

EDMONTON PUBLIC LIBRARY BOARD

Tuesday, June 3, 2014, 5:30 p.m.

Stanley A. Milner Library

3rd Floor Boardroom

ATTENDANCE:

Board: Mrs. Ellen Calabrese-Amrhein, Chair

Mr. John J. McDonald III, Vice-Chair

Mr. Jay Ball

Councillor Ben Henderson

Mr. Brian Heidecker

Ms. Miranda Jimmy

Mr. Nazir Mulji

Staff: Ms. Linda Cook, Chief Executive Officer

Ms. Pilar Martinez, Deputy Chief Executive Officer

Mr. Gastone Monai, Chief Financial Officer

Mr. Mike Lewis, Director, Human Resource Services

Regrets: Mr. Michael Janz

Dr. Sherrill Johnson

Mr. Jeff Reynolds

Recording Secretary: Ms. Therese McAuley

1. CALL TO ORDER

Chair Ellen Calabrese-Amrhein called the meeting to order at 5:30 p.m. and welcomed Dennis Denis who was attending the meeting as an interested citizen.

2. ADOPTION OF AGENDA

Moved by John McDonald, Seconded by Nazir Mulji.

That the agenda be approved.

CARRIED

Subsequently Nazir Mulji requested the Consent Item 6g) Statement of Operations/Capital/Deferred Revenue/Accumulated Surplus as of April 30, 2014 be exempt. The Chair agreed and the item was moved to New Business.

3. ADOPTION OF MINUTES

Moved by Miranda Jimmy, Seconded by Jay Ball.

That the minutes of the April 1, 2014 Board meeting be approved.

CARRIED

4. BUSINESS ARISING FROM THE MINUTES

There were no items identified.

5. NEW BUSINESS

5a) Municipal Government Act Review - Resolution

Pilar Martinez referred to the report included in the Board package and stated that the Resolution was discussed by the Alberta Library Trustees Association (ALTA) and the Library Association of Alberta (LAA) at their Annual General Meetings held in April. She noted that included in the report is information provided by Sherrill Johnson on ALTA's discussion on the Resolution. The majority of ALTA members voted against the Resolution.

LAA voted unanimously in support of the Resolution and have asked their members to obtain the support of their respective Boards. Pilar Martinez indicated that the Calgary, St. Albert and Strathcona County Boards have voted in support of the Resolution. LAA has volunteered to submit these to the Alberta Government on behalf of the supporting organizations.

Pilar Martinez noted that in Ontario this is already the practice and Toronto just received \$9M for a new branch without having to use tax levy monies.

Nazir Mulji inquired how this off-site levy would be beneficial to libraries. Ben Henderson noted that Council is waiting to get the Administration's recommendation. Currently the City can levy for roads and infrastructure, leaving the City to pay for the land and buildings for services like fire halls and libraries. John McDonald noted that the current Minister of Municipal Affairs at his briefing with CEO's and Board Chairs at the Alberta Library Conference also suggested that it would be in the libraries interest to support this as another alternative source of funding for new neighbours.

Ben Henderson noted that this levy would affect affordability as it would be added to the price of the lots. Michael Janz indicated his support of the Resolution and with the review of the MGA it is a perfect time for it to be added in the legislation and provides a better chance for new neighbours to get services in their area. Ben Henderson noted that it gives the City a mechanism to get the funding required for these services. Miranda Jimmy indicated that she felt concern for rural Trustees who felt it would be an either or situation - fire hall vs library and that community members would be voting for a fire hall instead of a library.

Miranda Jimmy indicated that she would be abstaining from voting as she did not feel that she had enough information to make an informed decision.

Moved by John McDonald, Seconded by Ben Henderson.

That the Board endorse the following resolution as a formal recommendation for amending the Municipal Government Act.

NOW THEREFORE BE IT RESOLVED THAT the Library Association of Alberta request that the Government of Alberta amend Section 648(2) of the Municipal Government Act to permit off-site levies to be used for additional municipal facilities, including new or expanded library facilities, in order to fully serve and complete new communities.

CARRIED

Abstained: Miranda Jimmy

5b) Board Budget - 2015 (Draft)

Gastone Monai reviewed the draft 2015 Board budget and noted that the key changes from the 2014 budget are the addition of the legal fees for the CEO's contract and reallocation of the Alberta Library Conference sponsorship and the Alberta Reader's Choice Award. The funds for the two awards have been moved to the system-wide general budget. In response to Miranda Jimmy's inquiry, he noted that the catering costs are lower as the amount is based on actual costs. Therese McAuley indicated that it also reflects that there is no longer any catering provided at Committee meetings.

5c) 2015-2017 Operating Forecast

Gastone Monai referred to the report included in the Board package. He noted that the City Administration will be presenting the 2015 operating budget guideline report to City Council on June 25. For 2015 EPL is forecasting a 5.7% tax increase that will maintain existing (2014) resources (1.4%), fund incremental operating expenses for new library branches (3.4%) and fund a new service (0.9%). He provided an overview of the key cost assumptions for the revenue and expenditure changes. Taking into account the requested 2% reduction, EPL's tax increase request will be at 3.7%. Gastone Monai reviewed the proposed 2 % reduction strategy.

In response to John McDonald's inquiry, Gastone Monai indicated that the personnel discounting is primarily based on position vacancies and medical leaves. They have been tracking the discounting percentage and are confident that this accurately reflects the need. Ben Henderson inquired about the proposed reduction in the Makerspace program. Gastone Monai indicated that it just means service will be maintained at the 2014 level. He noted that EPL Administration is continually looking for efficiencies and going into 2015 it will be harder to find further savings through efficiencies. Mike Lewis indicated that the management reorganization resulted in both cost savings and efficiencies.

Moved by Miranda Jimmy, Seconded by Jay Ball.

That the Board approve the proposed EPL 2015 Operating Forecast to be used in the development of the 2015 Operating Budget.

CARRIED

5d) 2015-2018 Capital Budget

Gastone Monai provided a status update of the current projects.

He noted that on April 30 and May 14 City Council reviewed the City's 10 year Capital Investment Agenda report that outlines capital investment needs and available funding. The report clearly outlined that existing commitments have used a significant part of available funding in the future. As a result, funding for growth capital projects will be constrained over the next 10 years. However, City Council provided their commitment to ensuring funding is in place in managing existing capital investment in the City. Council endorsed the City Administration's capital investment assessment criterion that allows Administration to reasonably assess the priority of all growth capital investment requests. This direction serves as a foundation for the development of EPL's capital plan and budget. Based on these guidelines the following capital investment is proposed for EPL:

- 2015-2108 Proposed Capital Budget
 - \$103.4M investment in growth related library facilities
 - \$38.9M in rehabilitation and renewal for buildings, information technology and furniture/equipment
- 2019-2024 Capital Plans
 - \$141.6M investment in growth related library facilities
 - \$65.5M in rehabilitation and renewal for buildings, information technology and furniture/equipment

Gastone Monai provided a brief overview on the 2015-2018 Capital Project priorities identified and approved by the Board:

1. Capilano Branch Relocation - \$11.5M
2. Milner Library Exterior Upgrade - \$60.0M
3. Riverbend Branch Expansion - \$16.9M
4. Lewis Estates New Branch - \$16.9M

The Milner Library Exterior Upgrade was discussed, in particular how this project is being viewed by City Council and the public. It was agreed that it is important to ensure that it is clearly communicated that the project entails renovation and renewal of the building envelope, egress, mechanical, electrical, accessibility including pedway and LRT access. It was suggested that it be referred to as the Milner Library Revitalization Project. Linda Cook noted that Milner is currently in violation of a number of building codes which will need to be corrected if any major work is done to the building.

The priority of the four projects was discussed and it was agreed that they remain as outlined. It was reaffirmed that it was very important for Trustees and staff to have key messages around the Milner project. Administration was requested to have these available to Trustees by the end of June.

Gastone Monai and Ben Henderson spoke to the process City Administration and City Council follows when determining Capital Project funding.

Moved by John McDonald, Seconded by Brian Heidecker.

That the Board approve the proposed EPL 10 year capital plan and the 2015-2018 Capital Budget as presented.

CARRIED

5e) Secret Shopper Results

Pilar Martinez referred to the document included in the Board package. For this round the secret shoppers performed a total of 72 visits to EPL branches (4 visits per branch) in November and December 2013. The two main categories are branch operations and customer service scenarios. The overall rating improved from 29% in 2011 to 47% in 2013. One of the areas that was rated low was the amount of time before a customer was greeted. Brian Heidecker noted that staff are probably already involved with another customer so it seems unreasonable to expect them to greet other customers within two minutes of entering the premises. Pilar Martinez indicated that the greeting can be as simple as a smile of acknowledgement.

5f) Employee Demographics

Mike Lewis noted that the Board had previously expressed an interest in knowing more about employee demographics. He noted that this information is used to look for trending and identification of potential internal labour market risk factors or other implications such as employee programs and services and budgeting. The data was collected on January 12, 2014 and includes student pages (where indicated), temporary, part-time and permanent employees. It does not include the call-in pool or employees on leave.

The number of employees excluding student pages is 498 with an average age of 42; 402 are female and 96 are male. Within EPL's age distribution, the top ranges are 25-29 with 69 employees, 30-34 with 63, 50-54 with 65 and 55-59 with 70. He provided a further breakdown of the age distribution by position, employment designation (union, out of scope, management) and employee classification (temporary, casual ongoing, permanent part-time and permanent full-time). In response to Miranda Jimmy's inquiry, Mike Lewis indicated that there are pre-retirement movements from full to part-time.

5g) Future Directions Update

Linda Cook referred to the document included in the Board package and reviewed the updates/revisions. In response to John McDonald's inquiry, Linda Cook noted that the Outreach program is being expanded to Penny McKee-Abbottsfield, Highlands, Sprucewood, Strathcona and Woodcroft branches utilizing existing outreach staff. Based on research the branches were chosen as they serve socially vulnerable populations. Miranda Jimmy made a comment about providing library services on reserve lands since this is a Federal responsibility.

5h) Board Meeting Schedule - 2014-2015 Term

Ellen Calabrese-Amrhein referred to the report included in the Board package and asked if there were any conflicts with the proposed dates. Due to availability an alternate date would need to be found for the Special Board Meeting in November. Trustees agreed that they would like the practice of holding some Board meetings at branches to be reinstated. Therese McAuley will schedule meetings at a Branch wherever possible. It was noted that meetings will not be scheduled at a branch on City Council meeting days.

5g) Statement of Operations/Capital/Deferred Revenue/Accumulated Surplus as of April 30, 2014

Nazir Mulji requested this item be exempt so that Gastone Monai could provide an overview of the report. Gastone Monai referred to the report included in the Board package and provided an overview. He noted that the report now includes information on EPL's accumulated surplus. In response to Ben Henderson's inquiry, Gastone noted that EPL utilizes the City's short term investment tools and the unrestricted reserves are held mostly in GIC's. Ben Henderson inquired if the funds could be placed into longer term investments. It was agreed that Administration would report back to the Internal Committee with a possible strategy for long term investment of unrestricted reserves.

Moved by Nazir Mulji, Seconded by Miranda Jimmy.

That the Statement of Operations/Capital/Deferred Revenue/Accumulated Surplus as of April 30, 2014 be received as information.

CARRIED

6. CONSENT ITEMS

- 6a) Chair's Report
- 6c) CEO's Report
- 6c) External Committee Report
- 6d) Internal Committee Report
- 6e) Alberta Library Trustees Association Report
- 6f) Library of the Year Award Submission

Moved by John McDonald, Seconded by Brian Heidecker.
That the Consent Items 6a) to 6f) be received as information.

CARRIED

7. NEW INQUIRIES

Nazir Mulji requested information on the usage of the MacEwan University lending machine.

8. ADJOURNMENT

The meeting adjourned at 7:40 p.m.