

**CITY OF AIRDRIE LIBRARY BOARD  
January 30, 2024**

Minutes of a Regular Meeting of the City of Airdrie Library Board, held online through the use of Zoom meeting software, with the following:

**PRESENT:**

*Members*

*(Chair)* Dan Nelles  
Councillor D. Belyk  
C. Buchanan  
B. Perdue  
N. Roberts  
Councillor H. Spearman  
R. Summers  
S. Winger

*Staff*

*Director:* D. Cryderman  
*Recording Secretary:* K. Rushford

*Absent with Regrets*

L. Cygman  
J. Morrissey

**Agenda Item 1**

**CALL TO ORDER**

D. Nelles called the meeting to order at 6:30 p.m.

**Agenda Item 2**

**WELCOME GUESTS**

There were nine guests:

Janice Craig  
Carol Petkau  
David Wynne  
Kevin Visneskie  
Jennifer Grey  
Marilyn  
Paul Holmes  
Bernice Toon  
Carol Holmes

**Agenda Item 3**

**ADDITIONS TO AND ACCEPTANCE OF AGENDA**

There were no changes to the agenda.

**2024-L-001**

**MOTION: D. Belyk/C. Buchanan**

**CARRIED**

That the agenda be approved as printed.

**Agenda Item 4**

**APPROVAL OF MINUTES – November 2023 Meeting**

**2024-L-002**

**MOTION: H. Spearman/B. Perdue**

**CARRIED**

That the minutes of the November 28, 2023 Board meeting be approved as printed.

**Agenda Item 5**

**PUBLIC QUESTION AND ANSWER PERIOD**

Janice Craig, resident of Airdrie, shared that she borrowed the book titled

"Let's Talk About It" by Erika Moen and Matthew Nolan and objected to its contents. She recommends that the book be held as an off-shelf resource for adults only, by request.

Ms. Craig asked what the criteria is for previewing and approving books for the library shelf and what role we play in the community.

D. Nelles referenced the policy and the form for requesting reconsideration of materials. The form brings to staff's attention the nature of the concern. Staff then review the material and make a decision about the appropriateness of it. D. Cryderman outlined the material selection policy and the process for purchasing materials. It was noted that this book was star reviewed and was recommended for the intended age group. D. Nelles confirmed that staff did receive Ms. Craig's letter and that a response has been drafted.

C. Buchanan assured Ms. Craig that she has been heard and that her concerns are legitimate and are not taken lightly.

**Agenda Item 6**

**IN CAMERA SESSION**

**Agenda Item 6.a**

**Collection Expansion Campaign – Keill & Co.**

Item was for information.

**Agenda Item 7**

**BUSINESS ARISING**

**Agenda Item 7.a**

**Scotiabank Investments**

In response to a question at the last meeting, D. Cryderman advised that Scotiabank Investments recommends that if the Board wants to have this money available for the opening of the new library, now may not be the best time to change the investment.

C. Buchanan commented that it was not clear to her that the initial investment was earmarked for future collections for the new library. Her understanding was that this was a long-term investment to safeguard for future needs. D. Nelles outlined which portions of the investment are restricted reserves and which are non-restricted. The restricted reserve is for the new facility and future collections and has been included in funds that have already been collected for the capital campaign.

The Board recommended that the Finance Committee look at the investment strategically and report back.

**Agenda Item 7.b**

**Update Volunteer Hours**

Trustees were reminded to record and respond to requests for volunteer hours.

**Agenda Item 8**

**REPORTS**

**Agenda Item 8.a**

**Financial Statements – November and December 2023**

D. Cryderman presented the Financial Statements for November 2023 and December 2023. D. Cryderman noted some areas of concern, but that we ended the year well within budget. Management will be looking at the budgeting lines more closely for 2025.

It was asked whether staff get paid mileage for going in and out of Calgary. D. Cryderman confirmed that they are paid mileage for any work-related trip outside of Airdrie. There was more travel required last year as a result of the design and development of the facility, and the selection of furnishings and fixtures may require more travel this year. The Board agreed that it is industry standard to pay mileage or provide car allowance.

**Agenda Item 8.b**

**Personnel Report**

D. Nelles had nothing new to report at this time, but noted that there will be an In Camera session at the February meeting relating to the Director's probationary review.

**Agenda Item 8.c**

**Marigold Report**

N. Roberts advised that the 2023 Marigold Conference was the most well attended in Marigold history. The 2024 Conference will be on May 15<sup>th</sup>. The Southern Alberta Library Conference will be on April 24<sup>th</sup>. Marigold is still working on the roof that is leaking. There is a Book Deposit now in Morley, which is going quite well. Marigold has Literacy and Game kits available.

**Agenda Item 8.d**

**Library Report**

**Agenda Item 8.d.i**

**Update to Monthly Report**

D. Cryderman advised that the next walk-through of the new facility will be on the last Friday of March.

S. Winger commented that she was never prouder to be part of the APL community than when the library opened its doors during the cold weather. D. Cryderman advised that the library would never have done that on their own. She was approached by the City, and staff were happy to step up. A question was asked about staff pay for those days. D. Cryderman advised that staff overtime totalled \$3,500, which the City will cover. It will be given to staff as honoraria.

D. Nelles commented that the library was never designated as a shelter. Our operating hours were simply extended to give people a place to warm up during the cold snap. D. Cryderman advised that with the extended hours, staff were able to accommodate a Babysitter's Club emergency, two post secondary students who studied late into the night, four young people who were cold, and a woman who needed to print medical documents for her father, as well as vulnerable people who needed a safe place during the extreme cold.

H. Spearman commented that it was amazing to see what the library pulled together during that week and the number of people and organizations that reached out to bring supplies to the library. It is an indicator of the social-economic value that libraries bring to the community.

**Agenda Item 8.d.ii**

**Customer Service Statistics to December 2023**

D. Cryderman advised that the Customer Service Statistics include the social media statistics which the Board had asked for.

It was asked whether drop-in attendance was cancelled for preschool

programming. D. Cryderman advised that the programs are being fully subscribed, so registration may be required. She will have an answer for the next meeting.

<b>Agenda Item 9</b>	<b>NEW BUSINESS</b>	
<b>Agenda Item 9.a</b>	<b>Director Appointment for ScotiaWealth records</b>	
<b>2024-L-003</b>	<b>MOTION: D. Belyk/B. Perdue</b>	<b>CARRIED</b>
	That D. Cryderman is the probationary Director of Airdrie Public Library.	
<b>Agenda Item 9.b</b>	<b>Customer Satisfaction Surveys</b>	
<b>Agenda Item 9.b.i</b>	<b>Average Results – November 2023 and November 2022</b>	
	D. Cryderman presented the results of the Customer Satisfaction Survey. As the questions have been similar for a very long time, we will start asking questions about specific things and getting feedback in order to develop the next Plan of Service. 2024 is Patron Engagement Year so we want to ask questions that we can act on. A comment was made that almost all of the negative comments will be addressed with the new facility. The Chair received the results with thanks.	
<b>Agenda Item 9.c</b>	<b>Policy Revision</b>	
	C. Buchanan advised that the Governance Committee met and has recommended revisions to the following policies. It was suggested that any editorial changes be passed along to staff outside of this meeting.	
<b>Agenda Item 9.c.i</b>	<b>Violence and Harassment Policy</b>	
	A comment was made that the Violence and Harassment Policy only addresses an employee but not a member of the public. The policy should include a procedure when a member of the public is involved. It was commented that under the Procedures section, allegations of offensive behaviour by the Director should be directed to the Library Board of Trustees Personnel Committee, not to the Chair, to be consistent with the wording in the Reporting section. D. Cryderman will make those changes, upload it to OneDrive and send it to the Governance Committee to edit.	
<b>2024-L-004</b>	<b>MOTION: R. Summers/S. Winger</b>	<b>CARRIED</b>
	That the Violence and Harassment policy be referred back to the Governance Committee.	
<b>Agenda Item 9.c.ii</b>	<b>Collections Management</b>	
	A comment was made that the Collections Management policy does not address the retention of materials for archival purposes, including rare books and books by award winning authors. D. Cryderman advised that libraries are not for archives. Books must earn their place on the shelf. Weeding is slowing down in advance of the opening of the new library. It was noted that the policy will evolve as we move into new facility.	
<b>2024-L-005</b>	<b>MOTION: R. Summers/S. Winger</b>	<b>CARRIED</b>

That the Collections Management policy be adopted as printed.

**Agenda Item 9.c.iii**

**Intellectual Freedom**

**2024-L-006**

**MOTION: R. Summers/C. Buchanan**

**CARRIED**

That the Intellectual Freedom policy be adopted as printed.

**Agenda Item 9.c.iv**

**Diversity & Inclusion**

It was asked whether the diversity and inclusion policy includes opportunities for the blind and visually impaired. D. Cryderman confirmed that the library has a separate and distinct policy that provides service for those unable to use conventional print. The library will continue to do so and even more.

It was asked whether this policy needs a Definitions section. The consensus was to add a note to make the definitions of Diversity and Inclusion more clear in the next round of revisions.

**2024-L-007**

**MOTION: D. Belyk/H. Spearman**

**CARRIED**

That the Diversity & Inclusion policy be adopted as printed.

**Agenda Item 9.d**

**Request for Decision – Plan of Service Facilitator**

**Agenda Item 9.d.i**

**Hello Courage Plan of Service Facilitation Proposal**

A comment was made that the Board normally receives options to consider for recommendation. D. Cryderman advised that Administration did look at two other facilitators, but this one was the least costly and with the most library experience. D. Cryderman confirmed that the Board will still have a healthy reserve after this expenditure. The process for selecting stakeholders was outlined. There will also be community engagement in other ways.

There was discussion about which Optional Components to include in the project and whether to go ahead now or wait until we are in the new facility.

**2024-L-008**

**MOTION: B. Perdue/R. Summers**

**CARRIED**

That Optional Components 1 and 3 - Mission, Vision and Values Workshop and Write the Plan of Service – be included in the scope of work for the Plan of Service project.

**2024-L-009**

**MOTION: S. Winger/B. Perdue**

**CARRIED**

That up to \$16,000 maximum be allocated from the Reserves to hire Trina McCarroll to facilitate the 2025-2027/2028/2029 Plan of Service process, including Optional Components 1 and 3.

**Agenda Item 9.e**

**Request for Decision – Elimination of Charges for Damaged Items**

**Agenda Item 9.e.i**

**Data to support elimination of damage fees**

D. Nelles advised that the library is spending more in staff time than it is collecting in revenues for charging for damaged materials. It was suggested

that the Director have a conversation with the public service management to have talking points to deal with patrons who just paid fines for damaged materials. D. Cryderman will report back at the September meeting as to how many materials were deselected from the collection due to damage.

2024-L-010

**MOTION: S. Winger/B. Perdue**

**CARRIED**

That the Board move to eliminate charging for damaged materials beginning February 1, 2024.

Agenda Item 10

**CIRCULATION**

Agenda Item 10.a

Intellectual Freedom Challenge

Agenda Item 10.b

Response to Intellectual Freedom Challenge

Agenda Item 10.c

CFLA Statement on Intellectual Freedom and Libraries

Agenda Item 11

**ROUNDTABLE**

There were no items.

Agenda Item 12

**SUMMARY OF ACTION ITEMS FOR NEXT MEETING**

Board Chair - Send Request for Reconsideration form to Janice Craig to complete

Director - Send response to Janice Craig re Intellectual Freedom Challenge after the completed Request for Reconsideration Form is received by the Library

- Report back on drop-in attendance for pre-school programming

Governance - Further review of Violence and Harassment policy

**NEXT MEETING OF THE BOARD**

The next Regular Meeting of the Board is scheduled for February 27, 2024, at 6:30 p.m. in Vincent Room, City Hall and online via Zoom software.

**ADJOURNMENT**

The Chair declared the meeting adjourned at 8:14 p.m.

  
\_\_\_\_\_  
Chair

  
\_\_\_\_\_  
Recording Secretary