



CALGARY PUBLIC LIBRARY

Board Meeting

5:30 PM, Wednesday, December 1, 2021
Online via Microsoft Teams

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| 1. | Treaty 7 Virtual Opening | 3 |
| 2. | Chair's Opening Remarks | |
| 3. | Review of Agenda | |
| 4. | Consent Agenda | |
| 5. | Business Arising | |
| | A. Business Arising from the Minutes | |
| | B. Advocacy Updates | Verbal |
| 6. | Chair's Report
Sandy Gill, <i>Board Chair</i> | Verbal |
| 7. | CEO's Report
Sarah Meilleur, <i>CEO</i> | 4
Information |
| 8. | Governance Committee | |
| | A. Orientation Process Review
Sandy Gill, <i>Committee Chair (2020-2021)</i> | 9
Information |
| 9. | Calgary Public Library Foundation Update
Calgary Public Library Board Representatives | Verbal |
| | A. Calgary Public Library Foundation Update
Tracy Johnson, <i>CEO Calgary Public Library Foundation</i> | 10 |
| 10. | Other Business | |
| 11. | Adjournment | |

Treaty 7 Land Acknowledgement

To begin our meeting today, we acknowledge Moh'kinsstis (*Moh-gin-tsss-iss*), the lands where the Elbow and Bow Rivers meet. In the spirit of Truth and Reconciliation, we recognize the ancestral territories, cultures, and oral practices of the Blackfoot people, the Iyârhe Nakoda (*Ay-a-hay Nuh-koh-duh*) Nation, the Beaver people of the Tsuut'ina (*Suu-tin-Ah*) Nation, and the Métis Nation of Alberta, Region 3. Calgary Public Library serves the community on this traditional land and we honor all people who share, celebrate, and steward the Treaty 7 territory of Southern Alberta. This Land Acknowledgement reminds us of the histories that precede us, highlights our responsibilities going forward, and helps bring us together on a shared journey of Truth and Reconciliation.

Greetings:

Oki - Oo-key (Blackfoot hello)

Âba wathtech - *Om-bah-wah-stitch* (Stoney hello)

Danit'ada - *Duh-nee-duh-duh* (Dene Hello)

Blackfoot Confederacy nations:

Siksikaistitapi - *Six-ih-gay-tss-ih-taa-bee*

Siksika - *Six-ih-gah*

Piikani - *Be-gun-nee*

Kainai - *Gay-nah*

Treaty 7 Nations:

Tsuut'ina - *Suu-tin-Ah*

Îyâhé Nakoda – *Ay-a-hay Nuh-koh-duh*

Mohkinstiss - *Moh-gin-tsss-iss* (meaning Elbow and refers to when the two rivers meet and what we refer to today as Calgary).

CEO Report December 2021

Government Relations

Calgary Public Library welcomes new Board members, Councillor Jasmine Mian and Councillor Kourtney Penner, community members Gayle Burnett and Evan Legate, and congratulates Jocelyn Phu on being appointed to another term. As we move into the last year of our current strategic plan and begin development of the future direction and priorities for the Library, we are looking forward to having their knowledge, experience, and perspective at the Board table.

Public libraries remain out of scope operators for the vaccine requirement program and have additional health measures and restrictions in place. The Library, in collaboration with Edmonton Public Library, has been in contact with Public Library Services Branch (PLSB) to discuss the community needs we are unable to meet within the current public health restrictions. The Library's present ability to provide access to books, virtual resources, and in-location technology and open spaces are not enough. We know that some Albertans are facing additional barriers to learning, feeling socially isolated, and are suffering without the ability to access free in-person classes, programs, and skill-training opportunities.

We are also seeing community need for meeting room access for studying, community meetings, virtual meetings, and small business planning. We are asking PLSB and Alberta Health to consider modified restrictions for public library programs for adult learners and use of library meeting and program room spaces that could include implementation of core public health measures along with vaccine requirements. These important updates to policy would allow public libraries to directly serve those who need us most during this ongoing challenging time and we welcome an opportunity to discuss solutions to ensure Albertans have equitable access to the educational programming and services that public libraries are well positioned to provide.

The Library's staff COVID-19 immunization policy came in effect on November 1, 2021 and presently over 97% of active employees are fully vaccinated, with the remaining staff completing twice weekly testing. The Library has also implemented a similar policy for contractors, program providers, and volunteers, and the City of Calgary has announced a policy for all City Boards, Committees, and Commissions, including the Calgary Public Library Board.

Based on City Administration's Budget proposal to Council, the Library is anticipating a stable budget for the upcoming year, which will allow a return regular service levels and support post-pandemic recovery for the community. As the Library sets a bold direction for the future, the upcoming 2023-2026 budget cycle will be significant. To meet the increased needs of a growing city, and continue to build a strong, connected, innovative, and equitable community, further investment in both Library operations and capital will be required.

System Developments

The end of November provided a moment to recognize the incredible work of our staff and invest in their future through Accelerator Week. Accelerator Week is a virtual professional learning festival for employees that provides a wide range of sessions, webinars, and educational tools. This year, key

topics included mental health and wellness, diversity and inclusion, technology and leadership skills. This week also includes our annual Kudos Awards. The Kudos Awards is our staff recognition event that encourages employees to nominate their peers for a range of distinctions. This year had a record number of nominations, which is significant because these are peer to peer.

2021 Kudos Award winners are:

Diversity and Inclusion Services Champion: Maddy Tailfeathers
Mountain Mover: Raphael Leung
Ray of Sunshine: Constance Mungoshi
Ray of Sunshine: Veronica Tejada
Recognition Influencer: Chelsea Murray
Resiliency Award: Michele Nolan
Rising Star: Ananya Parasor
Unheralded Wonder: Janice Han
Unheralded Wonder: Nicole Kriaski
Visitor Experience Award: Hamza Tariq

The Media Production Team worked with HR to create a [special Kudos video](#) celebrating their achievements and to share what working at the Library means to them.

November also marked our goodbye to the 2021 Employee Engagement Action Team (EEAT) as they ended their annual term. EEAT was created in 2020 as a multi-year pilot to provide opportunities for employee engagement and to provide critical feedback to Leadership.

This year, we welcome ten staff members representing different levels of the organization, a variety of lengths of tenure, back and front of house involvement, and a diversity of backgrounds to EEAT. We will be depending on their unique perspectives as we develop our next strategic plan and launch our equity, diversity, and inclusion strategy.

In 2021, the Library completed foundational work to better understand how we can create and support an environment of equity, diversity, inclusion, and dignity in all spaces we occupy and in all aspects of our community role. This included staff engagement and feedback, professional learning, new partnerships, and a review of national and international benchmarks. This work is a long process and requires accountability and hard conversations, but we cannot serve our community and be the employer and organization we want to be without it. Library leadership is currently finalizing a plan to widely communicate our formal commitment to this work and identify immediate opportunities to create staff ownership and operationalize it as a priority.

The next steps will be the development of an organizational strategy that will be developed and actioned in 2022 and beyond through our new 2023-2026 Strategic Plan.

Operational Highlights

In response to community demand, and consultation with PLSB and health officials, the Library released a small pilot of targeted, in-person programs for children and families in November. This pilot is focused on the programs that address significant learning gaps and social isolation in key

demographics including Reading Buddies, Baby Rhyme Time, and Family Storytime and evaluation of the pilots will inform planning for 2022 programming.

The Library has been asked by the City of Calgary to be a part of their Extreme Weather Information Resource. This resource is meant to direct persons who are experiencing homelessness to public spaces that offer safety from extreme weather. This role reinforces the importance of libraries as critical public infrastructure that needs to remain open and accessible at regular hours of service.

The use of the Library's digital resources has increased exponentially since the pandemic began, and enhancements and new offerings have been prioritized to serve community needs. Within the next month the Library is trialling new offerings to our community, such as:

- The addition of a number of higher profile movies from the MGM/Warner inventory will be available on Kanopy until year-end.
- Through the Libby app patrons will be able to stream Qello Concerts. These on-demand full-length music performances, concert films, and music documentaries span over 30 genres, from classical to rock, reggae to country and includes music from the 1920s to today. Examples include Adele, Queen, The Weeknd, Eagles, Lady Gaga, Metallica, Nirvana, Tupac, Paul McCartney, The Rolling Stones, The Doors, The Who, Bruce Springsteen, Beyoncé, Jay-Z, Stevie Wonder, Pavarotti, David Bowie, and more.

Planning is underway for a renovation of the Shawnessy Library early in 2022. The focus will be on adapting the space to better meet the needs of Library members today, including new breakout rooms, expanded seating, highlighted spaces for early learners, school age children, and youth, and more efficient workspaces for staff, along with highlighting the recent Indigenous Placemaking installation.

Strategic Initiative Highlights

As the end of the year approaches, we reflect on the achievements of our ambitious 2021 work plan, through a range of initiatives in support of our strategic priorities of Inclusion, Reconciliation, Connection, Early Literacy, Learning, and Empowerment. Highlights from the year include:

We are proud to work in partnership with Edmonton Public Library on the Human Rights and Holocaust Education initiative supported by the Isadore and Florence Burstyn Memorial Fund and KSW Calgary Holocaust Education & Commemoration Endowment Fund. The intent of this three-year initiative is to leverage the collective expertise, experience and resources of the two largest urban library systems in Alberta to create new and enhanced opportunities that help raise awareness, share information and ideas, increase understanding and engage Albertans in critical dialogue. In November, the partnership delivered two events to kick things off: A Human Rights Poetry Event, featuring poet laureates Natalie Meisner (Calgary) and Titilope Sonuga (Edmonton) and Hear from Holocaust Survivor, Fanny Wedro, a program session within the Holocaust Symposium (developed by the Calgary Jewish Federation and Mount Royal University), which was attended by over 5,000 students from 95 schools.

The Library continues to see increasing interest in resources and programs related to Indigenous culture and Truth and Reconciliation.

In late November, the Library announced Elder Adrian Wolfleg as its first Elder in Residence. Elder Wolfleg, a current member of the Elder's Guidance Circle at the Library, will be available to meet with Library employees seeking an opportunity to further their personal and professional Reconciliation journey and assist with developing an Indigenous Language Framework to enhance Indigenous language programs.

The Library also launched a new virtual series for schools, Napi's World. The first session, Napi's World: Stories and Teachings from the Land, featured Tim Fox reading from his book *Napi and the Dogs* to more than 600 classes and over 15,000 students and teachers participating. Curriculum connected programs and resources continue to be a powerful tool in our partnerships with Calgary Board of Education and the Calgary Catholic School District.

Significant activities supported civic engagement this year, for both the federal and the municipal elections, including the Plan My Vote tool that was used to create over 10,000 vote plans over the months leading up to the election, enhanced by civic literacy programs with over 1,700 views. The Casting Your Ballot video series also delved into important topics like Senate elections, Referenda process, and the role of municipal government and became some of our most popular content from this fall.

The launch of My First Bookshelf, a program which provides books monthly to create a home library for children who may experience barriers to book access and ownership is now at full capacity with 2,000 registrations and is being enhanced by monthly virtual programs for participants and through partnerships with community agencies.

This summer, nearly 13,000 children and youth took part in the Ultimate Summer Challenge, a 159% increase over 2020. Participants logged more than 286,000 hours of reading and took part in 566 programs. The Library also completed virtual school visits in the spring to drive registration and reached over 5,700 students.

The launch of ongoing technology supports for the community, including the Borrow a Computer program that continues to provide laptops for members that may experience digital inequity and lack technology access at home. Over 400 devices have been made available and have circulated 2,764 times. The Library will soon expand this to include the lending of WI-FI technology hotspots.

These strategic initiative highlights showcase a year when the Library focused on responding to community needs and ongoing pandemic response while furthering the goals of our strategic plan.

As we look to the last year of our strategic plan, 2022 will be a year of focus. Our existing values (Inclusion, Curiosity, Collaboration) and priorities (Inclusion, Reconciliation, Connection, Early Literacy, Learning, and Empowerment) will naturally be embedded in our work. Our focus areas for 2022 include the following, that will be further developed with growth and transformational projects:

PANDEMIC RESPONSE AND ECONOMIC RECOVERY

- Ongoing crises response and recovery
- Initiate membership strategy and activation
- Leveraging partnerships in support of economic recovery

SUPPORTING CHILDREN AND YOUTH

- Youth strategy development and launch
- Re-activating early learning supports

BUILDING COMMUNITY RESILIENCY

- Launch innovative programming and services that prioritize social connection, empathy building, and lifelong learning
- Progress on foundations for equity, diversity, and inclusion and commitments to Truth and Reconciliation

PLANNING FOR THE FUTURE

- Development of 2023-2026 Strategic Plan
- System growth planning (inner-city location improvement and new location development)

These focus areas will allow the Library to fulfill the obligations of our current Strategic Plan, continue to manage the ongoing impacts of the pandemic and respond to emerging community needs, and develop an inspirational framework for our 2023-2026 Strategic Plan that will result in a strong, connected, and innovative Calgary.

**Calgary Public Library Board
Orientation Timeline Review
December 1, 2021**

	Content	Audience	Responsible	Timeframe
December	Professional headshots at Central for the Library website (8-9 a.m. on weekday mornings)	New Board members or any members wishing to re-shoot their portrait	Media Production (via Executive Assistants)	~15 minutes
	Finalize bios for the Library website	New Board members and any member wishing to revise their bio	Marketing and Communications (via EAs)	
	Central Library (and community library) tours	New Board members and any others upon request	Sarah Meilleur	60-90 minutes
	One-on-one introductions	New Board members and any others upon request	New Board Chair	15-30 minutes
January	Governance Committee <ul style="list-style-type: none"> • Board Bylaw and Policies • Board Governance • Legislation & Regulations 	All Board members (scheduling will prioritize new members)	Heather Robertson (Director, Service Design)	60 minutes
February	S&C Committee <ul style="list-style-type: none"> • Strategic Planning 2023-2026 External Communications • Public Events 	All Board members (scheduling will prioritize new members)	Mary Kapusta (Director, Communications)	60 minutes
March	Audit and Finance Committee <ul style="list-style-type: none"> • Board's role in financial health • Risk Management • Reading and understanding the Strategic Scorecard & Risk Register 	All Board members (scheduling will prioritize new members)	Paul Lane (Director, Corporate Services)	60 minutes
April	Calgary Public Library Foundation <ul style="list-style-type: none"> • Distinctions and relationship between Foundation Board and Library Board • How the Board can support Foundation initiatives • Board member donations 	All Board members (scheduling will prioritize new members)	Tracy Johnson (CEO, Calgary Public Library Foundation)	30 minutes

CALGARY PUBLIC LIBRARY FOUNDATION UPDATE



NOVEMBER 24, 2021

GIVING HIGHLIGHTS

- Our **Fall direct mail appeal** raised approximately \$43,335, including six new monthly gifts and two first-time donors converted from store purchasers.
- \$100,000 match commitment from the Nicholls Family for our November Direct Mail and **Charitable Giving Guide** during the month of December.
- We received a **gift in Will Commitment** for the creation of a volunteer award.
- We've reached 76% of goal for the joint Calgary Public Library and Edmonton Public Library **Human Rights and Holocaust Education Program**.
- Three new major gift commitments were made for **My First Bookshelf**.

STEWARDSHIP HIGHLIGHTS

- Submitted 16 customized **Stewardship Impact Reports** (September-November) to major donors.
- We created **stewardship packages** for legacy donors, My First Bookshelf, and mid and major donors.
- To steward Window of Opportunity donors, we have created the third iteration of the **What Your Window Saw** stewardship piece.
- Tailored outreach to major **named space donors at the Central Library** in celebration of its third birthday.



CALGARY PUBLIC LIBRARY FOUNDATION UPDATE

NOVEMBER 24, 2021



OTHER HIGHLIGHTS

- Our 2nd **Virtual Locked Library** held on November 20th had 174 teams participate.
- The holiday shopping season is upon us! **LibraryStore.ca** is fully stocked on favourites from Out of Print, including cozy reading socks, holiday ornaments, and new tote bags, plus some popular new local merchandise. We have brought on two new Calgary-based businesses for the year-end shopping season:
 - › Chiller Whale Art creates beginner-friendly **embroidery kits**. Store owner, Emily, is a mental health advocate and loves her local library. We have two designs available now.
 - › Geeky Candles is owned by Canadian newcomer, Safaa. Safaa has created **two custom candles** — 'Light Reading' and 'Well Re(a)d' — in honour of the Calgary Public Library. She shared her Library story with us:
 - "My son could not speak English when we arrived in Canada, and we soon learned about the resources at the Calgary Public Library. We were so amazed to find a huge selection of books. Six months after moving to Calgary, my son was fluent in English and has already started to read chapter books, sometimes a whole book in a day. We are able to keep up with his passion for reading by accessing an unlimited number of great books at the Library. For our family, a trip to the Library once a week is a ritual we cannot miss!"
- We received **donor comments** like
 - › "Thank you for being a **sanctuary for our family** during the Covid craziness."
 - › "CPL has kept us reading throughout the pandemic, with incentives like no fines, no contact pick-ups, and an exciting website. Please keep it up -- **you are saving our sanity!**"



UPCOMING

November 29 – Town Hall and launch of Charitable Giving Guide

November 30 – Giving Tuesday

December 15 – Final day to purchase from LibraryStore.ca for holiday shopping

December 31 – Final day to make a gift in the 2021 tax year