



CALGARY PUBLIC LIBRARY

Board Meeting

5:30 PM, Wednesday, March 25, 2020
Via Teleconference



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5:30 pm, Wednesday, March 25, 2020
Via Teleconference

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Mr. Andrew Rodych, Committee Chair Information

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Mr. Andrew Rodych, Committee Chair

X. Calgary Public Library Foundation Update ...verbal
Ms. Shereen Samuels & Ms. Janet Hutchinson, CPL Board Representatives Information

XI. Other Business

XII. Adjournment

Treaty 7 Opening

We acknowledged that we are gathered here today at a place called Moh'kinsstis, a Blackfoot word that means elbow. The word describes the landscape of what is now known as Calgary, an area where the Elbow River meets the Bow River. It is in the spirit of respect and truth that we honour and acknowledge Moh'kinsstis and recognize the traditional territories and oral practices of the Blackfoot people, the Nakoda people of the Stoney Nation, the Beaver people of the Tsuut'ina Nation, and the Métis Nation of Alberta, Region Three. This Library is one of 21 libraries across our city built on this traditional land. Finally, we acknowledge all people who make their homes in the Treaty 7 territory of Southern Alberta.

Operational Report March 2020

Government Relations

Calgary Public Library has been closely monitoring developments in the COVID-19 pandemic. COVID-19 represents an unpredictable and unique scenario that requires all Albertans to take measures to prevent the spread of the virus. Public health agencies and experts have advised that social distancing and limiting assembly are essential for saving lives and stemming the growth of this pandemic. Because the Library's top priority is the health and safety of our staff, volunteers, visitors, and community all Calgary Public Library locations are temporarily closed to the public to help limit the spread of COVID-19. The closure took effect on Monday, March 16, after direct consultation with the City and implementation of a state of emergency in Calgary. Library leadership will work closely with local health authorities and the City to determine when locations are able to reopen.

Library team members from all departments have contributed in outstanding ways to the unprecedented and rapid changes being experienced at the Library and in our community. During the closure, the Library will provide services online and by phone, enhance digital resources to meet growing community demand for online content, and investigate other safe and innovative ways to continue to connect community members to information, resources, and each other, especially during this difficult time. In the true spirit of public libraries, we continue to take every opportunity to learn, change, and grow together to ensure we are meeting the needs of the community, today and into the future.

Operational Highlights

Calgary Public Library showed very well at the 2020 Public Library Association in Nashville. Presentations on some of Calgary's impressive contributions to public librarianship were given, including *Transforming Service Through Spaces* (Sarah Meilleur, along with Pilar Martinez (Edmonton) and Craig Ginther (Ottawa)), *A Moonshot Initiative to Boost Circulation* (Jackie Flowers, Donna Bedry), and *Early Literacy in Unexpected Places* (Carrie Kitchen, Kelly Stinn, with Laurie Vermeylen from the Library's partner PolicyWise). These three presentations, respectively drawing on success and experience related to Central Library, Story Truck, and collections, demonstrate Calgary Public Library's leading-edge work to support our communities and advance the work of public libraries generally.

Highlights from Work on Strategy 1: Inclusion, Reconciliation, and Connection

4 Seasons of Reconciliation

Through TAL (The Alberta Library), Calgary Public Library has acquired access to *4 Seasons of Reconciliation*, a multi-media teaching resource that promotes a renewed relationship between Indigenous Peoples and Canadians, through transformative multi-media learning. This educational initiative, developed for secondary, post-secondary, and workplace environments incorporates teacher guides, slideshows, videos and films along with engaging online portals. Providing access to the resource to the Library team is another step in our shared journey of truth and reconciliation.

Partnership with Family Oriented Programming

In February and March, Crowfoot Library hosted two programs in partnership with the Calgary Board of Education's Family Oriented Programming (FOP) team – a *Colossal Play Date* and a *Words and Wiggles* class. FOP provides opportunities for families of children with exceptional needs to learn together through engaging sessions. This partnership connects families with welcoming, inclusive and supportive library staff, programs, and resources. Both programs were well attended, with 35 people attending the play date and 50 attending *Words and Wiggles*. Since the programs, families have returned to the Library with their children, recognizing that Early Learning Centres are inclusive spaces for all children and families.

Civic Conversations in the Library

On March 5, the Library and CBC officially launched a new partnership, an important pillar of which is the Create Space exhibit at Central Library in which the launch event was held. In addition to the Create Space exhibit, the Library has already hosted live-on-location events for programs including Alberta at Noon, Daybreak, and The Homestretch. The unique partnership supports the Library's efforts to share community stories and facilitate important civic conversations.



A highlight of the first quarter of 2020 was a talk by sociologist and best-selling author Eric Klinenberg, whose work *Palaces for the People* underlines the importance of social infrastructure, especially public libraries, in our communities. Among other key messages digested by the hundreds who attended the event, libraries and other types of social infrastructure help make cities more resilient, particularly by promoting stronger social ties in our communities and contributing to neighborhood vitality. The Library is most grateful to the Calgary Public Library Foundation and its donors for supporting this impactful and well-received event.

Highlights from Work on Strategy 2: Early Literacy, Learning, and Empowerment

Nose Hill ELC

Nose Hill's Early Learning Centre, funded by Co-Op Community Spaces Grant Program, officially launched on February 28. The Library's Early Learning Centres have become destinations for families in the city. In fact, we have learned that families will travel around the city to experience the diversity of offerings available in the Library's 13 playful and enriching ELCs. Patrons immediately provided positive feedback about the new Nose Hill ELC, including observations about the attractive and functional space layout, the availability of seating for adults so they can

comfortably enjoy time in the ELC with the children in their care, and the variety of new ways for children to engage through building, art, and writing .



Teacher's Convention

Central Library once again hosted all the literary sessions for the Calgary City Teachers Convention. Our annual *Sunnyside Up at the Library* breakfast was bigger than ever, with 500 registrants enjoying breakfast, networking, and meeting Library staff at 8:00 am on the Thursday. The Library is proud to report that nine staff members contributed to the convention on a variety of topics ranging from sexual education to top book picks for tweens. We also presented a session of *Reading with Royalty* for an audience of educators at the convention Centre. The Calgary City Teachers Convention engages over 10,000 educators over two days and the partnership with the Library is an amazing opportunity to connect with this important audience.

Community Uptake of Electronic Resources

The use of electronic resources provided by the Library continues to climb steadily with unique pageviews to the Digital Library going up 190% over the previous week. Book downloads alone went up 35% and continue to rise. In the context of the COVID-19 crisis, the Library's ability to help people connect digitally to information and resources is more critical than ever. One patron, who was inspired to donate to the Library Foundation in response to the COVID-19 crisis,

commented: “Our public library is saving our sanity during this COVID-19 crisis with all of its online resources. Thanks!”

The following comparison demonstrates that the Library’s investments in electronic collections are resulting in increased usage by more Calgarians than ever before.

	Checkouts 2019	Checkouts 2018	Increase
Overdrive	2,400,003	1,887,867	27%
RBdigital (Zinio)	270,356	193699	39%
Freegal	703,274	659,501	6%
Flipster	73,396	58,728	25%
Kanopy	151,122	66,084	128%

Digital tools that provide rich access to learning materials for all ages, also continue to see robust and growing and usage:

	2019 Usage	2018 Usage	Increase
Artistworks	3,707	2,474	49%
Brainfuse	19,963	16,244	23%
Lynda.com	16,684	14,189	18%
Pronunciator	3,436	2826	22%
Rosetta Stone	7,597	7,153	6%
Solaro	51,430	42,913	20%

Unapproved Minutes
Governance Committee Meeting
Calgary Public Library Board
New Central Library
0-11 Boardroom
Wednesday, March 4, 2020
5:30pm

In Attendance:

Board	Administration
Ms. Janet Hutchinson (Chair) Ms. Shereen Samuels Ms. Jocelyn Phu Attending Remotely: NA Regrets: Mr. Andrew Rodych	Mr. Mark Asberg, CEO Regrets: Heather Robertson, Director, Service Design

I. Treaty 7 Opening

Mr. Asberg respectfully opened the meeting with Treaty 7 land acknowledgement.

II. Review of Agenda

MOVED by Ms. Samuels that the agenda be approved as presented.

Carried Unanimously

III. Approval of Minutes

MOVED by Ms. Samuels that the minutes of February 5, 2020, Governance Committee meeting minutes be approved.

Carried Unanimously

IV. Business Arising from Minutes

The Committee agreed to table the collated CEO Evaluation Survey questions to the April 8, 2020, agenda.

The Committee discussed the various options for the Board portal and will test and review a new software called OnBoard for April 8, 2020, meeting.

Task	Responsible	Deadline
Committee will test and review OnBoard Board Management Software.	Committee	April 8, 2020 Committee Meeting
CEO Evaluation survey questionnaire will be reviewed at the next meeting.	Committee	April 8, 2020 Committee Meeting

V. Review the Organizational Meeting

The Committee discussed which committees new Board members should be on, and concluded a recommendation, that S&C be a mandatory committee for the first year, for all new Board members. The Committee will ensure that new Board members receive Committee descriptions, and mandates before the Organizational Meeting.

Task	Responsible	Deadline
Review and Revise the New Board Orientation Checklist.	Committee	April 8, 2020 Committee Meeting

VI. Board Conflict Resolution

- The Committee reviewed and discussed the supporting documentation for managing conflict and concluded that they would develop a team charter and pathway for situations in which conflict arises. a team charter and pathway (what we rely on when there is a conflict)

Task	Responsible	Deadline
The Committee will develop a team charter and pathway (what we rely on when there is a conflict).	Ms. Hutchinson	April 8, 2020 Committee Meeting

VII. Chairing A Committee or Board Meeting

The Committee reviewed *Robert's Rules* of Order for Beginners, the Summary sheet, and the Demystified and concluded it would develop a simple summary sheet for the Board.

The nuances for Committee Chairs meeting preparation should be included in each Committee mandate and left to each Committee to develop.

Task	Responsible	Deadline
The Committee will develop a best practice cheat sheet.	Ms. Samuels	April 8, 2020 Committee Meeting

VIII. Strategic Alignment Review of Bylaws & Policies

a. Code of Conduct

To be revisited after the Committee has developed its Team Charter that will include information on dealing with situations involving threats of violence, harassment etc.

b. Anti-Nepotism

Concerning the values of Inclusion, Curiosity, and Collaboration, the Committee discussed and concluded a revision of the policy and name is required.

Task	Responsible	Deadline
The Committee will review the policy and name.	Ms. Phu	April 8, 2020 Committee Meeting
The HR Handbook containing the Code of Conduct and Anti-Nepotism will be shared with the Board	Administration	April 8, 2020 Committee Meeting

c. Board Orientation & Education

The Committee agreed to retain this policy without any amendments.

IX. Other Business

There was no other business.

X. Adjournment

MOVED by Ms. Phu, that the meeting be adjourned at 6:37 pm.

Transcribed by Dee Adekugbe

(Signed) _____
Ms. Janet Hutchinson, Chair

Unapproved Minutes
Strategy and Community Committee
Central Library Boardroom 0-11
Wednesday, March 10, 2020
5:30 pm

In Attendance:

Board	Administration
Ms. Haritha Devulapally (Chair) Ms. Janet Hutchinson Mr. Robert Macaulay Ms. Jocelyn Phu Regrets: Ms. Sandy Gill Ms. Shereen Samuels	Mr. Mark Asberg, CEO Ms. Sarah Meilleur, Director, Service Delivery Ms. Heather Robertson, Director, Service Design Ms. Mary Kapusta, Director, Communications Guests: NA

I. Meeting Opening

Mr. Asberg respectfully opened the meeting with the Library's land acknowledgement.

II. Review of Agenda

MOVED by Ms. Devulapally that the agenda for March 10th, 2020, be approved as presented
Carried Unanimously

III. Approval of Minutes

MOVED by Ms. Hutchinson that the Minutes of the February 11th, 2020 meeting be approved as presented.
Carried Unanimously

IV. Business Arising

Task	Responsible	Deadline
The revised Mandate to be presented to the Board for approval.	Chair	March 24, 2020
The revised and updated Board Buddies to be sent out to the Board.	Administration	March 24, 2020

V. INCLUSION

A. A FINE FREE MODEL TO REDUCE BARRIERS & INCREASE USE

Ms. Meilleur presented the four key reasons for the Calgary Public Library to eliminate fines for all material types. 1) Fines stand in the way of the core library value of providing equitable library service, especially as they disproportionately impact families with young children, newcomers, and visible minorities. 2) Removing fines will increase access to books and promote lifelong literacy. 3) Fines are not a sustainable revenue model for public libraries. As digital circulation grows, Library fines collected continue to decline. 4) Fine-free libraries across North America have “found that eliminating fines has raised circulation numbers, brought users back to the library, and boosted goodwill” among patrons.

Administration has also identified that moving to a fine free model will drive efficiency. The model will free staff from inefficient use of time and allow them to focus more on activities that positively impact library users. In addition, a fine free model will result in more active patrons using the Library and checking out more books, meaning that the Library will be providing increased service to more Calgarians as a result of removing barriers and eliminating inefficiencies.

Total fine revenue has steadily declined over the last five years. Fine revenue as a percentage of the Library’s total operating budget has dropped by over 33% since 2015. In 2020, the Library is forecasting revenue from fines to be less than 1.6% of its total revenue and will be working closely with the Calgary Public Library Foundation on creating a campaign to provide funding support for the model.

The Committee expressed their support for the model. Ms. Devulapally asked what action would be taken if popular materials were not returned and create barriers for others. Ms. Meilleur responded that Collections will continue to monitor holds list and order accordingly. Additionally, materials will be on auto-renew, if they aren’t on hold, and should any materials not be returned by 35 days after the due date; the materials will be set to lost and the patron will be charged for them.

Mr. Macaulay expressed that the messaging would need to be adapted for different audiences and administration confirmed that they are drafting a communications plan accordingly.

MOVED by Ms. Phu that Strategy & Community Committee recommend that the Calgary Public Library Board support this proposal, *A Fine Free Model to Reduce Barriers and Increase Use* and receive the related changes to Schedule B for review.

Carried Unanimously

B. FINES /FEES ANNUAL REVIEW

The Committee reviewed the fines and fees as documented and presented by Ms. Meilleur.

MOVED by Ms. Phu that Strategy & Community Committee recommends that the Calgary Public Library Board review the report, *Fines/Fees Annual Review* and receive the related changes to Schedule B for information.

Carried Unanimously

C. ANNUAL HOURS OF SERVICE

In 2020, based on community demand, the Library is pleased to open all locations on Sundays year-round.

In 2020, 6 additional libraries, Bowness, Forest Lawn, Giuffre Family Library, Judith Umbach Library, Nose Hill, and Southwood will be open on Sundays in the summer months, resulting in an additional 480 hours of library service.

MOTION by Ms. Hutchinson that the Strategy & Community Committee recommend that the Calgary Public Library Board receive this report, *Annual Hours of Service*, for information.

Carried Unanimously

VI. Board Advocacy Plan Review

The Committee reviewed the plan and concluded no changes were required.

Task	Responsible	Deadline
A review and reference to <i>Advocacy</i> priorities should be included in the Board Self-Evaluation.	Governance Committee	2021

MOTION by Mr. Macaulay that the Strategy & Community Committee receive this report, *Board Advocacy Plan*, for information.

Carried Unanimously

VII. Board Retreat Discussion & Planning

Ms. Meilleur gave an overview of the Board Retreat, the agenda, and the staff professional learning planned with Mr. Turk on Friday March 13th, 2020.

Ms. Hutchinson will introduce and host Mr. Turk's session at the retreat, and there are no pre-reads recommended.

VIII. Other Business

None

IX. Adjournment

MOVED by Ms. Hutchinson that the meeting is adjourned at 6.18p pm.

Transcribed by Dee Adekugbe

Haritha Devulapally
Chair

Report to the
Calgary Public Library Board
Strategy & Community Committee
March 10, 2020
A Fine Free Model

I. Purpose

To advance the priorities of inclusion, reconciliation, and connection, Calgary Public Library's [2019-2022 Strategic Plan](#) identifies the reduction of "economic barriers to Library access by introducing a fine free model" as a 2020 Strategic Initiative. This report outlines the background, implementation, impact, and risk analysis associated with this important initiative.

II. Background

There are four key reasons for Calgary Public Library to eliminate fines:

1. Fines stand in the way of the core library value of providing equitable library service, especially as they disproportionately impact families with young children, newcomers, and visible minorities. Over 55,000 library memberships are currently blocked as a result of incurring fines in excess of \$10. A comparison of the population of blocked cardholders with the overall population of Calgary shows that blocked cardholders are more likely than other Calgarians to be part of families with children at home and to identify as newcomers or members of visible minorities:
 - Among blocked cardholders, 27% are part of households with children aged 0 – 4 living at home and 23% are part of households with children aged 5 – 9 living at home (compared to 20% and 19% respectively for the city as a whole).
 - 77% of blocked cardholders are part of family households (compared to 69% for the city as a whole).
 - 40% of blocked cardholders identify as newcomers and 58% as members of visible minorities (compared to 31% and 40% respectively for the city as a whole).

Libraries in communities with lower socioeconomic indicators also have higher rates of blocked users. Only five libraries in Calgary have blocked user rates in excess of the system average of 7.8%: Forest Lawn (12.4%), Bowness (11.1%), Village Square (11.1%), Judith Umbach (10.0%), and Saddletowne (9.3%).

2. Research clearly identifies that literacy development is closely linked to children's earliest and continuing experiences with books and stories, yet we know from front-line experience in libraries across the city that caregivers who fear yet another bill they cannot pay frequently choose not to borrow books from the library for their children or for themselves. Removing fines to increase access to books, promotes lifelong literacy.

A typical narrative library members share is fines resulting from a child not having the necessary supports in place to return books borrowed for a school project; charges quickly exceed \$10 and result in a blocked account, preventing further access to study materials. All too common situations like this contribute to the unfortunate and

research-proven cycle in which socioeconomic status functions as an indicator of school success.¹

Of youth cardholders across Calgary, 12% are currently blocked, representing nearly 19,000 children in our community who cannot check out books from the library. By comparison, children in areas of higher need are disproportionately and negatively impacted by overdue fines; 18.5% of youth members at Forest Lawn Library and 16.2% of youth members at Bowness Library are currently blocked. The rate of youth cards currently blocked at Village Square, Saddletowne, and Judith Umbach Libraries all exceed 14.5%.

3. Fines are not a sustainable revenue model for public libraries. As digital circulation grows, Library fines collected continue to decline. Digital circulation has grown from 13% to 24% of total circulation in recent years. Based on current trends and users' growing preference for digital formats, digital circulation will represent over 50% of circulation of adult books within a few years. Returning e-books is an entirely automated and virtual process, meaning that no fines are ever incurred on an increasingly large percentage of Library circulation. Fine revenue as a percentage of the Library's overall revenue has declined over 33% in the past few years and all evidence points to its being a smaller source of revenue in each ensuing year. *It is necessary, indeed financially responsible, for the Library to build a vision of the future that maintains operations without reliance on fine revenue.*
4. Based on analysis of circulation and member activity reports, learnings, and lived experience from other North American libraries, implementing fine free policies typically increases circulation and the number of active library members. Fine-free libraries have "found that eliminating fines has raised circulation numbers, brought lapsed users back to the library, and boosted goodwill" among patrons.²

While there may be a public perception that fines incent more responsible use of library collections, research does not support this view. According to a recent survey of nine public library systems in North America that have eliminated overdue fines, none have experienced increases in late returns, longer hold times, or gaps in the collection. In fact, Salt Lake County Public Library saw its late-return rate drop five percent following fine elimination.³

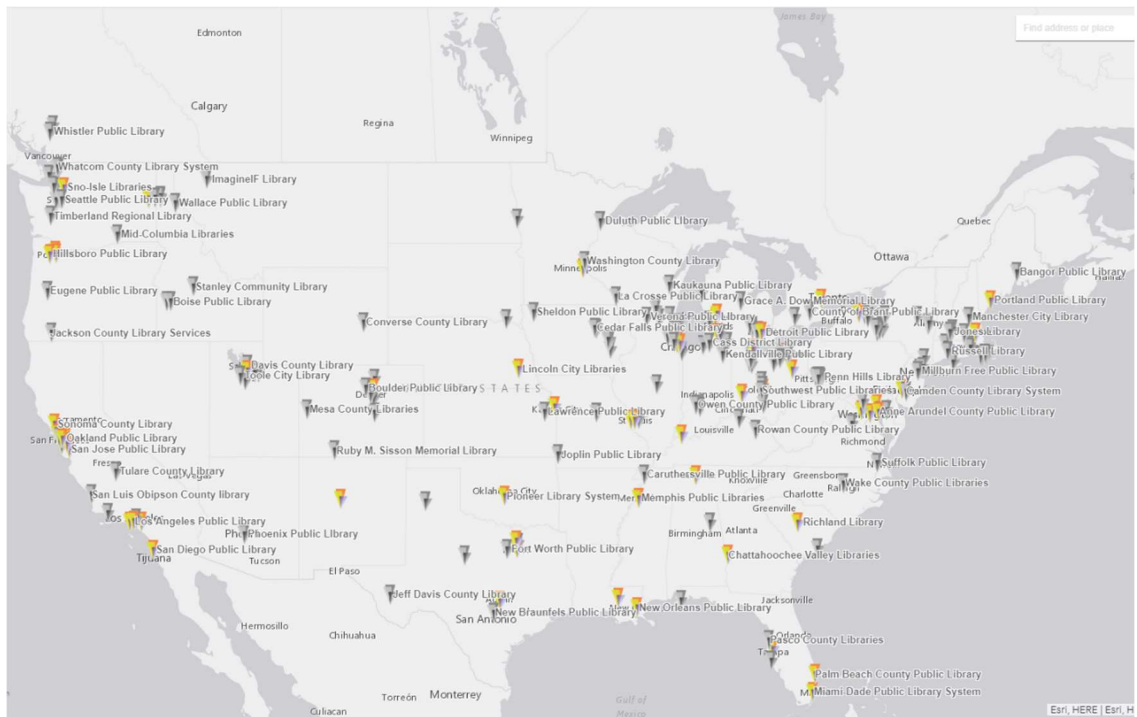
Given these reasons, it is no surprise that libraries across North America have begun re-examining their fine structures. Indeed, over 50 public library systems have made the move to eliminate fines altogether or remove fines for youth materials. In 2019, major systems like Chicago and Boston joined the growing number of large urban libraries moving to a fine free model. In an interactive online map⁴, The Urban Libraries Council (ULC) has been documenting just how widespread this movement is quickly becoming, as shown the snapshot of the live ULC map presented below.

¹ American Psychological Association. "Education and Socioeconomic." Accessed April 4, 2019. <https://www.apa.org/pi/ses/resources/publications/education>

² Lisa Peet, "The End of Fines," *Library Journal* 143, no. 15 (September 2018).

³ San Francisco Public Library. "Long Overdue: Eliminating Fines on Overdue Materials to Improve Access to San Francisco Public Library." Accessed April 4, 2019. <https://sfpl.org/uploads/files/pdfs/commission/Fine-Free-Report011719.pdf>.

⁴ Urban Libraries Council. "Fine Free Map." Accessed March 4, 2020. <https://www.urbanlibraries.org/member-resources/fine-free-map>



III. Implementation

Funding

Total fine revenue has steadily declined over the last five years. Fine revenue as a percentage of the library's total operating budget has dropped by over 33% since 2015. In 2020, the Library is forecasting revenue from fines to be less than 1.6% of its total revenue. At least three factors in the changing landscape of public library service contribute to the reality of continuously falling fine revenues:

- increased use of digital resources which do not incur late fees due to the automated return process
- decreased use of DVDs, which have a shorter loan period than books and thus incur more fines per item
- improved communications implemented in 2015 reminding patrons to renew or return their books.

Administration has also identified that moving to a fine free model drives efficiency. In 2019, Library team members assisted patrons with transactions related to fines 720,000 times. Total fine revenue for the year was \$1,028,135, resulting in a revenue per transaction of less than \$1.43. Considering that an in-person fine transaction can consume, on average, between three and five minutes of staff time, 36,000 to 60,000 hours of staff time are being dedicated to fine collection annually. The cost of that staff time greatly exceeds the revenue generated by fines.

Freeing staff from this inefficient use of time will allow them to focus more on activities that positively impact library users. In addition, a fine free model will result in more active

patrons using the Library and checking out more books, meaning that the Library will be providing more service to more Calgarians as a result of removing barriers and eliminating inefficiencies.

The Library is also working closely with the Calgary Public Library Foundation on creating a fine free campaign to provide funding support for the implementation of a fine free model.

Timelines and Details

Administration is currently planning the logistical details, phasing, and timelines for this initiative allowing time for software configuration, changes to administrative policies and procedures, and internal and external communication.

IV. Impact

The expected and intended impacts of eliminating fines on materials are:

- Growth in circulation of books and active membership
- More equitable provision of library services across the city, as blocked cardholder rates decline in higher needs communities
- Improved patron relationships with the Library, as interactions related to fines owing and payment transactions are reduced
- Increased use of Library resources by educators supporting students, as teachers, community programmers, and childcare providers are heavy users of the library on behalf of children in their care
- Enhanced ability for Library staff to focus on core library services that have the most positive impact in the community, as hundreds of thousands of annual payment transactions and individual fee waivers are eliminated

Calgary Public Library's strategic plan prioritizes inclusion, reconciliation, connection, early literacy, learning, and empowerment. Implementing a fine free model connects to each of these priorities and is a bold step toward a future in everyone in our community has full access to library materials that help them realize their potential.

V. Risk Analysis

Risk	Mitigation	Risk Level
Budget will not support the permanent removal of fines	<ul style="list-style-type: none">• Fine revenue is continuing to trend downwards.• Administration is committed to finding efficiencies.• The Calgary Public Library Foundation is fundraising to support this initiative.	Low
Community members may feel that fines are necessary to ensure that collections are readily available for as many patrons as possible.	<ul style="list-style-type: none">• Evidence demonstrating that circulation tends to increase and that non-return rates do not go up as a result of eliminating fines will be included in the communication materials.• Charges for lost items remain in place to address misuse of the collection.	Low

VI. Recommendation

That the Strategy & Community Committee recommend that the Calgary Public Library Board approve this proposal, *A Fine Free Model* and receive the related changes to Schedule B for review.

Sarah Meilleur
Director, Service Delivery

Report to the
Calgary Public Library Board
Strategy & Community Committee
March 10, 2020
Fines/Fees Annual Review

Revised Fees (updated March 2020)

Central Library Event Spaces Changes Effective February 1, 2020

Late Fees Changes Effective Date TBD

Fee for Non-resident Library Members

\$112.00/year (total for all family members at one address)

Late Fees

No late fines will be charged on Calgary Public Library materials or on Interlibrary Loans.

Recovery Fees for Lost and Damaged Library Materials

The price in the bibliographic record determines the replacement cost of lost or damaged Library Materials.

Recovery Fees for Comprehensive Research

- \$80 per hour with a 15-minute (\$20) minimum

The Library shall also charge a fee for applicable telecommunication, database fees, computer downloading, photocopying, and other related expenses incurred when providing comprehensive research.

Recovery Fees for Courses, Programs and Special Events

Admission to Library programs is normally free. In exceptional circumstances, a charge may be implemented. Any such charge may be waived for individual patrons in financial hardship.

Space Rental Fees

	Program Rooms in all Locations		Central Library Event Spaces*					
		Patricia A. Whelan Performance Hall	Staff/ Security Fee	Combined Fee	Patricia A. Whelan Performance Hall plus meeting rooms	Staff/ Security Fee	Combined Fee	Shaikh Family Welcome Gallery
Not-for-profit rate**	No charge	\$100 per hour	\$60 per hour	\$160 per hour	\$200 per hour	\$60 per hour	\$260 per hour	\$270 per hour (Flat rate \$2000)
Regular booking	No charge	\$250 per hour	\$60 per hour	\$310 per hour	\$500 per hour	\$60 per hour	\$560 per hour	\$333 per hour (Flat rate \$2500)

*A three-hour minimum applies.

**Non-profit groups running events for a profit will be charged a for-profit rate.

The use of the Library's program rooms, performance hall, and welcome gallery are governed by the *Calgary Public Library Room Use Guidelines*.

Previous Version for Reference (Last Updated June 2019)

Fee for Non-resident Library Members

\$112.00/year (total for all family members at one address)

Late Fees

- Late fines of 25¢ per day, to a maximum of \$10.00, will be applied to 3-week loan items
- Late fines of 50¢ per day, to a maximum of \$10.00, will be applied to 1-week loan items
- Late fines of 50¢ per day, to a maximum of \$10.00, will be applied to all interlibrary loans

Recovery Fees for Lost and Damaged Library Materials

The price in the bibliographic record determines the replacement cost of lost or damaged Library Materials.

Recovery Fees for Comprehensive Research

- Library Member: \$70 per hour with a 15-minute (\$17.50) minimum
- Non-member: \$80 per hour with a 15-minute (\$20) minimum

The Library shall also charge a fee for applicable telecommunication, database fees, computer downloading, photocopying, and other related expenses incurred when providing comprehensive research.

Recovery Fees for Courses, Programs and Special Events

Admission to Library programs is normally free. In exceptional circumstances, a charge may be implemented. Any such charge may be waived for individual patrons in financial hardship.

Space Rental Fees

	<i>Program Rooms in all Locations</i>	<i>Central Library Event Spaces*</i>		
		<i>Patricia A. Whelan Performance Hall</i>	<i>Patricia A. Whelan Performance Hall plus meeting rooms</i>	<i>Shaikh Family Welcome Gallery</i>
<i>Not-for-profit rate**</i>	No charge	\$60 per hour	\$120 per hour	\$270 per hour
<i>Regular booking</i>	No charge	\$160 per hour	\$280 per hour	\$333 per hour

*A three-hour minimum applies.

**Non-profit groups running events for a profit will be charged a for-profit rate.

The use of the Library's program rooms, and theatre are governed by the *Calgary Public Library Room Use Guidelines*.

Report to the
Calgary Public Library Board
Strategy & Community Committee
March 10, 2020
Annual Hours of Service

VII. Purpose

For the Board's review, Service Delivery is presenting the following, annual update on Calgary Public Library's hours of service in 2020.

VIII. Extended Service Hours

Increased use of Library meeting rooms, public access network, computers, printing services, and open space clearly points to a continually growing appetite for augmented hours of service. In response, the Library was pleased to report in 2019 that it was extending Sunday hours at the newly opened Central Library and at the Louise Riley Library and additionally the Seton Library opened, adding an additional 3,917 hours to the previous 7,000 hours of service. In 2020, the Library is pleased to be taking the opportunity, based on community demand, to open all library locations on Sundays year-round.

In 2020, 6 additional libraries, Bowness, Forest Lawn, Giuffre Family Library, Judith Umbach Library, Nose Hill, and Southwood will be open on Sundays in the summer months, resulting in an additional 480 hours of library service. The new hours of service are outlined in Attachment 1 and will be fully in effect this summer.

While regular hours of operation are the focus of this report, there are numerous other ways by which to measure the Library's effectiveness at extending the availability of its services to Calgarians, including:

- Providing twenty-four hours per day access to the Library's newly re-designed website and the Library's extensive array of electronic resources
- Occasionally opening select libraries for special events or holidays (e.g. opening Memorial Park on Remembrance Day, all community libraries on Family Day in 2020, and Central Library on Canada Day)
- Bringing hundreds of hours of Library service to community locations, schools and day cares and day homes across the city through the expansion of Book Truck service and Story Truck Service
- Offering enhanced self-serve options in the Rocky Ridge Library all hours that the Shane Homes YMCA is open, and looking in 2020 to leverage this experience as outlined in the 2020 Strategic Initiatives

IX. Recommendation

That the Strategy & Community Committee recommend that the Calgary Public Library Board receive this report, *Annual Hours of Service*, for information.

Sarah Meilleur
Director, Service Delivery

Attachment 1

Location	Current Hours	Future Hours (changes in bold)	Approximate additional hours per year ⁵
Bowness	Mon to Wed: 10 am - 8 pm Thu: 10 am - 5 pm Fri: 10 am - 6 pm Sat: 10 am - 5 pm Sun (Sep-May): 12 pm - 5 pm	Mon to Wed: 10 am - 8 pm Thu: 10 am - 5 pm Fri: 10 am - 6 pm Sat: 10 am - 5 pm Sun: 12 pm - 5 pm	80
Central	Mon to Thu: 9 am - 8 pm Fri: 9 am - 6 pm Sat: 9 am - 5 pm Sun: 12 pm - 5 pm		
Country Hills	Mon to Thu: 9 am - 9 pm Fri: 9 am - 6 pm Sat: 9 am - 5 pm Sun: 12 pm - 5 pm		
Crowfoot	Mon to Thu: 9 am - 9 pm Fri: 9 am - 6 pm Sat: 9 am - 5 pm Sun: 12 pm - 5 pm		
Fish Creek	Mon to Thu: 9 am - 9 pm Fri: 9 am - 6 pm Sat: 9 am - 5 pm Sun: 12 pm - 5 pm		
Forest Lawn	Mon to Thu: 10 am - 9 pm Fri: 10 am - 6 pm Sat: 10 am - 5 pm Sun (Sep-May): 12 pm - 5 pm	Mon to Thu: 10 am - 9 pm Fri: 10 am - 6 pm Sat: 10 am - 5 pm Sun: 12 pm - 5 pm	80
Giuffre Family Library	Mon to Thu: 10 am - 9 pm Fri: 10 am - 6 pm Sat: 10 am - 5 pm Sun (Sep-May): 12 pm - 5 pm	Mon to Thu: 10 am - 9 pm Fri: 10 am - 6 pm Sat: 10 am - 5 pm Sun: 12 pm - 5 pm	80
Judith Umbach	Mon to Thu: 10 am - 9 pm Fri: 10 am - 6 pm Sat: 10 am - 5 pm Sun (Sep-May): 12 pm - 5 pm	Mon to Thu: 10 am - 9 pm Fri: 10 am - 6 pm Sat: 10 am - 5 pm Sun: 12 pm - 5 pm	80
Louise Riley	Mon to Thu: 10 am - 9 pm Fri: 10 am - 6 pm Sat: 10 am - 5 pm Sun: 12 pm - 5 pm		
Memorial Park	Mon to Thu: 10 am - 8 pm Fri: 10 am - 6 pm Sat: 10 am - 5 pm Sun: 12 pm - 5 pm		
Nicholls Family	Mon to Thu: 9 am - 9 pm Fri: 9 am - 6 pm Sat: 10 am - 5 pm Sun: 12 pm - 5 pm		
Nose Hill	Mon to Thu: 9 am - 9 pm Fri: 9 am - 6 pm Sat: 9 am - 5 pm Sun (Sep-May): 12 pm - 5 pm	Mon to Thu: 9 am - 9 pm Fri: 9 am - 6 pm Sat: 9 am - 5 pm Sun: 12 pm - 5 pm	80
Quarry Park	Mon to Thu: 9 am - 9 pm Fri: 9 am - 6 pm Sat: 10 am - 5 pm Sun: 12 pm - 5 pm		

⁵ Using 2019 as the benchmark

Location	Current Hours	Future Hours (changes in bold)	Approximate additional hours per year ⁵
Rocky Ridge ⁶	<p>Self-service hours of operation:</p> <p>Mon to Fri: 5:30 am - 10:30 pm Sat to Sun: 7 am - 8:30 pm</p> <p>Full service hours: At least 35 hours per week, scheduled with programming and to meet high demand times.</p>		
Saddletowne	<p>Mon to Thu: 9 am - 9 pm Fri: 9 am - 6 pm Sat: 9 am - 5 pm Sun: 12 pm - 5 pm</p>		
Sage Hill	<p>Mon to Thu: 10 am - 8 pm Fri: 10 am - 6 pm Sat: 10 am - 5 pm Sun: 12 pm - 5 pm</p>		
Shawnessy	<p>Mon to Thu: 9 am - 9 pm Fri: 9 am - 6 pm Sat: 10 am - 5 pm Sun: 12 pm - 5 pm</p>		
Seton	<p>Mon to Thu: 9 am - 9 pm Fri: 9 am - 6 pm Sat: 10 am - 5 pm Sun: 12 pm - 5 pm</p>		
Signal Hill	<p>Mon to Thu: 9 am - 9 pm Fri: 9 am - 6 pm Sat: 10 am - 5 pm Sun: 12 pm - 5 pm</p>		
Southwood	<p>Mon to Thu: 10 am - 9 pm Fri: 10 am - 6 pm Sat: 10 am - 5 pm Sun (Sep-May): 12 pm - 5 pm</p>	<p>Mon to Thu: 10 am - 9 pm Fri: 10 am - 6 pm Sat: 10 am - 5 pm Sun: 12 pm - 5 pm</p>	80
Village Square	<p>Mon to Thu: 9 am - 9 pm Fri: 9 am - 6 pm Sat: 10 am - 5 pm Sun: 12 pm - 5 pm</p>		

⁶ The Library is open all hours the Shane Homes YMCA is open, but we are only reporting service hours for times when we have team members on hand at the location. Team members are on site at least 35 hours a week at Rocky Ridge.

A&F Committee Meeting of March 24, 2020

VERBAL REPORT