. Elections Canada also coordinated with the Library to host early polling stations serving an estimated 1,000 voters each day at Central Library followed by many more at additional Library voting stations on election day.

The Library also partnered with the University of Calgary and University of Alberta to host Federal Election 101 with experts Paul Fairie and Lisa Young. This virtual program educated approximately 100 attendees on the logistics of how to vote and included a discussion of the pressing issues relevant to this election cycle.

Central Library's Create Space has been updated for Q2 with the theme "Building New Futures Together". It includes activations around identifying our values, writing letters to our future selves and communities, as well as using loose parts to build abstract representations of a city based on



your values. Create Space is also featuring the Indigenous tabletop game, Gathering Storm, which emphasizes Indigenous perspectives in community development.

Municipal election supports are in the planning and development stage in collaboration with Elections Calgary. Civic literacy and the impacts of misinformation and disinformation have been identified as two areas of focus for the municipal election. Keep an eye on the Create Space at Central Library for civic engagement activations from June to October this year.

### **Champion a Sense of Belonging**

The Gathering of Words program series debuted in April as part of exterior animation programming, transforming the Central Library archway into a dynamic space where over 150 visitors experienced literary connection and creativity. In April, the theme aligned with Poetry Month and featured Calgary's 6th poet laureate, Wakefield Brewster, a poetry and songwriting session with Justine Giles, and a standout reading by viral TikTok poet Josie Balka. Josie Balka was joined by a talented lineup of local poets: Ashley J.J. White, Cassy Welburn, Alex Williamson, and Ian Fitzgerald. Together, they created a powerful celebration of spoken word, community, and the joy of language.

Music Under the Archway resumed in April with local musicians featured under the archway every Sunday. The addition of music to the exterior of the Library makes a huge impact on the visitor experience, as music greets them as they enter and exit the building. As the weather warms up, this program becomes even more impactful as patrons tend to linger outside longer. Coupled with the work of the outdoor activation team at Central, the archway becomes a hive of activity for patrons of all ages and demographics.

In May, Central Library Newcomers Desk welcomed a new partner, La Cité des Rocheuses, an organization providing settlement support and community referrals to Francophone newcomers. The City of Calgary is one of 24 locations across the country in Immigration, Refugees and Citizenship Canada's [Welcoming Francophone Communities Initiative](#) in support of this growing population segment. Need is continuously demonstrated for this service in general as over 500 people were supported through the Newcomers Desk in Q1 2025.

linnii Knowledge Series presented its second film, *Bring Them Home*, on April 27, 2025, at Central Library's Patricia Whalen Performance Hall. 325 attendees registered for the screening and panel discussion with Dr. Dustin Walter and Dr. Paulette Fox. Frybread was served by Soopz Kitchen, an Indigenous-owned catering company. Guests enjoyed jingle dress dancing by Little Miss Galaxy Canada and a musical rap performance by Foreshadow from Amskapi Piikani.

May 5, 2025, marked the 15th anniversary of the National Day of Awareness for Missing and Murdered Indigenous Women and Girls and 2SLGBTQIA+ people, also known as Red Dress Day. On May 7, Central Library hosted Red Dress Day: A Conversation with Indigenous Matriarchs About MMIWG2S+ in the Performance Hall. Panelists included Elder Ruth Scalplock (Blackfoot), lawyer Rachel Snow (Stoney) and activist Michelle Robinson (Dene). Red Dress Day was recognized at all Library locations from April 25 – May 7 through displays designed by Livia Manywounds, a Blackfoot artist from Tsuut'ina and Siksika Nations. The displays included signage, book displays, moosehide pins, Red Dress buttons, colouring sheets, and paper red dresses for patrons to leave messages. A short video about the Library's Red Dress Day can be viewed on [globalnews.ca](https://globalnews.ca).

### **Energize Lifelong Learning**

The multi-year K-3 Literacy project has completed Phase 1: Design Research focused on understanding the K-3 literacy landscape in Calgary and the Library's role within it. Service Design

compiled research from a diverse array of internal and external sources in a variety of formats. After compiling this information, staff were able to prototype and pilot solutions, responding quickly to emerging patron needs and opportunities while validating findings. This project will continue as the Library seeks new ways to bridge literacy gaps at this critical stage of development.

On April 1, Central Library hosted a book launch organized by Immigrant Services Calgary and Mount Royal University. *Roots, A Collection of Creative Non-Fiction* was assembled by immigrant seniors and creative writing students from MRU under the supervision of Dr. Natalie Meisner and a copy was donated to the Library to commemorate the event. This is the sixth anthology of this kind as a result of their years-long collaboration.

In April, the Library hosted two large Virtual School Learning events to recognize Sikh Heritage Month and Earth Day. The first, in partnership with Red Barn Books, was a live reading of Calgary author Kelly Kaur's *Howdy, I'm Hari Singh*, the true story of Alberta's pioneering Punjabi rancher, followed by a draw-along activity with Edmonton artist Ravina Toor. The event included 49 classes and approximately 1,282 students watching live with another 49 classes viewing the YouTube recording afterward. Attendees were engaged and commenting throughout the session, but one stood out from Mrs. Bower's class: "Can you please write more books like this? It's nice to see people like us in your books."

The Earth Day event was also well-attended with 64 classes of approximately 1,766 students participating live and another 80 classes watching the recording. This session welcomed Green Calgary to teach students about energy, electricity, and the difference between renewable and non-renewable sources. Through interactive questions and hands-on challenges, students learned why saving energy matters, how to reduce waste at home and school, and ways to transition to renewable options.

This summer, the Library will install outdoor picture book displays to encourage literacy building and storytelling on-the-go in surprising and delightful ways through Calgary Public Library's StoryWalk®. Originally created by Anne Ferguson and developed in collaboration with the Kellogg-Hubbard Library in Montpelier, Vermont. StoryWalk® is a registered service mark owned by the Kellogg-Hubbard Library. Calgary's iteration will feature books from Canadian publishers with stories focused on nature and connections to the land. These will be rotated through Central Library and future Library communities including Sage Hill, Skyview, Walden, and Belmont.

We are embarking on a new partnership with Calgary Wild FC, Calgary's newest professional sports team. We are exploring programming possibilities for Central as well as multi-site programming and activations. This exciting new collaboration will begin with a special Calgary Wild FC Storytime on June 8 to commemorate International Day of Play.

### **Strategic Initiative Projects and Progress Updates**

This year we are piloting a new internal mentorship program to support staff development and will support a group of 22 mentors and mentees. This program is a direct result of feedback gathered from staff through engagement surveys and the Employee Engagement Action Team.

Excitement is building around the development of the Symons Valley Library. For the month of March, a City of Calgary information display about the project was hosted at Sage Hill Library. Visitors and staff were happy to access more information about the project, including location, timelines, and renderings of the new building. The display was a focal point for many questions and comments, as well as enthusiasm for the Library expanding its presence in the community.

Fair Entry is a single window of access to City of Calgary subsidy programs including transit, spay/neuter services, recreation, parking, and more. Library staff frequently refer our members to

the Fair Entry program and they have offices at Village Square Library. For the next year, community members may also access Fair Entry across the hallway from Shawnessy Library in the Shawnessy YMCA. They are also piloting a new approach with pre-screening and a mobile phone queue system to reduce in-person wait times.

## Impact Moments

As part of the Q1 Create Space installation at Central Library, visitors shared what community means to them by writing or drawing on pennant flags. Community members invested their time and talent to share over 400 representations of what community means including images of trees, flowers, people holding hands, national flags, and phrases such as "Acceptance, Love, Kindness" and "Be yourself". One visitor stopped and ask for more information as they wanted to bring this idea into their community planning work back home in Australia.

Staff at Sage Hill Library shared stories showing the Library's impact at different stages of life:

A young girl came in with her father to register for a card, and after staff helped her find some items, her dad insisted on taking photos to document her checking out her first ever library books! He even asked the staff to pose for him, which they were happy to do. He looked so excited for her, and although she seemed slightly embarrassed by all the attention, she was happy as well.

A member recently visited to inform staff that her husband, a lifelong Library user, had recently moved into an assisted living facility and would no longer be able to make regular visits to the Library. At her request, staff were pleased to write a message in a book he cherished as a keepsake for him. The note thanked him and wished him all the best from the staff at Calgary Public Library.

Recently, Saddletowne Library hosted one of the most well-attended Reading with Royalty programs they have ever had with a group as large as 20 attendees. Staff and found it especially meaningful as the program welcomed intergenerational families and it was wonderful to share this program with children, parents, and grandparents.



*Thank you cards from the kindergarten students at Foothills Creative Beginnings*

Outreach staff visited kindergarten classes at Foothills Creative Beginnings, an early childhood services center specializing in early intervention for children requiring specific learning support. It was a wonderful visit with a Library talk and storytime. The staff and kids appreciated the visit so much that they sent a heartwarming batch of thank you cards to express their gratitude. One that staff particularly enjoyed declared, "My favourite part was everything."

**Unapproved Minutes**  
**Governance Committee Meeting**  
**Calgary Public Library Board**  
**Online via Microsoft Teams**  
**Wednesday, April 2, 2025**  
**11:30 am**

**Board in Attendance:**

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

**Regrets:**

None

**Administration in Attendance:**

- *Laura Komianos, Executive Assistant*
- *Heather Robertson, Director, Service Design and Innovation*

**1. Treaty 7 Opening**

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

**2. Review of Agenda**

**MOVED** by Gillian Hynes that the April 2, 2025 Agenda be approved as presented.

Carried unanimously

**3. Approval of Minutes**

**MOVED** by Kate Andrews that the February 5, 2025 minutes be approved as presented.

Carried unanimously

*Aaron Noga joined the meeting at 11:35 am.*

**4. Business Arising**

Heather Robertson gave an overview of the research done by Lisa Minnikin to gain accreditation with Imagine Canada. Robertson reported that Imagine Canada accreditation is intended to create standards across charities and non-profit organizations. Robertson then relayed that

Tracy Johnson, CEO of the Calgary Public Library Foundation and team reviewed the requirements a few years ago and decided not to pursue it. Robertson relayed the costs and time required to apply and maintain accreditation over 5 years.

Hynes expressed concern about the cost and time involved in pursuing and noted that no other libraries had gone through the process. Robertson conveyed that as a library system we have more oversight from the Provincial and Federal governments, which may be a reason libraries have not pursued the accreditation.

Legate thanked Noga for bringing this to the committee's attention and the team for the work to research the requirement. The committee agreed that while there is value to having this accreditation for fundraising, given the environment and our tight budget this is not the right time to pursue.

The committee did agree that the application requirements could assist with assessing any governance gaps without the cost involved to apply for accreditation.

Saric suggested a benchmarking exercise using the list of requirements from Imagine Canada that we could benefit from without the cost and pursue when the timing is right.

**MOVED** by Saric that Administration prioritize items from the benchmarking exercise and bring a recommendation to the next June Governance Committee meeting to shape the 2026 workplan.

## **5. Mini Moments**

Hynes shared that she and her kids went to the Signal Hill Library and a few things stood out, the plethora of Indigenous authors and recommendations on display and gave kudos to the variety of activities, programs and books available to everyone. Hynes also signed up her mother as a new library member since she is a new resident of Calgary.

Andrews was at Central with her son since their school was on a break and got to go to the Library while it was not busy. They took the opportunity to play the giant chess board and took their time since no one was waiting for them to finish. He also practiced looking things up in the catalog and going to find the items on the shelf. When he could not find a book, a staff member assisted and though he could not find THE book, he went home with a bag full of other recommendations.

## **6. Board Recruitment**

### **A. Confirm Recruitment Strategy with Search Firm**

Saric updated the committee that the contract had been extended with Humanis and they have been instructed that there was a need to recruit for one position and confirm the reserve list. Based on this, a kick off meeting would be scheduled shortly.

**MOVED** by Andrews and Hynes that the ad hoc committee share ideas and recommendations from the Governance Committee and the recruitment firm to support strategy development.

### **B. Board Skills Matrix Results Review**

The committee discussed how when Evan Spencer comes off the Board at the end of this term, the Board will not have any representation on the East side of the City. They also discussed the

need to be mindful of geographic diversity, DEI, Risks and Controls in IT for recruitment.

Andrews commented that it would be helpful if there was a way to describe what the numbers mean on the matrix, as these do not necessarily accurately reflect the skill set if only based on the Board Members' career-related knowledge and experience.

**MOVED** by Khimji and Devulapally that the Board Skills Matrix be presented to the Selection Committee to use for strategy and recruitment.

*Haritha Devulapally joined the meeting at 11:53 am.*

## **7. Chief Executive Officer Performance Review Process**

Saric advised that the Board has retained AccessHR for 2025 and that they volunteered to provide fixed pricing this year based on the scope of work conducted last year. A workplan has been set up and includes distributing a 360 survey this week, closing the survey in mid-April, and then reviewing the information with relevant parties prior to the presentation of the final report to the Governance Committee in June and then to the June Board meeting.

## **8. Bylaws, Policies and Processes**

### **Strategic Alignment Review of Board Governance Bylaws**

Robertson highlighted some slight revisions recommended by Administration as part of an annual review and reminded everyone that the Governance Committee conducted a comprehensive review of the bylaws and policies in 2024.

Robertson introduced the idea of exploring the development of a Truth and Reconciliation policy. This policy would demonstrate a deeper level of commitment and understanding of the Library and the Board's role in this work. Administration will meet with Crystal Manyfingers in April to shape the policy process and bring further information back to the Governance Committee for consideration in June. The committee shared general agreement and interest in the development of this policy.

**MOVED** by Andrews and Saric that the suggested revisions in the Bylaws, Policies and Processes document be taken to the Board for approval.

Carried unanimously.

## **9. Governance Committee Workplan Review**

Administration agreed to add a line about the development of a Truth and Reconciliation policy under 17 of the workplan in June.

**MOVED** by Aaron Noga to approve the annual Workplan for the year.

## **10. Other Business**

None.

## **11. In Camera**

**MOVED** by Dana Saric that the Calgary Public Library Board move in camera at 12:22 pm.

Carried unanimously

The Governance Committee dismissed all others from the meeting except for Dana Saric, Kate Andrews, Haritha Devulapally, Gillian Hynes, Evan Legate and Aaron Noga.

**MOVED** by Dana Saric that the Calgary Public Library Board rise and report that the committee agreed to use the additional questions proposed by AccessHR.

## **12. Adjournment**

**MOVED** by Dana Saric that the meeting be adjourned at 12:27 pm.

Transcribed by Laura Komianos.

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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 9, 2025  
3:00 pm**

**Board in Attendance:**

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

**Regrets:**

- Al-Karim Khimji
- Crystal Manyfingers

**Administration in Attendance:**

- Sarah Meilleur, *CEO*
- Mary Kapusta, *Executive Director, Communications and Engagement*
- Laura Komianos, *Executive Assistant*
- Paul Lane, *Executive Director, Strategy and Planning*
- Barb Gillard, *Acting Executive Director, Visitor Experience*
- Trevor Myers, *Business Analyst*
- Genevieve Luthy, *Director, Collections*

**1. Treaty 7 Opening**

Margaret Wu respectfully opened the meeting with a land acknowledgment.

**2. Chair's Opening Remarks**

Kate Andrews welcomed everyone to the Strategy and Community Committee meeting.

**3. Review of Agenda**

**MOVED** by Gillian Hynes that the April 9, 2025 Agenda be approved as presented.

Carried unanimously

**4. Approval of Minutes**

**MOVED** by Evan Legate that the minutes of the February 12, 2025 Strategy and Community Committee meeting be approved as presented.

Carried unanimously

**5. Business Arising**

None.



## **6. Q1 2025 Strategic Scorecard Review**

Trevor Myers presented highlights from the Q1 2025 Strategic Scorecard of measures reflecting Administration's progress on goals related to the Strategic Plan. The Scorecard includes key performance indicators (KPIs) related to "Products", or Library services and member use; "Engagement", or membership and engagement with Library spaces; and "Impacts", or survey responses collected from members in Q2 and Q4 of each year. KPIs performing well are marked green, those requiring particular monitoring are yellow, and those that underperform are marked red and monitored more closely for opportunities to mitigate accordingly.

As in Q4 2024, Meyers cautioned that the Q1 2025 results have been impacted by the October 2024 cybersecurity attack as services were reintroduced in a staggered manner.

Computer usage was limited to Chromebook borrowing Q1 2025, so the Tools KPI was limited and is expected to return to more usual measures after the reintroduction of desktop computers in Q2 2025. The ability to collect accurate service statistics was impacted in such a manner that the Spaces KPI reflects an incomplete data set for Q1.

Of note, desktop computers are a driver of location traffic and the approximately 140,000 decrease in computer use compared to the same period in 2024 corresponds to a similar decrease in physical visitation. Because physical visitation drives all other in-location service measures, the unavailability of desktop computers appears to have caused significant decreases in most other KPIs. Administration expects that the return of desktop computers to locations in April 2025 will bring a significant increase in physical visitation and other in-location services.

Physical and digital Content usage increased significantly in Q1 2025 over the previous quarter. Q1 2025 Circulation is only 3% lower than the same period in Q1 2024. Because the measure is slightly lower than the prior year, this has been marked yellow on the Scorecard.

Programs and Outreach were 16% higher than Q4 2024 and 11% higher than Q1 2024, reaching over 80,000 attendees and reflecting the Library's steady increase in this area over recent years. This depends on staffing resources and community demand, so this may continue to increase before reaching a plateau before new locations open.

Within Engagement, KPIs include Online Engagement through social media, New Members, Repeat Visitors returning four or more times per quarter, and Dwell Time, or the median time spent in Library locations. Online Engagement has been unexpectedly low and relies on factors outside of the Library's control. Administration continues to monitor and seek opportunities for enhanced social media engagement.

New Members has also decreased from the same period in 2024, but the overall membership base has been increasing each month and quarter due to increased retention efforts. Repeat Visitors has increased since Q4 2024 with 52% of those who visited at least once spending time at locations four or more times during Q1 2025. Dwell Time increased by three minutes over Q4 2024 and fell two minutes short of the same period one year prior, which may be attributed to the lack of computer terminals and other services.

As the disruptions of the cybersecurity attack abate, Administration will pay increased attention to these data points to monitor progress.

**MOVED** by Margaret Wu that the Strategy and Community Committee receive the *Q1 2025 Strategic Scorecard Update* for information as presented.

Carried unanimously

## **7. Spotlight Report: Collections**

*Evan Spencer joined the meeting at 3:25 pm.*

Genevieve Luthy presented highlights from a Spotlight Report on behalf of the Collections department. Luthy reviewed the collection material selection process, which aligns with the Library Materials and Intellectual Freedom policies maintained by the Board. The selector libraries curate the collection to meet community needs, seeking popular titles, classics, and other materials based on member input.

Circulation is carefully monitored across categories to allow the Collections department to monitor trends. For example, DVD usage has decreased in recent years and DVDs are accordingly becoming less prominent in the collection. Digital collections, including the popular Libby app for ebooks and audiobooks, continue to increase in popularity. Calgary Public Library users are second only to Toronto Public Library for circulation on Libby.

Decisions on collections budgeting are driven by circulation data, but challenges are increasing with the changing procurement landscape. While digital resources are approximately 39% of total circulation, they require a disproportionately large portion of the materials acquisition budget because of the rising costs of digital content licensing. Libraries pay sometimes over four times more for ebook and audio content than individual consumers. Publishers have also introduced special library licensing forcing digital copies to expire after a set number of checkouts or a predetermined deadline, requiring libraries to either renew the title or decline to replace it for their users. Other authors sell the audiobook rights to brands like Audible who prohibit those titles from being sold to libraries at all. Publishers are also being consolidated and acquired by private equity firms, further reducing the purchasing power of libraries. Tariffs are a potential upcoming barrier as well.

Social media continues to drive circulation trends, primarily in adult fiction. When a new or older title goes viral on social media, the Library will experience a surge of hundreds or thousands of holds requests for that title rather than traditional activity of holds distributed more evenly across the digital collection. The Collections department leverages all possible options, including a short-term option or concurrent usage licenses to help reduce the holds queues more quickly.

In strategic literacy collections and for important nonfiction topics like health, the Collections department prioritizes keeping copies on the shelves for people to be able to find what they need when they need it. Children's materials are also less likely to be placed on hold, so high volumes for popular titles are prioritized in those collections. In the ongoing effort to efficiently manage public funds, the Collections department has reduced its investment in some of the less popular digital and physical resources to redirect those funds to Libby.

Overall, the Collections department continues to monitor usage and other data to meet the changing needs of Library members in the evolving publication landscape.

*Evan left the meeting at 3:50 pm.*

**MOVED** by Margaret Wu that the Strategy and Community Committee receive this report, *Spotlight Report: Collections*, for information as presented.

Carried unanimously

**8. Strategy and Community Committee Workplan Review**

No changes were requested.

**9. Other Business**

None.

**10. Adjournment**

**MOVED** by Kate Andrews that the meeting be adjourned at 3:58 pm.

Transcribed from meeting records by Amanda Robertson (not present).

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Kate Andrews  
Committee Chair

**Approved Minutes  
Audit and Finance Committee Meeting  
Calgary Public Library Board  
Online via Microsoft Teams  
Wednesday, March 12, 2025  
3:30 pm**

**Board in Attendance:**

- Aaron J. Noga (Chair)
- Kate Andrews
- Gillian Hynes
- Al-Karim Khimji
- Evan Legate
- Dana Saric
- Evan Spencer
- Margaret Wu

**Regrets:**

- Haritha Devulapally
- Crystal Manyfingers

**Administration in Attendance:**

- Sarah Meilleur, *CEO*
- Katrina Ducs, *Financial Services and Procurement Lead*
- Doug Durant, *Security Adviser*
- Barb Gillard, *Acting Director, Visitor Experience*
- Chae Jun, *Controller*
- Paul Lane, *Director, Strategy and Planning*
- Heather Robertson, *Director, Service Design and Innovation*
- Lisa Minnikin, *Executive Assistant*

**Guests:**

- Harman Gill, *Audit and Assurance Partner, Deloitte LLP*
- Gabriella Greensill, *Manager Audit and Assurance, Deloitte LLP Deloitte LLP*

**1. Treaty 7 Opening**

Evan Legate respectfully opened the meeting with a land acknowledgment.

**2. Review of Agenda**

**MOVED** by Margaret Wu that the March 12, 2025 Agenda be approved as presented.

Carried unanimously

### **3. Approval of Minutes**

**MOVED** by Margaret Wu that the minutes of the January 22, 2025 Audit and Finance Committee meeting be approved as presented.

Carried unanimously

### **4. Business Arising**

None.

*Al-Karim Khimji joined the meeting at 3:33pm.*

### **5. Attendance and Engagement**

A 5:30pm start time is challenging with Committee members' evening travel and commitments. After discussion, the consensus was to move to a daytime schedule, using the same dates held already in the calendar.

### **6. Approval of City of Calgary Civic Partners Audit Report**

Paul Lane provided context for this annual report, completed for the City of Calgary's Civic Partner reporting, that provides details on the financials and governance practices of civic partners.

Of note, there is also a separate public meeting of the City of Calgary Audit Committee that Calgary Public Library has been invited to present to this year, on September 10. That report will be completed and brought to the July meeting of the Library Board's Audit and Finance Committee before being submitted to the City and will provide similar information to this report.

*Gillian Hynes joined the meeting at 3:41pm*

**MOVED** by Evan Legate to approve the City of Calgary Civic Partners Audit Report as presented.

Carried unanimously

### **7. Spotlight Report: Safety and Security Overview**

Doug Durant presented highlights from the Safety and Security Report, giving a review of statistics and community trends in safety and security incidents for the year ended December 31, 2024. The KPI categories included abusive behaviour, assault, alcohol use, and drug activity.

There was an overall decrease in reported security incidents from 2023 to 2024 (11%). In 2024 there was a redeployment of security targeting the third floor of Central Library and the washrooms. The third floor is significant because of the publicly accessible computers, and there have been a concentration of incidents in the washrooms. In April 2024, through additional safety

and security funding from the City of Calgary, security staff presence was increased, including in overnight hours. This resulted in an upturn in incident reports with more patrols and increased presence, particularly overnight, along with positive outcomes of addressing situations before they became incidents. New surveillance has also been added to Central Library both to the interior and exterior in 2024.

Drug use and drug poisonings are an ongoing concern. At Central Library, the number of drug poisonings have remained about the same, although there has been a 50% drop in drug overdoses at Community Libraries. There are ongoing collaborative efforts in the East Village neighbourhood with outreach including Alpha House, the Salvation Army and law enforcement to mitigate the challenges.

Margaret Wu thanked Durant for the work he and his team does, acknowledging the difficulties of security in the area, and the fact that security work is done in alignment with the values and needs of the Library.

Durant identified that a big factor in creating a welcoming environment is the level of activation both inside and outside and that this has been significantly supported in 2024 by the safety and security funding provided by the City of Calgary. Durant confirmed the spending on security is tracked annually and monthly and the expenditure is increasing year on year. It has risen 23% between 2019 and 2022 and it continues to increase.

Sarah Meilleur explained that capital costs to help with security are one-time costs that can make an improvement, however the largest impact comes from increased staffing and activations and programming along with security staffing. These are the most expensive costs and they are ongoing. It would be beneficial for the one-time grant funds to become permanent funding to increase effectiveness and sustainability.

**MOVED** by Margaret Wu to accept the Spotlight Report: Safety and Security Overview for information as presented.

Carried unanimously

## **8. Controller's Report for the Year Ended December 31, 2024**

Chae Jun presented highlights from the Controller's report for the year ended December 31, 2024. The year-end balance shows no significant change from that of 2023. The Library added a significant level of tangible assets at almost \$7 million in 2024.

The audited financial statements will be finalized and taken to the Board meeting next week.

The costs of the cybersecurity attack have not been finalized. Insurance covers cybersecurity, however, the deductible is currently \$500k. Aaron Noga asked about insurance through the City; Meilleur confirmed that the Library is waiting for confirmation from the insurance administrators at the City as to next steps with the insurance claim.

*Dana Saric left the meeting at 4:11pm*

**MOVED** by Evan Spencer that the Controller's Report for the year ended December 31, 2024 be accepted as presented.

Carried unanimously

## **9. Audit Financial Statements and Auditor's Report for the Year Ended December 31, 2024**

Deloitte representatives Harman Gill and Gabriella Greensill joined the meeting to present the auditor's findings from the year ended December 31, 2024.

The audit was prepared in accordance with the Canadian public sector accounting standards. The audit concurred with Library management that the 3 new accounting policies that were adopted in the financial year would have no impact on the financial statements.

Greensill outlined that the most significant risk of fraud stems from Management override of controls, which requires a high level of Management judgement. Deloitte advised that this is no more a risk at the Library than it is at any other entity. Nothing was identified as a deficiency or error in this area.

Greensill confirmed that for significant accounting policies, judgements and estimates, there were no significant changes and there were no concerns over Management bias.

Gill confirmed that the cyberattack was discussed in the fall, and the financial systems were not impacted. It was corroborated by the fact that the data and financial statements were complete.

Thanks were given by Greensill to the team for their cooperation and help with the audit.

**MOVED** by Margaret Wu that the Audited Financial Statements and Auditor's Report for the Year Ended December 31, 2024, be approved subject to the finalization of the statement of tangible capital.

Carried unanimously

## **10. Workplan Review**

The Committee reviewed the workplan and confirmed no changes were needed at this time.

## **11. Other Business**

None.

## 12. In Camera

**MOVED by Kate Andrews and seconded by Al-Karim Khimji** that the Calgary Public Library Board and Deloitte representatives move in camera at 4:23 pm.

*At 4:23 pm the Calgary Public Library administration signed off from the call.*

**MOVED by Kate Andrews and seconded by Al-Karim Khimji** that the Calgary Public Library Board and Deloitte representatives rise without reporting.

## 13. Adjournment

**MOVED** by Margaret Wu that the meeting be adjourned at 4:45 pm.

Transcribed by Lisa Minnikin.

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Aaron J. Noga  
Committee Chair



**Unapproved Minutes**  
**Audit and Finance Committee Meeting**  
**Calgary Public Library Board**  
**Online via Microsoft Teams**  
**Wednesday, April 30, 2025**  
**12:00 pm**

**Board in Attendance:**

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

**Regrets:**

- Crystal Manyfingers

**Administration in Attendance:**

- Sarah Meilleur, *CEO*
- Katrina Ducs, *Financial Services and Procurement Lead*
- Chae Jun, *Director, Financial Services*
- Paul Lane, *Executive Director, Strategy and Planning*
- Trevor Myers, *Business Analyst*
- Amanda Robertson, *Executive Assistant*
- Heather Robertson, *Executive Director, Service Design and Innovation*

**1. Treaty 7 Opening**

Aaron Noga respectfully opened the meeting with a land acknowledgment.

**2. Review of Agenda**

Administration asked that the discussion item regarding the auditor engagement letter be stricken from the agenda as this was included in error.

**MOVED** by Evan Spencer that the April 30, 2025 Agenda be approved as amended.

Carried unanimously

**3. Approval of Minutes**

**MOVED** by Evan Spencer that the minutes of the March 12, 2025 Audit and Finance Committee meeting be approved as presented.

Carried unanimously

#### 4. Business Arising

None.

#### 5. Q1 2025 Risk Register Review

Trevor Myers presented highlights from the Q1 2025 Risk Register report. Key performance indicators (KPI) are divided into three categories: Relevance, Operations, and Security.

**Relevance** assesses factors related to the risk that community indifference negatively impacts the ability to improve quality of life in Calgary through Library services. This includes Active Membership and Volunteer Support. The other two Relevance KPI, Library Satisfaction and Quality of Life, are measured for Q2 and Q4 each year.

With the release of updated government statistics, Active Membership as a percentage of the total population has dropped slightly as a result of the higher denominator. This decrease represents only a moderate risk as Library membership numbers have increased overall.

**Operations** includes factors related to the risk that ineffective processes negatively impact the Library's ability to successfully manage complexity and change. This includes Location Visits, Website Visits, and Staff Turnover. A new KPI, Unplanned Absenteeism, has been introduced this quarter to replace Staff Engagement as a more direct indication of operational effectiveness.

Location and Website Visits were both low, likely due to the service limitations in place following the 2024 cybersecurity attack. In Q1 2025, there were no desktop computers available in Library locations, reducing the number of visitors to physical locations as well as the website traffic driven by users opening internet browsers to the Library homepage on those devices.

Unplanned Absenteeism replaces Staff Engagement, which had been a lagging indicator based on semiannual surveys. Unplanned Absenteeism compares sick hours to hours worked to show a leading indicator of strain on Library staff.

**Security** highlights factors related to the risk of real or perceived safety and security concerns negatively impacting organizational capacity, reputation, and community support. This includes Community Library Incidents and Central Library Incidents, as well as a Cybersecurity Index. This category also includes the Crime Index reported by Calgary Police Service in areas surrounding Library locations. The relevant Crime Index statistics from Calgary Police Service were not available to Administration at the time this report was presented to the Committee.

Incidents at Central Library have been scored high risk as a KPI, and Administration attributes this in part to the significant decrease in visits related to service limitations following the cybersecurity attack. The increase in incidents in comparison to Q4 2024 was also expected as the recording software for documenting incidents was inaccessible while digital systems were offline for much of that period.

**MOVED** by Evan Legate that the Q1 2025 Risk Register Report be recommended as presented by the Audit and Finance Committee to the Calgary Public Library Board to receive for information.

Carried unanimously.

## **6. Q1 2025 Controller's Report and Financial Review**

Chae Jun presented highlights from the Q1 2025 Controller's Report and Financial Review.

There were no significant variances or concerns of note. Jun advised that any variances in the report are due to timing differences. There have been no significant changes to the operating budget.

Tariffs and other increases to expenses may have more impact on the capital budget. The construction industry is noting expected delays and increased costs due to the changing international trade environment. This is being actively monitored and will be mitigated with suitable financial levers as needed, including adjusted net financial assets and reserve funds.

**MOVED** by Evan Legate that the Q1 2025 Controller's Report and Financial Review be recommended as presented by the Audit and Finance Committee to the Calgary Public Library Board to receive for information.

Carried unanimously

## **7. Annual Finance Team Organizational Chart Review**

Chae Jun presented the finance department's organizational chart for the Committee's information. The Committee requested that an amended version with the names of staff members in each position be circulated after the meeting for context.

**ACTION** – That Administration provide an amended version of the organizational chart including staff names for the Committee's information.

Carried unanimously

## **8. Workplan Review**

The Committee reviewed the workplan and confirmed no changes were needed at this time.

## **9. Other Business**

None.

## **10. Adjournment**

**MOVED** by Haritha Devulapally that the meeting be adjourned at 12:34 pm.

Transcribed by Amanda Robertson.

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Aaron J. Noga  
Committee Chair

**Report to the  
Calgary Public Library Board  
Audit and Finance Committee  
Risk Register Update for Q1 2025  
April 30, 2025**

**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 2025.

**II. BACKGROUND**

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

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

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

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

**III. COMMENTARY**

The Rate of Change table presented below contains the high-level value of the item and the 3-month, 6-month and 12-month rates of change for each. It is this rate of change that informs Administration's view on the degree of concern for each risk measure, as summarized in the Status column. Yellow status items are risks with an absolute value or a weakening trend indicating that progress is not meeting expectations.

The cybersecurity attack that occurred in October 2024 significantly impacted Library operations for several months, with services initially halted and then reintroduced at staggered intervals. The effects of the cybersecurity attack echoed into Q1 and consequently, several Risk Measures are lower than in previous years.

This report introduces a new KPI to replace Staff Engagement: Unplanned Absenteeism. This KPI captures the operational risk of staff sick hours, increases to which could precede trends of higher turnover, burnout, and service disruption. Additionally, the Cybersecurity KPI has been changed this quarter. It now shows the total number of mixed threats identified and stopped within a quarter. As cyber threats are continually increasing — a trend the Library has no control over — this will be an informational section rather than a traditional KPI.

Risk Measure	Current	Status	12 Month Trend	6 Month Trend	3 Month Trend			
Active Membership	55%		↓	-1%	↓	-4%	↓	-4%
Volunteer Support	1402		↑	8%	↓	-15%	↑	34%
Library Satisfaction		Semi-Annual Measures - Reported in Q2 and Q4						
Quality of Life								
Unplanned Absenteeism	8%		↓	-2%	↓	-1%	→	0%
Location Visits	1.68m		↓	-6%	↓	-11%	↑	15%
Website Visits	1.16m		↓	-23%	↓	-16%	↑	16%
Staff Turnover	1.95%		↑	3%	↓	-56%	↓	-1%
Community Library Incidents	0.5		↓	-4%	↓	-37%	↑	100%
Central Library Incidents	8.1		↑	30%	↑	30%	↑	16%
Cybersecurity Index	3.18m	Historical data unavailable at time of reporting						
Crime Index (East Village)		2025 data unavailable at time of reporting						

The Active Membership risk measure decreased from green to yellow this quarter, due entirely to an increase in Calgary's reported population. As the KPI is a ratio of membership to population, and as the population increased considerably over the reported 2024 values, this KPI dropped several percentage points in 2025. Despite that ratio, membership rates are the highest they have ever been at 828,000, with net membership typically increasing at least 20,000 each quarter.

Unplanned Absenteeism compares staff sick hours as a ratio of total hours worked. Unexpected absences cause strain on staff teams and represent a risk to operational effectiveness. This value is 1% lower than the average value for 2024, indicating a positive trend in managing this risk.

Location and Website visits increased considerably over the previous quarter but are still lower than they were earlier in 2024. This slower rebound could be due to the aftereffects of the cyber-attack, as public desktops were unavailable during this time. Desktop use is a large driver of physical visitation and the decrease in desktop use statistics correlates with the decrease in location visits. Public computers also direct traffic to the website when users access a web browser, which explains the similar decrease in online visits. The recent reintroduction of public PCs should have a positive effect on these visitation KPIs.

Both Community and Central Library incident risk measures increased relative to last quarter. Despite the steep increase over the atypically low Q4 2024 value, Community Library incidents are trending lower than they were throughout 2024. The total number of incidents at Central was slightly lower than it was in Q1 2025, but as Central visitation was lower this quarter, the ratio increased to 8.1. Increased visitation in Q2 should have a positive impact on this ratio for the next report.

#### IV. RECOMMENDATION

That the Audit & Finance Committee receive this report, *Risk Register Update for Q1 2025*, for information and discussion.

Trevor Myers  
Business Analyst, Strategy & Planning

**Report to the  
Calgary Public Library Board  
Audit & Finance Committee  
April 30, 2025**

**2025 Q1 Financial Updates**

The management financial reports of Calgary Public Library for the quarter ended March 31, 2025, are appended to this report for information. The reports 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:

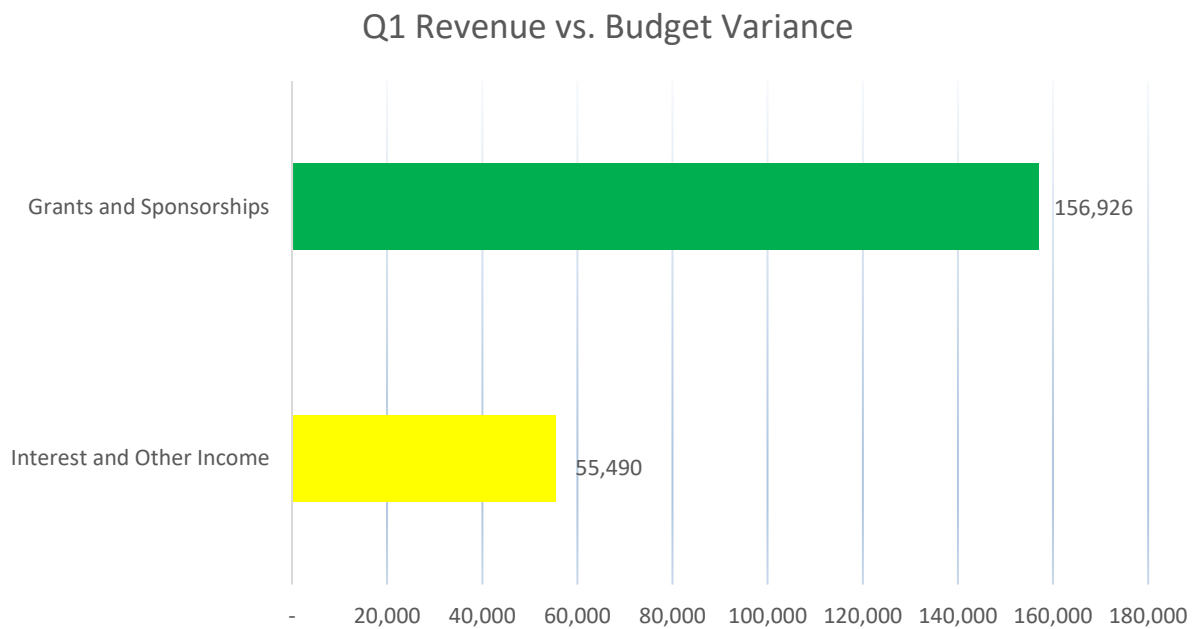
- Financial Dashboard
- Capital Lifecycle Reserve

For the first quarter ending March 31, operations have continued to deliver an increasing level of services while also initiating several new projects. Financially, the Library remains on track with its approved budget. There was no significant budget variances identified at quarter-end. The few variances observed were primarily due to timing differences in expenditures and revenues, as well as minor budget reallocations to support evolving operational priorities. These adjustments were managed within existing approval budget and did not impact overall financial performance.

**B. Statement of Financial Position**

Net Financial Assets are at \$9.3M at quarter end. The balance of the Minimum Adjusted Net Financial Assets balance remains above the required minimum Adjusted Operating Expenses balance threshold. Accounts receivable primarily composed of the Provincial Grant, GST reimbursements, deposits, and interests from the Royal Bank Prime rate deposit accounts. On the liabilities side, the key components are accrued Salaries and Benefits along with outstanding vendor obligations.

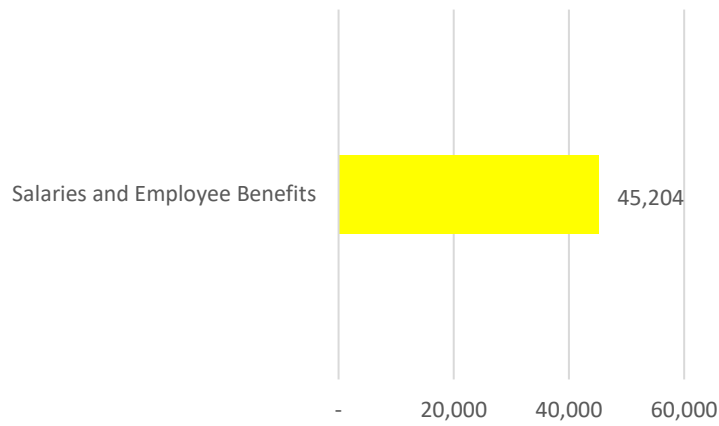
**C. Statement of Operations and Accumulated Surplus - Budget Variances**



Grants and Sponsorships favorable variance is due to expedited spending of deferred revenue.

	No areas of concern / Timing differences
	Management proactively monitoring to reallocate
	Area of concern

## Q1 Expense vs. Budget Variance



	No areas of concern / Timing differences
	Management proactively monitoring to reallocate
	Area of concern

### D. 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 quarter ended March 31, 2025.

Prepared by Chae Jun

Controller



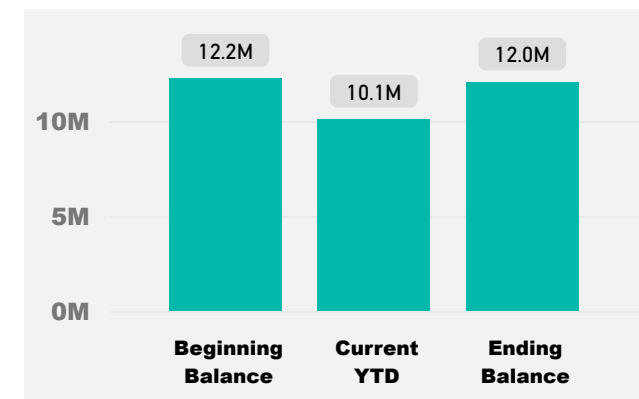
## Commentary

- Current YTD Cash balance includes:
  - \$3.3M Accounts Payable and Deferred Revenue
  - \$2.4M Capital Lifecycle Reserve

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

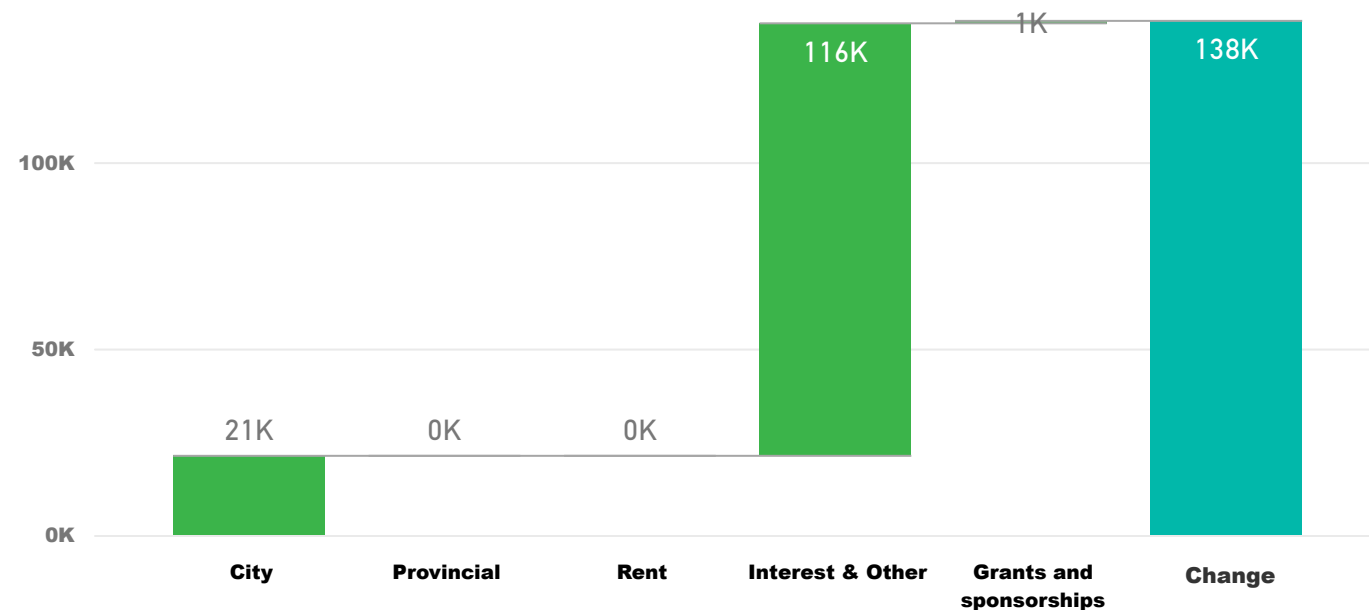
- The year end forecast Interest & Other revenue increase is due to the withdrawal from the shared reserve from Genesis Centre \$80K and the YMCA \$36K. The \$116K has been transferred to the Capital Lifecycle reserve.

## Cash Position Forecast, as of Mar 31, 2025



## Revenue Year End Forecast, as of Mar 31, 2025

- Increase
- Decrease
- Change



Board-Approved Budget Revenues

73,325K

33

Forecasted Revenues

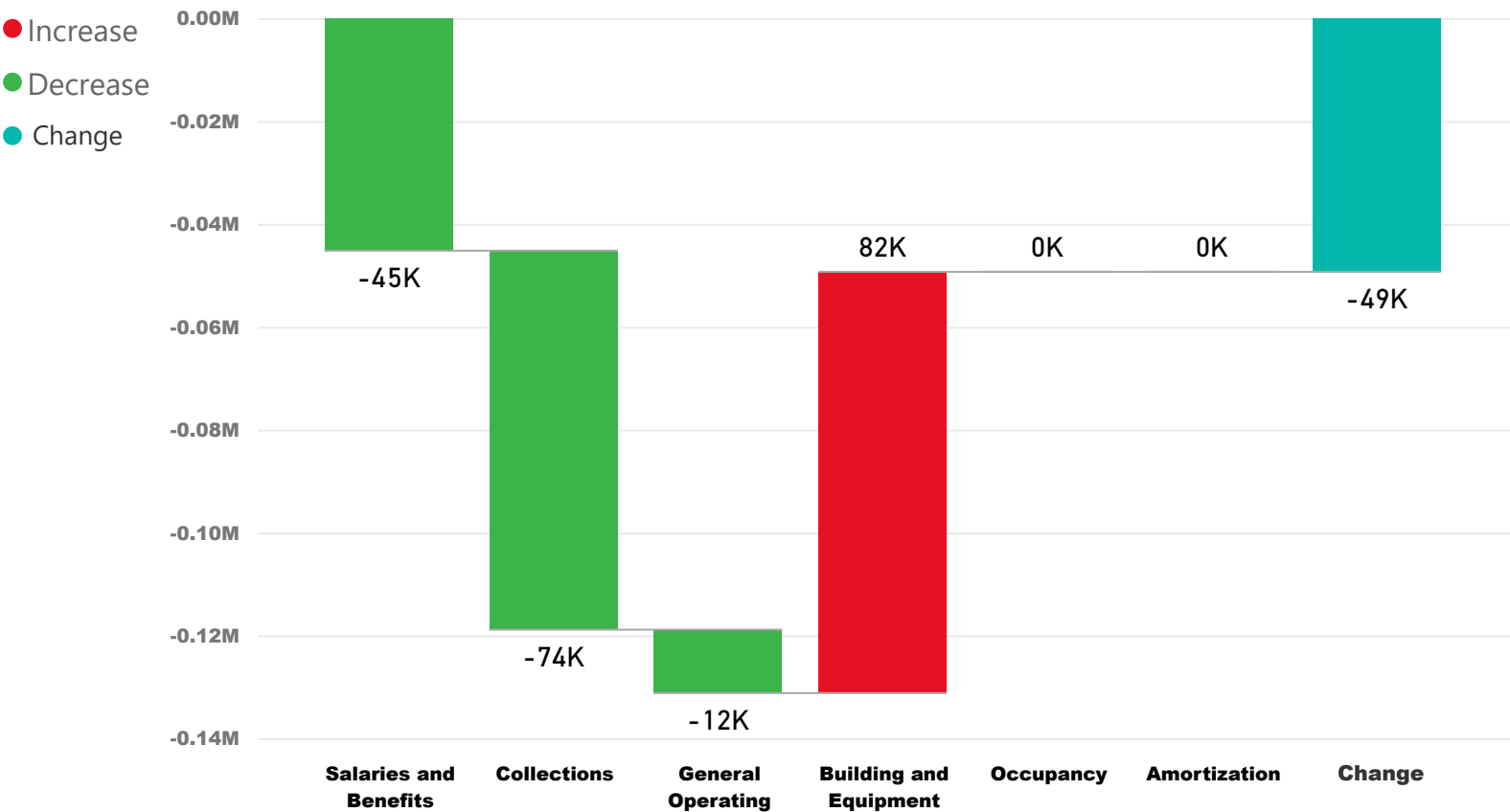
73,463K

Commentary

- Collections forecasted decrease reflects the expenditure plan change from operating to capital (\$87K), and funds transferred from programming to E-Resources \$13K.

- Building and Equipment's forecasted increase is due to the expensed F&E portion of the Op Centre \$78K and Giuffre \$4K renos. These expenses have been funded by lifecycle.

Expense Year End Forecast, as of Mar 31, 2025



Board-Approved Budget Expenses
80,777K

Forecasted Expenses
80,728K



Lifecycle Funding Commentary.

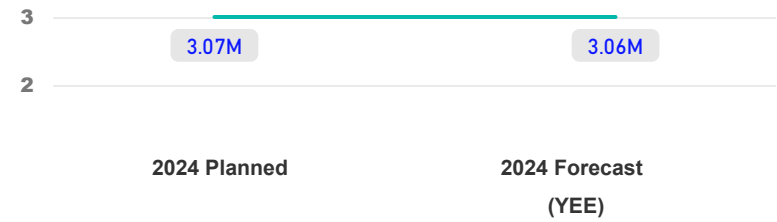
- Carry forward funds include \$0.4M of The City lifecycle grant and \$1.4M asset management funds from prior year.

- Current year funds include \$4.5M of The City funding, \$0.2M asset management from the operating funds, and \$0.4M for SIG ELC from the Foundation.

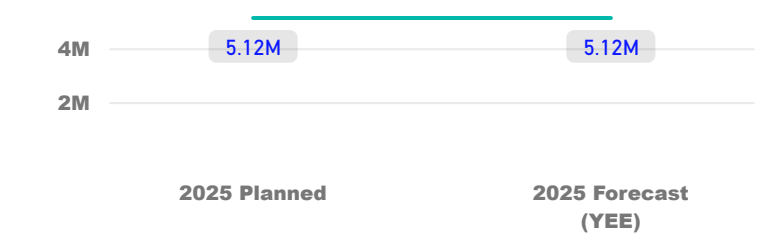
Lifecycle Surplus Forecast, as of Mar 31, 2025

Funding Source

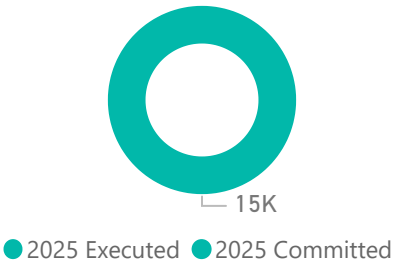
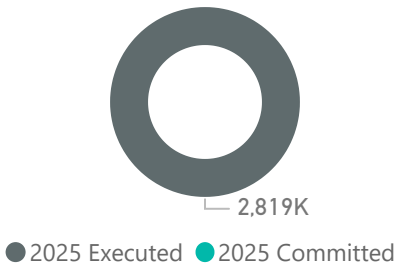
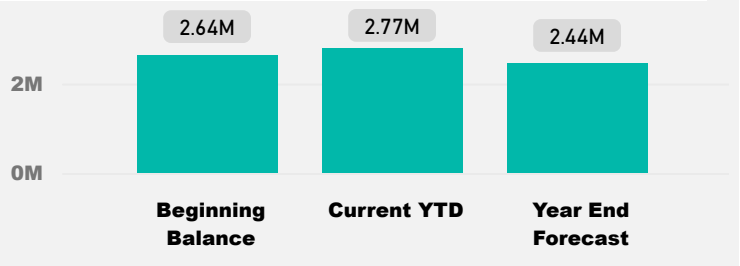
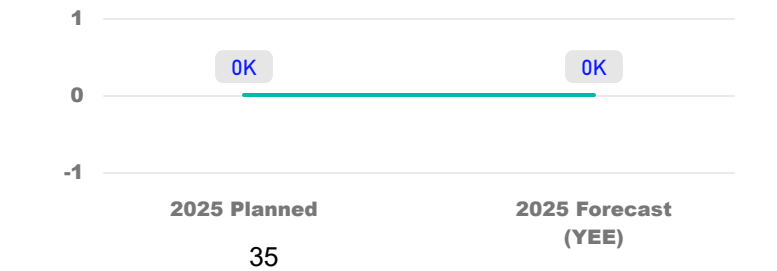
Carry Forward



Current Year Funds



Growth Projects Funds



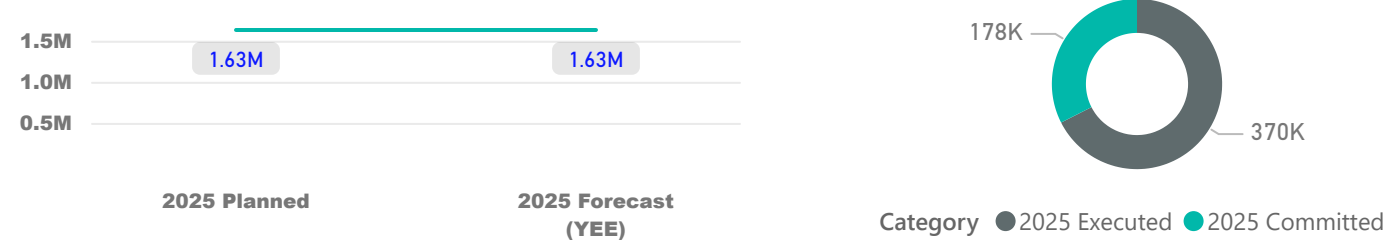
Lifecycle Spending Commentary

- Carry forward projects include: Fish Creek \$0.1M, Operations Centre \$0.2M, Louise Riley \$0.5M, SIG ELC \$0.4M, and Central Level 1 \$0.4M.

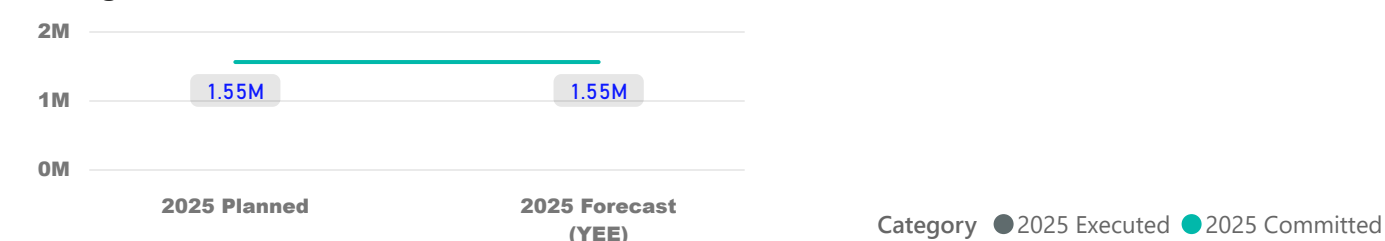
- Current year building projects include Crowfoot \$0.6M, Judith Umbach \$0.5M, and Central \$0.5M.

Spending Profile -1-

Carry Forward Projects



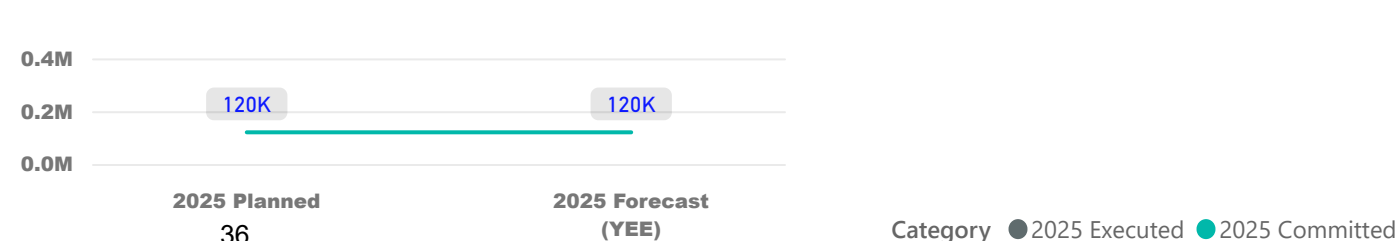
Building



Furniture



Vehicles



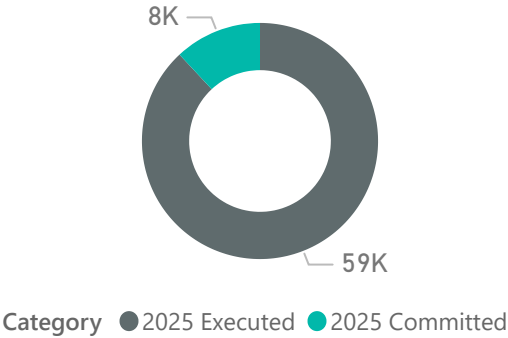
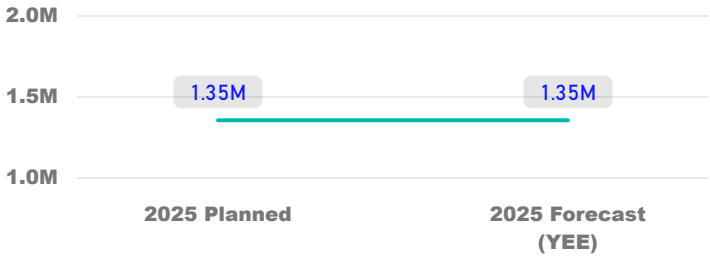
Commentary:

- IT lifecycle spending includes network and end-user equipment replacement \$0.9M, and automated material handling equipment for Crowfoot \$0.5M.

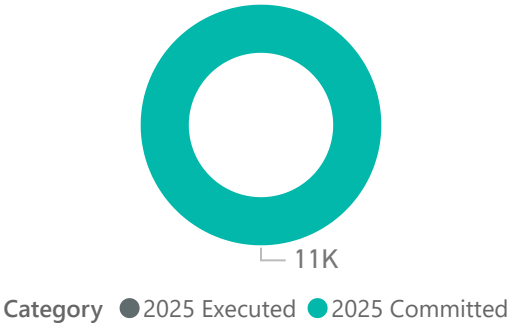
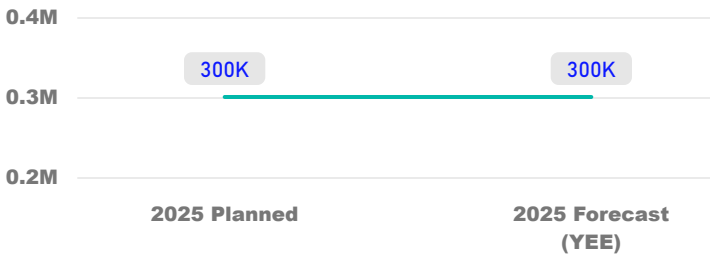
- \$500K of Collections is funded from Capital Lifecycle reserve.

Spending Profile -2-

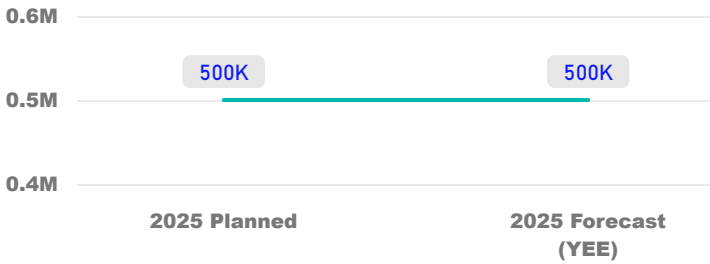
Technology



Demand Maintenance - Small Projects



Collections

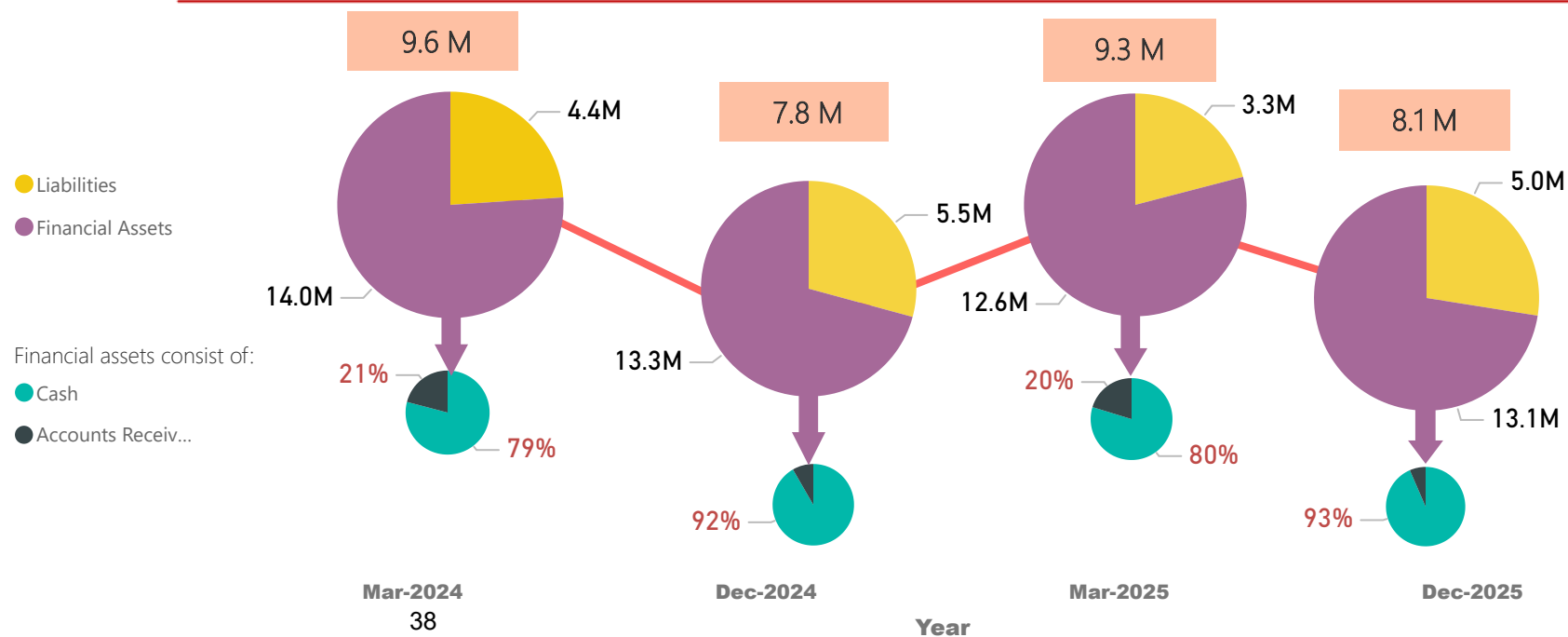
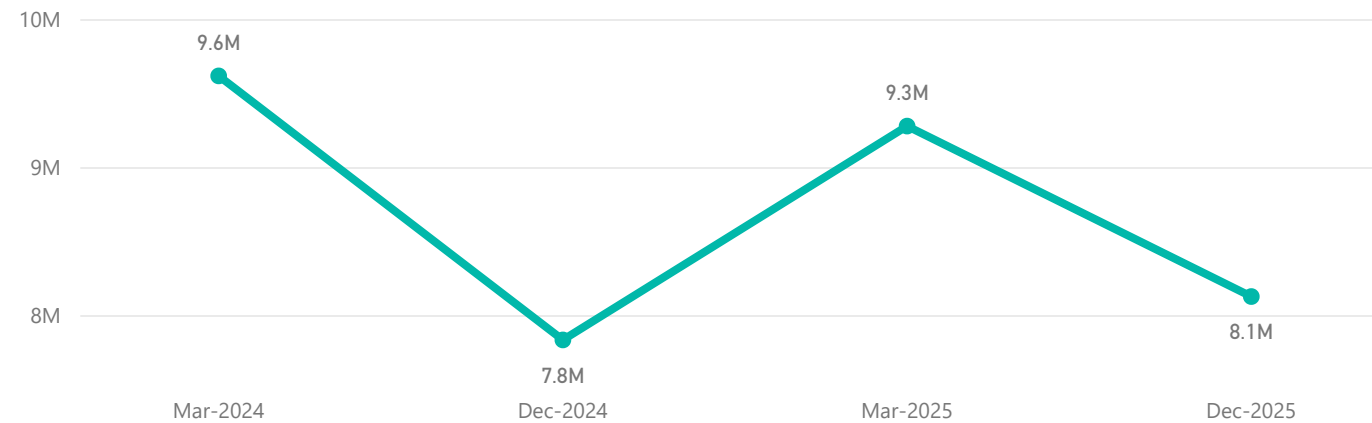


## Commentary

- Year-end forecasted Net Financial Assets is \$8.1M.

## Statement of Financial Position, as at Mar 31, 2025

### Net Financial Assets



Commentary

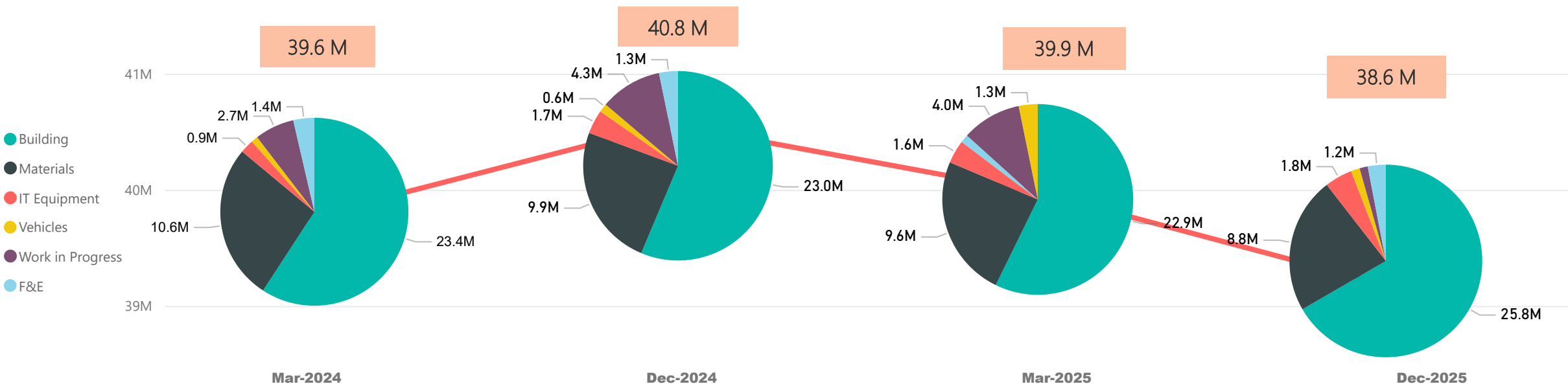
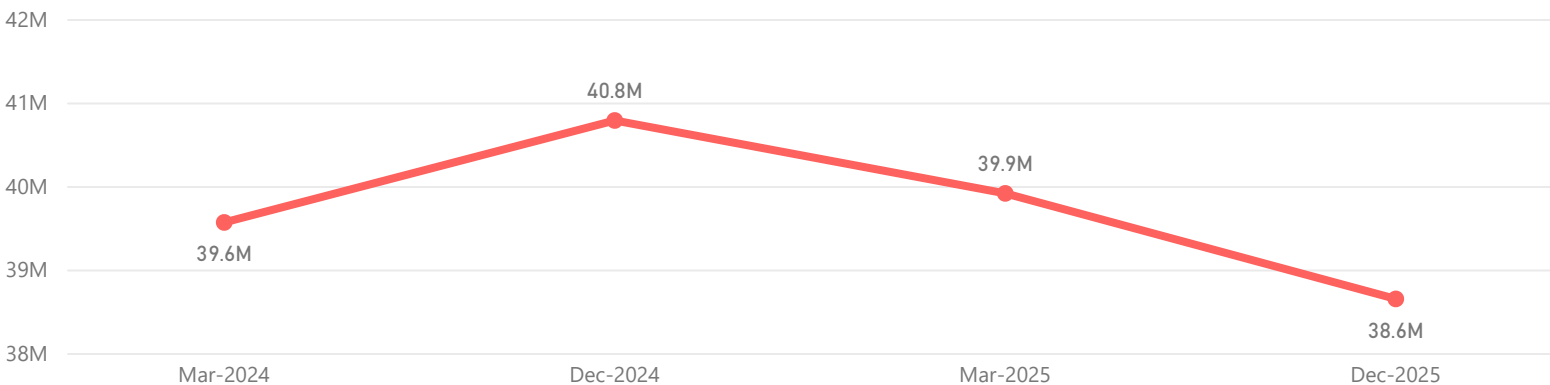
- The decrease of Tangible Capital Assets is due to higher amortization (5.5M) than new additions (3.4M).

Actions

- 2025 additions:
- Books: \$1.3M
  - Buildings: \$1.5M
  - IT: \$0.5M
  - Vehicles: \$0.1M

Statement of Financial Position, as at Mar 31, 2025

Tangible Capital Assets

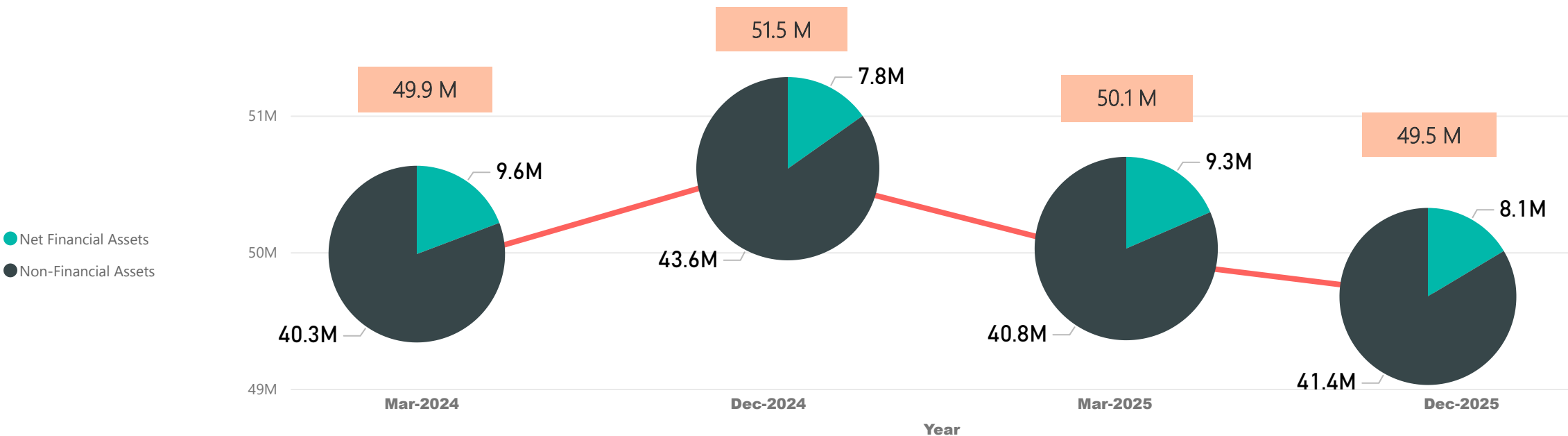
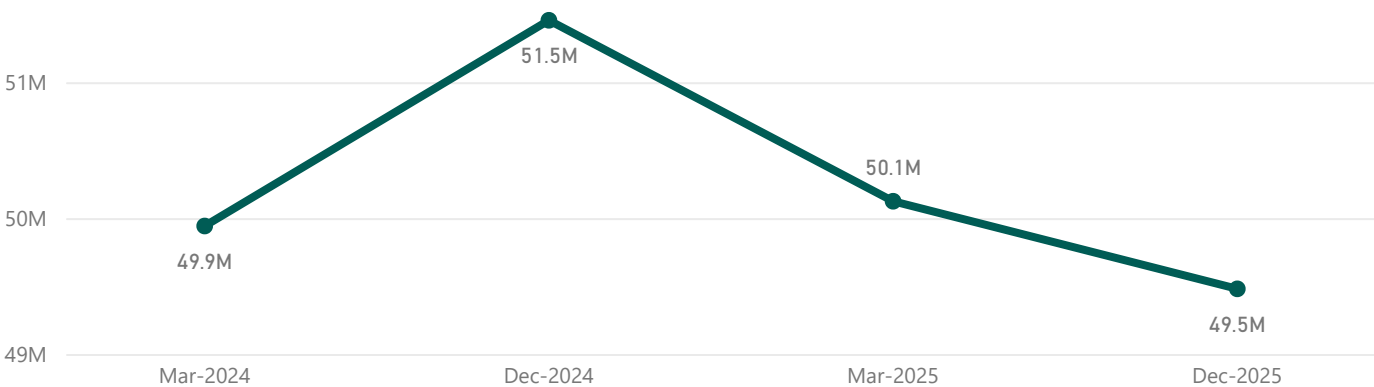


Commentary

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

Statement of Financial Position, as at Mar 31, 2025

Accumulated Surplus





Capital Lifecycle Funding and Spending Profile	Projects	Description	2025 Planned	2025 Forecast (YEE)	2025 Executed (YTD)	2025 Committed (YTD)	2025 Total (YTD)
As at March 31, 2025							
<b>Funding Source</b>			<b>('000)</b>				
		<b>Carry Forward Funds</b>	3,067	3,067	2,819	-	2,819
		<b>Current Year Funds</b>	5,123	5,123	-	-	-
<b>Total Funding Available</b>			8,190	8,190	2,819	-	2,819
<b>Spending Profile</b>							
	Carry Forward Projects	<b>2024 Carry Forward Projects</b>	1,631	1,631	370	178	548
	New Projects	<b>Building - Lifecycle</b>	1,550	1,550	-	-	-
		<b>Demand Maintenance</b>	300	300	-	11	11
		<b>Furniture</b>	300	300	-	-	-
		<b>Vehicles - Lifecycle</b>	120	120	-	-	-
		<b>Technology</b>	850	850	59	8	67
		<b>Automated Materials Handling</b>	500	500	-	-	-
		<b>Collections</b>	500	500	-	-	-
<b>Total Spending Profile</b>			5,751	5,751	429	197	626
<b>Total Funds Available</b>			2,439	2,439	2,390		7,564

# CALGARY PUBLIC LIBRARY FOUNDATION UPDATE

MAY 2025



## HIGHLIGHTS

- The [Fifth Book Campaign](#) launched on April 8 with a media announcement and in-branch activations across the city. In its first two weeks, the Campaign raised \$118,309 from 1,027 donors. We sent the Library the first \$100,000 and they have already added 2,000 books to their collection as a result of this donor support. We continue to actively fundraise for this campaign with a goal to raise \$1,000,000 this year.
  - › The Media Announcement was well attended and we held a special webinar for donors with members of the Library's Collection team.
  - › We are excited to launch a new [LibraryStore.ca](#) partnership with Local Laundry in support of The Fifth Book campaign on Wednesday, May 21. All proceeds from the limited edition t-shirt, designed by local artist Jarett Sitter, will support The Fifth Book Campaign.
- In March, we launched the [Pathway to Play Campaign](#) to fundraise for the Signal Hill Outdoor Early Learning Centre. Community members are invited to support the project by purchasing a window inscription to be installed on the window mullions at Signal Hill Library.
  - › Media coverage through a radio interview with CBC and a TV spot on CTV featuring Tracy and Evan Legate along with his daughter.
  - › We are hosting a [fundraising breakfast event](#) at the Signal Hill Library on May 25.
  - › Additionally, we will be launching **Blind Date With a Book at the Signal Hill Library**. This fundraising initiative began at our Lit Gala and we are looking forward to seeing how it translates to an in-Library activation.
- **Locked Library: Crime Scene** took place on Friday, April 11. A total of 677 tickets were sold and the event raised more than \$21,000. To date in 2025, we've gained 262 new supporters through our Locked Library events. Our next Locked Library will take place on September 26.
- We engaged members of our community to help promote our April **50/50 Cash Raffle** including UtilityNetwork, Owl's Nest Books and Oxford Properties. The 50/50 jackpot reached \$17,490 and proceeds were matched by **Rogers Birdies for Kids presented by AltaLink matching program**

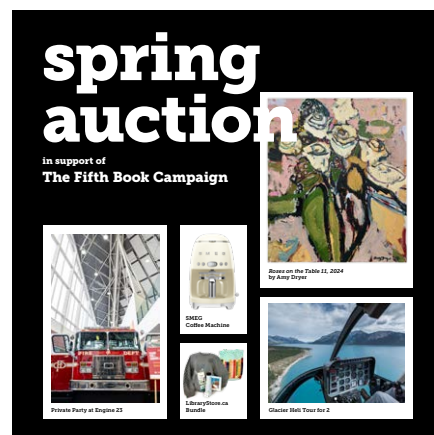


# CALGARY PUBLIC LIBRARY FOUNDATION UPDATE



MAY 2025

- On May 13, Calgary Public Library supporters and members of the Epilogue Society came together at Central Library for the third **Epilogue Society Tea**. This much-loved annual event commemorates the generosity of forward-thinking donors who have included Calgary Public Library in their legacy planning.
- We are currently running an online auction with donated prizes from the community. **The auction closes on May 27, visit [LibraryAuction.ca](https://LibraryAuction.ca)**. All proceeds support The Fifth Book Campaign.
- **LibraryStore pop-ups** are running every Tuesday at Central Library from April to the end of August for the summer season.
- **Wee Wild Ones' Monster March Scavenger Hunt** selected the Calgary Public Library Foundation as this year's charitable partner. Participants will explore nine Library locations in search of nine monsters for a chance to win one-year free childcare at any daycare across our city. Additionally, the Library Foundation is the charitable recipient of Wee Wild Ones' Calgary Marathon sponsorship for the 5K Walk/Run. All funds raised by Wee Wild Ones will support the Library's highest-priority needs.
- **Gift Highlights**
  - › \$50,000 estate gift
  - › ~\$35,000 legacy commitment
  - › \$10,000 Sponsorship
  - › \$10,000 for The Fifth Book
  - › \$10,000 for Storytruck



## UPCOMING:

- **May 1-31** – Wee Wild Ones' [Monster March Scavenger Hunt](#)
- **May 24** – Support us through the 2025 Servus Calgary Marathon. You can walk/run in support of the Calgary Public Library. Use our referral link to register and the Library Foundation will receive a portion of your registration fee: <https://raceroster.com/88010?aff=4SVFS>
- **May 25** – Fundraising Breakfast for Signal Hill Outdoor Early Learning Centre
- **May 25** – Blind Date with a Book launches at Signal Hill Library. It will remain open until all are sold.
- **May 27** – Spring Online Auction closes
- **May 27** – Gift Announcement in TD Great Reading Room 10 - 11am
- **September 26** – Locked Library: Ghost Stories
- **November 21** – Locked Library: Island Escape
- **December 2** – Giving Tuesday Fundraising Breakfast

*"I am happy to donate to the library. I loved reading when I was younger but once I was in high school and university, reading became an obligation. I haven't read for fun for over ten years. During Covid, I resparked my love for reading. The library has made reading accessible for me - a hobby that is free (how many of those can you name!?), one where I don't need space to store books that I won't read twice, and the delivery to my local library is incredibly convenient. Reading has been an escapism from both anxiety and depression for me - engaging imagination, evoking emotion, and occupying my focus on something tactile rather than a screen." — Chloe, Library Donor*

## 2025 Calgary Public Library Board 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			
8. Recognition and appreciation of any departing Board member									X			X		
Governance Committee														
9. Meeting Report(s)	I		I		I	I			I					
10. Organizational Meeting Review and Recommendations	I													
11. Board Self Evaluation Results Review and Recommendations	I													
12. New Member Appointment Recommendations (in camera)									A					
13. New Member Orientation									X					
14. Board Governance Bylaw Review (revisions require Board approval)									I					
15. Board Policy Review (revisions require Board approval)									I					
16. CEO Performance Review (in camera)						A								
Strategy and Community Committee														
17. Meeting Report(s)	I		I		I	I			I			I		

18. Community Library Liaisons	X												
19. Board Retreat Recommendations	X												
20. Board Advocacy Recommendations									A				
21. Strategic Plan (2022, 2026, 2030)						A							
<b>Audit and Finance Committee</b>													
22. Meeting Report(s)	I		I		I		I*		I			I	
23. Annual Budget	A												
24. Annual Financial Audit			A										
25. Quarterly and Annual Financial Review	I		I		I		I*		I			I	
26. Quarterly and Annual Risk Review	I				I		I*		I			I	
<b>Calgary Public Library Foundation</b>													
27. Report to the Board	I		I		I	I			I			I	

\* July meeting to be held only as needed