

CALGARY PUBLIC LIBRARY

# Board Meeting

5:30 PM, Wednesday, September 24, 2025  
Central Library Boardroom 0-11



## Board Meeting

5:30 pm, Wednesday, September 24, 2025  
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## TREATY 7 LAND ACKNOWLEDGEMENT

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

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

## PRONUNCIATION GUIDE

### HELLO:

Oki - Ohh-gee (Blackfoot hello)

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

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

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

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

## CEO REPORT September 2025

After an eventful summer that saw over 1.9 million visits from June to August, Calgary Public Library is ready to help Calgarians get back to school and embrace cozier weather with a new book.

Ultimate Summer Challenge, the Library's annual summer reading program, ended in August with nearly 20,000 registrants. This summer, we grew participation for children between the ages of 0 to 12, with 11,290 registered. Teens continue to take on the Challenge in a big way with over 8,300 participants. As one of the Library's largest programs, I must give special thanks to the hundreds of staff who created special displays, planned giveaways, and hosted events to encourage everyone to read every day.

More than 50 Library staff, volunteers, Board members, and families (including dogs!) walked in the Pride Parade on September 1. The Library also hosted a range of programming to recognize Calgary Pride.



The Library team at the 2025 Calgary Pride Parade

Central Library continues to inspire other libraries across North America. We recently hosted peers from Saskatoon, Columbus Ohio, and the Seo-Gu Council from Korea to share about the New Central Library project and how we have created a culture of innovation rooted in design thinking.

I was also honoured to once again be a guest lecturer at Harvard University for the Future Library Design: Emerging and Enduring Principles program this August, sharing Calgary Public Library's story and experience with many U.S. and international libraries and architects looking to create functional and innovative capital projects.

### GOVERNMENT RELATIONS

In August, I was joined by Jim Chisholm, Executive Director of Technology, to provide a presentation to our fellow civic partners and the City of Calgary on our cyberattack experience and recovery. This sharing of information and lessons learned is vital to help non-profits and government agencies protect themselves from threats.

September 10 was a busy day for the Library as it included two important events with the City of Calgary. That morning Aaron Noga, Chair for our Audit and Finance Committee, joined me to

provide a presentation to the City of Calgary Audit Committee. We took the opportunity to stress the importance of increasing operating funding in step with the dramatic population growth we're seeing in Calgary, a city that welcomed over 100,000 new residents in 2024 alone!

As we presented to the Audit Committee, Barb Gillard, Executive Director of Visitor Experience, was holding a shovel at the groundbreaking of Belmont Fieldhouse and Library. At the event, Gillard spoke on the importance of investing in library spaces. The media event also featured remarks from Mayor Gondek; Councillor Dan McLean (Ward 13); Heather Johnson, Director of Recreation and Social Programs for City of Calgary; Kerensa Fromherz, Director, Public Spaces Delivery for City of Calgary; and Stacey Hatcher, Executive Director, Calgary United Soccer Association. Special thanks to Board Members Kate Andrews and Gillian Hynes for their attendance and support.



From left to right: Mary Kapusta, Executive Director, Communications and Engagement; Councillor Dan McLean (Ward 13); Kate Andrews, Library Board Member; Patrick Ulrich, Director, Facilities Planning and Operations; Barb Gillard, Executive Director, Visitor Experience; Gillian Hynes, Library Board Member; Mayor Jyoti Gondek

On September 12, Board Chair Evan Legate and I met with Minister Dan Williams, Municipal Affairs and key senior provincial government staff to discuss library services and impact and funding concerns. This meeting also included Edmonton Public Library and Parkland Regional Library System. This was our first meeting with Minister Williams since he came into the role last May. The Library took this opportunity to reinforce the importance and value of public library services and review the upcoming Alberta Municipalities resolution that seeks to increase operating funding to public libraries to \$6.94 per person and to reflect the current population libraries across the Province are serving. During our time with Minister Williams, I also stressed the importance of intellectual freedom and access to diverse information and ideas.

## SYSTEM DEVELOPMENTS

Over the past few years, the Library has faced increased costs for printers, paper, and ink, while holding fees at the same rate for over 15 years. To ensure the service remains sustainable, including \$5.00/month of free printing for every member, the Library has taken the decision to increase the per page fee for printing. Black and white prints will cost \$0.15/letter and \$0.30/tabloid page. Colour will cost \$0.30/letter page and \$0.60/tabloid. New prices will take effect on November 1, 2025.

Fair Entry opened in the Cardel Recreation Complex directly across from the Shawnessy Library this month. Fair Entry is a City of Calgary service that supports Calgarians with lower incomes to access services and programs at a reduced cost. Village Square Library already features a Fair

Entry service point and so Shawnessy Library staff were ready to support Fair Entry at Cardel with new membership brochures and cards for their clients.

As year-end approaches, the Library is working to advance and complete multiple construction projects.

The Louise Riley Library renovation began in August. The renovation will include a new service desk, solo pods, a reconfigured work room, a new Early Learning Centre with sensory features (supported by the Calgary Public Library Foundation), and an Indigenous Placemaking piece by Autumn Whiteway. Renovations at Crowfoot and Judith Umbach libraries are also moving forward, with construction to begin shortly.

Work is almost complete for the Outdoor Early Learning Centre at Signal Hill Library. We are hopeful to celebrate its opening in early October! The Calgary Public Library Foundation's support of this project has been critical, and donors will be able to see their new window inscriptions at Signal Hill Library this fall.

It has been nearly 10 years since the Library opened its first Early Learning Centre. With 13 across the system, and more on the way, it is a critical time to reevaluate these beloved and impactful spaces. A cross-departmental team is completing a system review, and their recommendations will inform maintenance, lifecycle updates, and new designs.

This summer, the Library provided StoryWalks at seven locations. StoryWalks are outdoor reading adventures that combine the joy of reading with the benefits of being active in nature. These experiences highlight Canadian authors and publishers and were sponsored by the Sticks & Strings Foundation.



In the lead up to the General Election on October 20, the Library has launched a wide range of resources, programs and supports for voters. As part of our commitment to civic engagement, the Library is here to help Calgarians learn about the issues and be ready to vote for mayor, councillors, and school board trustees. A new Civic Engagement and Elections page is live on [calgarylibrary.ca](http://calgarylibrary.ca) and all Library locations are providing important voter information brochures across 17 languages. Locations are also offering resources around media literacy and Ward Zines from *The Sprawl*, which highlight all candidates in that ward.

Election programming begins in September and runs into October, including the Municipal Election 2025 series, sessions for first-time voters, issue discussions, candidate insights, media literacy programs, and a Mayoral candidate forum.

We continue to see high demand for job readiness supports and our popular Job Desk program, delivered in partnership with Bow Valley College has already served 1,403 patrons this year, surpassing the annual goal of 1,000. To meet need, we are adding hours this fall and trialing new sessions on Sundays. Our Job Desk coaches are supported by volunteers who have contributed 626 hours so far this year.

Between January and August 2025, 812 new Library volunteers were successfully onboarded, including 561 youth and 251 adults. Volunteers play an important part in summer programming at the Library. For example, the summer session of Math Quest involved 140 volunteers and 893 participants. This fall, we're increasing volunteer opportunities with the expansion of multiple programs like Coding Buddies, Lego Club, and Open Lab.

Homebound Readers is a longstanding volunteer program at the Library that provides valuable connection with older patrons residing in care facilities and seniors' residencies. A program volunteer recently shared the impact of this program: "I have been doing this for over 5 years now and my reader who is 97 is still going strong and we have become very good friends. I am so glad that I signed up for this program."

Outreach over the summer is critical for readers of all ages. The Book Truck made over 90 visits this summer, reaching more than 6,300 patrons. Library outreach staff also take part in a wide range of community events and festivals. For example, Seton staff took part in Downtown Calgary's Korean Festival Day on August 9 and reported over 150 visitors to the Book Truck that day. Staff at Saddletowne Library attended the Seniors Expo at the Genesis Centre and noted that it was a great opportunity to promote multilingual and digital resources and introduce early literacy programs to newcomer grandparents.



During a recent Book Truck visit by Signal Hill staff, a patron shared: "The library is one of the things that people cannot say was better in the past. The Calgary Public Library just keeps getting better. Keep up the good work!"

## **OPERATIONAL HIGHLIGHTS**

### **Create Purpose Together**

Community Kitchen Program of Calgary partnered with Forest Lawn, Judith Umbach, Saddletowne, Prototype: Skyview, and Village Square libraries during the summer to facilitate the Tummy Tamers program. Through this initiative, weekly food donations were provided to libraries for community distribution and over 12,240 snacks were delivered over the summer.

The Library is committed to celebrating and sharing Indigenous knowledge year-round, with the National Day for Truth and Reconciliation serving as an opportunity to highlight the history of residential schools and provide meaningful resources for both Indigenous and non-Indigenous community members. This year's programming includes two events in partnership with the University of Calgary: a talk by Angela Sterritt, Gitxsan author and journalist, on Missing and

Murdered Indigenous Women and Girls, and an exclusive September 29 screening at Central Library of *Siksikakowan: The Blackfoot Man*, directed by Trevor Solway of the Siksika Nation.

On September 30, the Elders Knowledge Circle Society, with the Library and United Way, will launch the Elders Story Project: Learning and Healing Toolkit—an evolving online and print resource featuring Elders' guidance on mental health, healing, and cultural teachings to support ongoing learning and connection.

All Library branches will host activities in the lead-up to September 30, including curated book displays, buttons, and orange feathers for community messages, along with a new initiative featuring tabletop maps of Alberta showing residential school locations for patrons to engage with. Central Library will display a larger map near the Education is the New Buffalo artwork.

## **Champion A Sense of Belonging**

Summer is a busy time for Indigenous community members as well, with many ceremonies and large events across Treaty 7.

The annual Powwow Trail 101 program wrapped up its season with 294 participants across 4 events. Crowfoot Library hosted the final program of the season, which attracted over 80 attendees, including international visitors. One participant shared his experience in a Punjabi-language newsletter. Giuffre Family Library's Powwow Trail event also drew over 100 attendees for educational and interactive activities, including a round dance.

Medicine Harvesting took place on August 17 with Indigenous Services, the Truth and Reconciliation Stewardship Committee, and the Yisstsiiyi Affinity Group at Nose Hill Park. Staff collected sage for personal use and for Library smudge kits. The harvested sage will be distributed to Indigenous patrons and others needing to refresh their smudge kits.

Indigenous Services hosted an Indigenous Urban Gathering at the Central Library on August 10 to gain insights from Indigenous patrons regarding their experiences with the Library, informing the development of the Library's next strategic plan and future workplans. The event received positive feedback, and Indigenous Services plans to host more gatherings in the future to continue building relationships with urban Indigenous communities.

Library Leadership and Indigenous Services hosted members of the Elders' Guidance Circle for a luncheon on August 26 to seek guidance on how best to move forward in strengthening our relationships with Treaty 7 Nations and urban Indigenous populations. Elders also shared about areas of greatest need for their community and where the Library might be best positioned to support.

The Library continues to see a high demand for newcomer supports and engagement across the system.

Over the past two months, the team at Central Library conducted 13 English Language Learning Tours and Library Resource Orientations, including sessions for Francophone, youth, and seniors' groups, serving more than 250 participants. Due to growing demand, a [webform](#) was introduced to simplify requests and scheduling.

Advanced English Communication for Language Learners is a new six-week program offered in partnership with Calgary Essential Language Solutions at Central Library. This program helps

patrons enhance their English conversation skills and build confidence in communication. The majority of participants surveyed post-program were hugely appreciative of supports for advanced speakers and the program will return this fall.

While targeted services and partner supports are critical, staff at Louise Riley Library also emphasized the value of place as one recently immigrated young boy found comfort and belonging in a simple Lego Club program.

## **Energize Lifelong Learning**

The My First Bookshelf program continues to see strong engagement, with 4,100 active participants and 827 children currently on the waitlist, resulting in a 12–13 month enrollment delay for new applicants. In August alone, 102 new applications were received. Since the program launched in November 2020, 2,630 children have graduated and 1,768 new members have joined, demonstrating its ongoing impact on early literacy in the community. A participant in the program recently shared: “This was such an amazing way to read so many fabulous books and instill a love of reading and a reading routine in my son. We never would have been exposed to so many books without this amazing program. Thank you so much!!”

In June, Crowfoot Library’s Welcome to Kindergarten Family Event was a major success, welcoming over 160 attendees. Families participated in a variety of activities, including a selfie station and Kindergarten-themed storytime, and children were thrilled to receive their very own Kindergarten Book Bags to support their transition into school.

The City of Calgary partnered with Country Hills and Forest Lawn libraries throughout August to deliver pop-up education sessions focused on climate preparedness, including hail damage prevention, water efficiency, and sustainable home practices. Coordinators engaged with community members in meaningful conversations and provided interpretation in Vietnamese and Arabic to ensure accessibility and inclusivity. A similar Climate Ready Homes session is planned at Sage Hill in September.

At Prototype: Skyview, staff are piloting new document translation software and sharing feedback with Service Design ahead of a public launch. Regular programming, including Drop-In English practice and storytimes, has been well attended, and the branch will expand offerings this fall to include Career Coaching and school-age programming. Staff have also been strengthening community ties through outreach to three local daycares and establishing connections with out-of-school care programs and other organizations to plan additional visits.

Finally, Special Services staff visited four retirement communities — Evanston Summit, Sage Hill Retirement, Chateau Renoir, and Trinity — to deliver presentations about the library’s specialized resources. These orientations have resulted in a measurable increase in the use of accessible reading devices, highlighting the value of outreach in connecting older adults to library services.

For over a year, the Library has participated in the city-wide Literacy Lab initiative. A project team including The Centre for Newcomers and Calgary Immigrant Women's Association is piloting two "Parent Education for Understanding School in Calgary" workshops. Through Calgary Board of Education connections, we will collaborate with The Calgary Bridge Foundation for Youth to deliver Back-to-School presentations this fall at the Library, enhanced with Library membership benefits and resource information. We've identified a priority need to reach Catholic School District newcomer families, as the school board now restricts their Welcome Centre to refugee families only.

The K-3 literacy project will be prototyped and pilot tested at six locations for the rest of the year, including participation from members of the prototyping team (Central, Country Hills, Crowfoot, Fish Creek, Forest Lawn, and Nose Hill). The prototypes include different approaches to caregiver messaging, reading support programs, and literacy games. In addition, online staff training will be tested later this autumn. These activities aim to address the literacy gap observed among Kindergarten to Grade Three students served by the Library, complementing existing literacy work by families and schools.

## **IMPACT MOMENTS**

In this report, I shared about the value of our Job Desk service. This program would not be possible with our partnership with Bow Valley College, our coaches, volunteers, and staff. Below are just two of the impact moments from that program this summer:

“Today, a patron stopped by our job desk to share some incredible news, they’ve secured a job in their desired industry! They spoke about how our support, from resume building to mock interviews, made the process smooth and confidence-boosting. With genuine gratitude, they said, “I had to come back and thank you. Everything you guys helped me with truly worked.” It’s moments like these that remind us of the impact of meaningful support.”

“A job seeker was struggling to understand the Canadian terminology used in their industry, making it difficult to apply for jobs and network confidently. Everything changed when their career coach introduced them to Gale courses. These courses provided the specific terms and phrases needed to succeed in the Canadian job market. With the knowledge gained from Gale, the job seeker was able to confidently apply for positions, communicate effectively in interviews, and understand the language used by employers. The once intimidating terminology became second nature, and opportunities began to feel more accessible. Thanks to the support from their career coach and Gale courses, they now have the tools to succeed in the Canadian job market and feel more confident in their career journey.”

The Library’s shift to Drop-in English Practice has been incredibly successful. Below a program volunteer shares their experience in the new program:

“I find that the volunteers at the library are treated very well. I also find that the new Drop-in English Practice is a big improvement from the previous format. I’m using the question cards with my group, with them asking the questions of each other, so they are actually directing their own class. I’m delighted when people who speak the same language help each other with English. Thanks for the continued support for this program.”

At Forest Lawn, a staff member received feedback from a patron regarding the availability of free period products at the library. The patron mentioned that she relies on these products when she lacks funds or transportation to purchase her own supplies. She also shared this information with others at her shelter who were previously unaware of the service and indicated that these products are important for public accessibility.

**Unapproved Minutes**  
**Audit and Finance Committee Meeting**  
**Calgary Public Library Board**  
**Online via Microsoft Teams**  
**Wednesday, July 16, 2025**  
**9:00 am**

**Board in Attendance:**

- Aaron J. Noga (Chair)
- Kate Andrews
- Gillian Hynes
- Evan Legate
- Crystal Manyfingers

**Regrets:**

- Haritha Devulapally
- Dana Saric

**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*
- Barb Gillard, *Executive Director, Visitor Experience*
- Trevor Myers, *Business Analyst*
- Laura Komianos, *Executive Assistant*

**Guest in Attendance:**

- Richard Stewart, *Leader, Risk Management and Insurance, City of Calgary*

**1. Treaty 7 Opening**

Aaron Noga respectfully opened the meeting with a land acknowledgment.

**2. Review of Agenda**

The agenda was re-ordered as our presenter, Richard Stewart from the City of Calgary, could not join Teams due to technical issues. The Chair moved that we proceed to Item 3, Approval of Minutes, as we waited for Richard Stewart to sign on.

**MOVED** by Aaron Noga that the July 16, 2025 Agenda be amended and approved as presented.

Carried unanimously

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

**MOVED** by Gillian Hynes and seconded by Evan Legate that the minutes of the April 30, 2025 Audit and Finance Committee meeting be approved as presented.

Carried unanimously

### **4. Business Arising**

None.

### **5. Q2 2025 Financial Update**

Katrina shared that there were some minor budget reallocations, mostly to support collections. No significant risks identified in Q2 2025. All variances were managed within existing budget.

**MOVED** by Crystal Manyfingers and seconded by Gillian Hynes that the Q2 2025 Financial Update be recommended as presented by the Audit and Finance Committee to the Calgary Public Library Board to receive for information.

Carried unanimously

### **6. Response to City Audit Committee**

Calgary Public Library has been invited to present to the City Audit Committee on September 10, 2025. Library representatives will be Aaron Noga (Chair of the Audit and Finance Committee) and Sarah Meilleur (CEO). The report to be submitted was presented for committee review and approval.

**MOVED** by Kate Andrews, seconded by Gillian Hynes, that administration's proposed response to the City Audit Committee be approved.

### **7. Q2 2025 Risk Register Review**

Trevor Myers reviewed the Q2 2025 Risk Register, highlighting key performance indicators across Relevance, Operations, and Security. Active membership reached a record high of 831,000 but growth has slowed. Volunteer applications and physical visits remain strong, although website visits are still lower than last year following the cyberattack, with recovery expected as public computers are restored.

With Operations, the Library is monitoring location visits, staff turnover, and the new metric of Unplanned Absenteeism. The October 2024 cyberattack impacted operations numbers but they are showing recovery.

Security risks include community and Central Library incidents, plus ongoing monitoring of cyber threats. While some security incidents increased due to increased monitoring, others have declined. An increase in uniformed security outside Central Library was implemented in June.

Administration continues to work with Calgary Police Service regarding resource allocation and local safety concerns.

**MOVED** by Evan Legate that the Q2 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.

## **8. Annual Cybersecurity Update**

Jim Chisholm presented the Annual Cybersecurity Update, noting a rise in threats—especially in the education sector—with libraries facing more targeted attacks. He emphasized rapid detection and response, highlighting the October 2024 cybersecurity attack that was identified within hours and contained in a day, with systems restored in eight days.

The Library has improved its security through multi-factor authentication, zero trust policies, and third-party testing. Investments in software, staffing, and system design continue.

When asked about the cybersecurity budget, Chisholm noted that while threats persist, current investments are effective, and Meilleur said resources are regularly reallocated to prioritize security. The rising cost of cyber insurance remains under review, as the Library evaluates the best approach to risk management.

**MOVED** by Evan Legate that the Annual Cybersecurity Update be recommended as presented by the Audit and Finance Committee to the Calgary Public Library Board to receive for information.

*At 9:53 am, technical issues with MS Teams required the committee to switch to the Zoom platform for Richard Stewart's Annual Insurance Review presentation.*

## **9. Annual Insurance Review**

Richard Stewart provided a review of the insurance costs, coverage details, and increases for the Library's insurance through the City. In response to the review Noga asked about standalone cost estimates, deductibles, and coverage details, including justification for the increase. Stewart agreed to share a copy of the standalone estimate and the comparable alternative insurance methods for Administration and the Audit and Finance Committee to review.

**MOVED** by Kate Andrews and seconded by Evan Legate that the Annual Insurance Review be recommended as presented.

**ACTION** – Stewart to send a copy of the stand alone cost estimate to Administration and the committee for review.

Carried unanimously

*At 10:13 am Aaron thanked Stewart and Stewart excused himself from the meeting.*

## **10. Workplan Review**

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

## **11. Other Business**

None.

## **12. Adjournment**

**MOVED** by Aaron Noga that the meeting be adjourned at 10:18 am.

Transcribed by Laura Komianos.

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Aaron J. Noga  
Committee Chair

**Report to the  
Calgary Public Library Board  
Audit and Finance Committee  
Risk Register Update for Q2 2025  
July 16, 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 Q2 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 have been diminishing each month but continue to have an impact on some of the risk measures.

This report once more changes the way that the Cybersecurity measure is presented. The Q1 2025 report reframed the measure as contextual information rather than a typical KPI, showing the continuously increasing risk of cybersecurity attacks. While that goal remains the same, the tools used to measure those cyber attacks have grown more refined. The 1.3 million mixed cyber threats reported in Q1 were an aggregate of all potential risks, including false positives. IT has refined this reporting to more accurately represent direct and targeted attacks and as such, the value has diminished considerably to 73,000. This reporting method should remain consistent for future quarters however, and the relative risk of cyber threats can be compared and assessed.

Risk Measure	Current	Status	12 Month	6 Month Trend	3 Month Trend
Active Membership	56%		↓ -2%	↓ -3%	→ 0%
Volunteer Support	1829		↑ 13%	↑ 75%	↑ 30%
Library Satisfaction	93%		↓ -3%	↑ 3%	Semi-Annual Measures
Quality of Life	68%		→ 0%	↑ 4%	
Unplanned Absenteeism	8%		↓ -1.3%	↓ -0.1%	↓ -0.2%
Location Visits	1.81m		↓ -5%	↑ 24%	↑ 8%
Website Visits	1.13m		↓ -24%	↑ 14%	↓ -2%
Staff Turnover	2.07%		↓ -0.2%	↑ 0.1%	↑ 0.1%
Community Library Incidents	0.9		↑ 31%	↑ 240%	↑ 70%
Central Library Incidents	5.3		↑ 26%	↓ -23%	↓ -34%
Cybersecurity	73k				
Crime Index (East Village)	City of Calgary statistics unavailable at time of reporting				

The Active Membership risk measure is once more coded yellow this quarter. While total membership continues to grow each month, the increase to Calgary's population since 2024 has slowed the growth of the per capita ratio. Despite that ratio being lower than previous years, member retention and acquisition is the healthiest it has ever been and has led to the largest member base the Library has ever had at 831,000.

Volunteer Support is a highlight for this quarter. With the highest number of volunteer applications ever received at over 1,800, it indicates a strong relevance within our communities, with interest evenly represented amongst adults and youth.

Physical visitation is still a strong metric at 1.8 million location visits but remains slightly below 2024 levels. It has been slowly but steadily improving each month since the cyberattack last fall, with the June 2025 visits only 1,000 less than that seen in 2024. Website visits are once more presenting lower this quarter than in previous years. This is primarily due to changes to public computers following the cyberattack, with the new infrastructure no longer directing members to our webpage. This value is expected to increase as the new systems evolve and are refined.

Community Library Incidents showed a rise this quarter. While most community locations remained consistent, increased monitoring at Memorial Park Library has led to a marked rise in reported instances of drug use. While awareness of these incidents has increased, relative risk has not. Central Library Incidents have decreased compared to recent reporting periods, but remain slightly higher than 2024. Once more, nearly 50% of all incidents occur on the exterior of the building resulting from the noticeable increase in social disorder outside the Library's doors. The displacement of individuals due to the Olympic Plaza redevelopment and the increased police enforcement of the Stephen Avenue Mall has shifted much of this traffic towards the East Village, while also reducing the police presence in the area. An increase to uniformed guards on the exterior of the Central Library was instituted in June to alleviate these issues. The Crime Index statistics provided by Calgary Police Service were once more unavailable this quarter.

#### IV. RECOMMENDATION

That the Audit & Finance Committee receive this report, *Risk Register Update for Q2 2025*, for information and discussion.

Trevor Myers  
Business Analyst, Strategy & Planning

**Report to the  
Calgary Public Library Board  
Audit and Finance Committee  
Q2 2025 Financial Updates  
July 16, 2025**

The management financial reports of Calgary Public Library for the quarter ended June 30, 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:

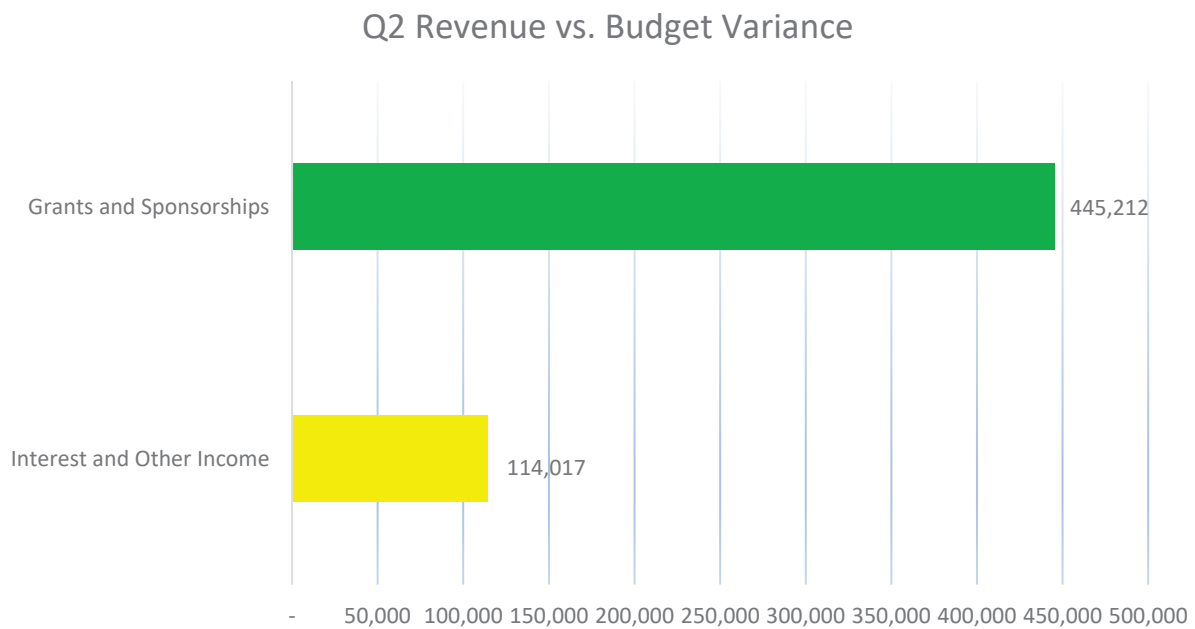
- Financial Dashboard
- Capital Lifecycle Reserve

For the second quarter ending June 30, 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, including Collections. There are no significant risks identified, and these adjustments were managed within the existing approved budget and did not impact overall financial performance.

**B. Statement of Financial Position**

Net Financial Assets are at \$8.6M 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 are primarily composed of the City invoicing. 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

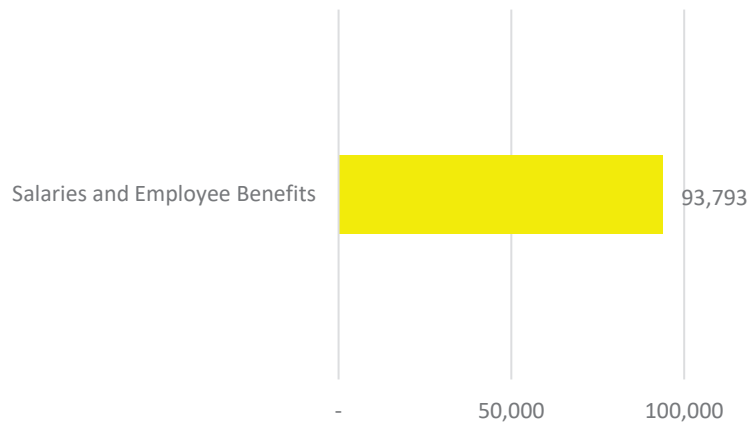


Grants and Sponsorships favorable variance is due to expedited spending of deferred revenue and additional RFFs.

Interest and Other Income favorable variance is primarily due to funds received from the shared reserves with Genesis and the YMCA.

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

## Q2 Expense vs. Budget Variance



Salaries and Benefits favorable variance is due to vacancies and leaves in the full-time and part-time categories.

	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 June 30, 2025.

Prepared by Chae Jun  
Controller

# CALGARY PUBLIC LIBRARY FOUNDATION UPDATE

SEPTEMBER 2025



## HIGHLIGHTS

- **The Fifth Book Campaign** launched on April 8 and we've raised 25% of our 12-month goal in support of collections at the Library.
  - › So far, we have **transferred \$200,000 to the Library**, which they have quickly spent to support both physical and digital collections, purchasing over 4,000 new books.
  - › New eBooks purchased in May with campaign funds have already been **checked out more than 7,000 times**. Digital titles are often the most expensive items on the Library's shopping list; thanks to donor support, there are **377% more eBooks in the Library's "first-come, first-served" Skip the Line collection** compared to pre-campaign, and checkouts of these titles have increased by almost 100%.
  - › In July and August, the Library Foundation displayed a **Fifth Book Campaign exhibit on Level 1M of Central Library**. This exhibit provided educational information about the needs of the Library and provided opportunities for visitors to interact with the problem we need their help to solve.
  - › Our **September Direct Mail** appeal focuses on The Fifth Book Campaign, highlighting progress and results to-date and encouraging donors to make additional and first time contributions.
- The **Pathway to Play** campaign for Signal Hill's Outdoor Early Learning Centre re-launched on March 18. To date, we've sold 41 window inscriptions, which provide donors a chance to leave their message in the Library and will look out over the outdoor space. This initiative has raised \$22,000.
- The Library Foundation was once again a participating charity in the **Rogers Birdies for Kids presented by AltaLink** matching program. Throughout the Summer, \$54,690 was raised and will be matched up to 50%.
- The Library Foundation launched a **Third Party Fundraising** opportunity for the community, providing the option for supporters to host used book sales on our behalf.
- Launching on Monday, October 27 at One Library Day, and continuing **each Monday in November, the Second Cup Central Library locations will be donating \$2 from every Hazelnut Latte** purchased to the Library Foundation.



# CALGARY PUBLIC LIBRARY FOUNDATION UPDATE

SEPTEMBER 2025



## Gift Highlights include:

- \$54,000 to establish a new named endowment in support of Collections & Literacy
- \$50,000 in support of Teen Tech programs
- \$30,000 in support of Early Literacy Initiatives
- \$30,000 in support of Newcomers Desk
- \$16,474 gift in-kind to create a promotional video
- \$15,000 in support of Story Truck
- \$10,000 in support of Story Truck
- \$23,000 in support of the Signal Hill Outdoor Early Learning Centre
- \$20,000 in support of the My First Bookshelf program
- \$15,000 in support of The Fifth Book campaign
- \$15,000 in support of Indigenous Placemaking
- \$14,958 in support of Highest Priority Needs and The Fifth Book campaign
- \$14,072 in support of the My First Bookshelf program

*"It was the one I didn't even know I needed."*

*"Too many to count—it was every book that showed up at the right time."*

*"It was having access to books that made me feel seen."*

—responses to the question **"What's the one book that changed your life?"**,  
part of the Library Foundation's Fifth Book exhibit at Central Library in August

## 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	Nov	Dec
<b>Executive Leadership Team</b>													
1.	CEO Report	I		I		I	I			I			I
2.	Public Libraries Service Branch (PLSB) Annual Survey (in camera)	A											
<b>General Board Governance</b>													
3.	Chair and Vice-Chair Appointments											X	
4.	Standing Committee Appointments											X	
5.	Standing Committee Chair Appointments											X	
6.	ALTA Representative Appointment (optional)											X	
7.	Delegate Selection for Calgary Public Library Foundation Board											X	
8.	Recognition and appreciation of any departing Board member									X			X
<b>Governance Committee</b>													
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						
<b>Strategy and Community Committee</b>													
17.	Meeting Report(s)	I		I		I	I			I			I

