

**Minutes**  
**Calgary Public Library Board Meeting**  
2<sup>nd</sup> Floor Boardroom, Central Library  
Wednesday, December 6, 2017  
5:30 pm

**In Attendance:**

**Board**

Ms. Janet Hutchinson, Chair  
Ms. Catherine Angus  
Councillor Druh Farrell  
Ms. Debra Giles  
Ms. Judy Gray  
Mr. Rob Macaulay  
Mr. Avnish Mehta  
Mr. Andrew Rodych  
Ms. Shereen Samuels

**Administration**

Mr. Bill Ptacek, Chief Executive Officer  
Mr. Mark Asberg, Director, Service Delivery  
Community Libraries and System Operations  
Ms. Ellen Humphrey, President and CEO, Calgary Public  
Library Foundation  
Ms. Mary Kapusta, Director, Communications  
Ms. Elrose Klause, Controller  
Mr. Paul Lane, Director, Corporate Services  
Ms. Sarah Meilleur, Director, Service Delivery  
City Centre Community Libraries and New Central Library  
Ms. Heather Robertson, Director, Service Design

**Regrets**

Councillor Evan Woolley

**I. Treaty 7 Opening and Chair's Opening Remarks**

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 Nakota 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 19 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.

Ms. Hutchinson welcomed everyone to the new Board year

**II. Review of Agenda**

The Agenda was approved as presented.

### **III. Consent Agenda**

MOVED by Ms. Gray, seconded by Mr. Rodych, that the Consent Agenda, containing the following items, was approved as presented

- A. Minutes of the October 25, 2017 Board Meeting
- B. Minutes of the November 8, 2017 Board Meeting
- C. Chair's Report

Carried Unanimously

### **IV. Business Arising**

#### **A. Business Arising from the Minutes**

There was no business arising from the Minutes.

#### **B. Advocacy Updates, including ALTA Report** (carried over from September 27, 2017 meeting) *Ms. Judy Gray*

Ms. Gray thanked Mr. Mehta for graciously volunteering to be the ALTA shadow. She went on to tell the Board that financial issues are arising within ALTA. It has been many years since there was a fee increase, so they will be considering that and additionally requesting an increase from the province. ALTA policies and bylaws are being updated, including how the president will be elected. Recruitment and Recognition has been dissolved and has become part of Marketing and Communications. The Unification Committee has also been dissolved as there is not a good fit between the organizations (LAA and ALTA). The current Chair's term expires at the next AGM.

Ms. Hutchinson reported that she and Mr. Ptacek had attended the provincial library NODES meeting where it was announced that there will be no increases to library grants. 2016 population figures are being used for base calculations.

#### **V. Chief Executive Officer's Report** *Mr. Bill Ptacek, CEO*

Mr. Ptacek thanked Councillor Farrell for her good work in helping to move forward renovations at Louise Riley. The City's Urban Planning Department will be looking at advancing work on this property with the developers in the area. The HomeSpace Society will also be meeting with the urban planners. The Crowfoot Early Learning Centre opens tomorrow. It is the final of a total of four Early Learning Centres to open. This was accomplished with a grant from the Calgary Foundation.

**A. Highlight Report – Design Thinking: The Process and Value of Ideation**  
*Ms. Heather Robertson, Director, Service Design*

As per the Board’s prior request, Ms. Robertson gave a presentation on design thinking and ideation and how libraries are using these concepts. The Board may use some of the processes at its upcoming retreat.

Ms. Robertson stated that leaders in the field generally agreed on the following five stages that are used in the following order.

- Empathy
- Define
- Ideate
- Prototype
- Test

She emphasized that the process is fun, creative and messy and asks that individuals view the world as a designer and ask the question – What if...?

The process helps libraries know their users better, there is opportunity for greater engagement with users and provides a framework for the evolution of services. Learning through prototyping also creates more successful programs for members. Internally, it helps to boost creative confidence by being non-judgmental at the ideation stage and by viewing failure as an opportunity for learning and growth.

During the course of the coming year, the Board will consider how to use the generative thinking model in its work.

The Board had a short discussion on unpaid fines and renewals, with Mr. Ptacek stating that the Library is trying to find the happy medium between retaining the fine system and not creating a barrier for some portions of the community.

There being no objections, the Calgary Public Library Board received the report, *Chief Executive Officer’s Report*, for information.

Action Item	Person Responsible	Timeline
Create list of comparatives between old and new Central libraries	Admin	Before January 31

**VI. Audit & Finance Committee**

**A. Report of the November 23, 2017 Meeting**  
*Ms. Debra Giles, Committee Chair*

Ms. Giles was chosen as the Committee Chair and Mr. Rodych agreed to act as her shadow. The Committee will meet at 5:30 pm on agreed-to dates according to the requirements of the financial year. The workplan was also agreed to and NCL costs, updating finance related policies, and a review of other possible measures of return were added in addition to the usual business of the Committee.

## **VII. Strategy & Community Committee**

### **A. Report of the November 23, 2017 Meeting**

Mr. Robert Macaulay, Committee Chair

Mr. Macaulay was elected Chair at the Organizational Meeting. Strategy and Community Committee meetings will be held on the first Tuesday of the month at 8 am with some of the meetings held at community libraries. The first of these offsite meetings will be the February 6<sup>th</sup> meeting at Rocky Ridge.

At its first two regular meetings, the Committee made adjustments to its workplan and began work on the Board retreat. They suggest holding a one-day Board retreat on a Saturday in March and a Library Board/Foundation Board retreat later in the year. Strategic planning will be the focus of the retreat, although ideation and inclusion may also be incorporated.

Action Item	Person Responsible	Timeline
Poll Board regarding meeting date in March	Admin	Immediately
Contact CMLC regarding use of the St. Louis as the retreat venue	Admin	Immediately

## **VIII. Governance Committee**

Ms. Shereen Samuels, Committee Chair

### **A. Report of the November 21, 2017 Meeting**

Ms. Samuels was elected Committee Chair. The Committee will meet on the second Wednesday of the month at 5:30 pm. They set their schedule and added succession planning for the Board Chair and the CEO to the usual business of the Committee.

## **IX. New Central Library Liaison**

### **A. Board Engagement with the New Central Library Project**

Ms. Janet Hutchinson

Given the scale of the New Central Library project, the Board thought it prudent to review the nature of its oversight. Ms. Hutchinson provided some background and context about the NCL Ad Hoc Committee and clarified the role of the NCL Liaison, which, this year, is being filled by Councillor Woolley and Ms. Giles. The Board discussed how much and what type of work the Board could and needed to do. They concluded that regular reports to the Strategy and Community Committee were sufficient, with that Committee ensuring that information was brought forward to the Board.

## **X. Calgary Public Library Foundation Update**

Ms. Ellen Humphrey, CEO, Calgary Public Library Foundation

Mr. Avnish Mehta, CPL Board Representative

Ms. Humphrey reported on the financial information presented to the Board. The Windows of Opportunity campaign is going particularly well particularly with donors able to join together to purchase \$100 group windows. She displayed the new Windows socks available for purchase at the Foundation online store and told the Board of a seven-year-old donor who donated her birthday money to the Library.

Mr. Mehta reported that the leadership transition has gone very well with a new level of clarity, structure and specificity for the Foundation Board. He additionally noted that the Foundation Board is interested in aligning their strategic plan with the Library's. Mr. Macaulay added that the Strategy and Community Committee had also discussed a joint retreat with the Foundation Board and had agreed that a separate retreat of the two Boards after the creation of the strategic plan would be most useful.

The Board briefly discussed using the Windows of Opportunity images throughout the system.

## **XI. Other Business**

There was no other business.

Mr. Mehta remarked on how much he enjoyed attending the staff appreciation event this year and wanted to share with the board the impressive diversity of the staff through the system. Mr. Ptacek stated that the Library will be making a concerted effort to hire Indigenous individuals in the coming year.

Ms. Samuels noted that she had noticed the difference it made to support staff to be empowered to speak with customers, stating that she saw that they approach it with joy and its has clearly had a wonderful impact on them.

## **XII. In Camera Items**

MOVED by Mr. Mehta, seconded by Mr. Rodych, that the Calgary Public Library Board move in-camera, in accordance with Sections 17(1) and 25(1) of the Freedom of Information and Protection of Privacy Act, and Section 16 of the Calgary Public Library Board Procedure Bylaw.

MOVED by Mr. Rodych, seconded by Ms. Giles, that the Calgary Public Library Board, in accordance with Section 17(1) of the Freedom of Information and Protection of Privacy Act, and Section 16 of the Calgary Public Library Board Procedure Bylaw rise without reporting.

**XIII. Adjournment**

MOVED by Mr. Macaulay, seconded by Ms. Gray, that the meeting be adjourned at 7:40 pm.

Transcribed by Kathryn Nikolaychuk

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Ms. Janet Hutchinson  
Chair

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Mr. Bill Ptacek  
Chief Executive Officer