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**EDMONTON PUBLIC LIBRARY BOARD**

Tuesday, September 13, 2016 5:00 p.m.  
Stanley A. Milner Library  
(3<sup>rd</sup> Floor Boardroom)

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**ATTENDANCE:**

**Board:** Dr. Brian Heidecker, Chair  
Mr. Jay Ball  
Dr. Sherrill Johnson  
Mr. Nazir Mulji  
Ms. Jill Scheyk  
Dr. Fern Snart  
Ms. Zainul Mawji  
Ms. Jennifer Huntley  
Ms. Miranda Jimmy

**Staff:** Ms. Pilar Martinez, Chief Executive Officer  
Ms. Linda Garvin, Executive Director, Customer Experience  
Mr. Gastone Monai, Chief Financial Officer  
Mr. Mike Lewis, Director, Human Resources  
Ms. Tina Thomas, Executive Director, Strategy & Innovation

**Regrets:** Councillor Ben Henderson

**Recording Secretary:** Ms. Lisette Lalchan

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**1. CALL TO ORDER**

Chair Brian Heidecker called the meeting to order at 5:22 p.m.

**2. ADOPTION OF AGENDA**

**MOTION:** That the Board approve the agenda as distributed.  
Moved by Zainul Mawji. Seconded by Nazir Mulji.

**CARRIED**

**3. DECLARATION OF CONFLICT OF INTEREST**

There were no conflicts of interest identified regarding agenda items.

#### **4. ADOPTION OF MINUTES**

**MOTION:** That the Board approve the June 14, 2016 meeting minutes.  
Moved by Jill Scheyk. Seconded by Jennifer Huntley.

**CARRIED**

#### **5. BUSINESS ARISING FROM THE MINUTES**

There were no outstanding items identified.

#### **5. NEW BUSINESS**

##### 5a) Mid-Year Fund Development Report

Tina Thomas, Executive Director, Strategy & Innovation, presented on the mid-year Fund Development results. The presentation was well received by the Board. There was a brief discussion on the announcement of the Muttart Foundation donation, and funds raised from the Book Sales and how allocations are made by the Library. Zainul Mawji requested the information on potential donation prospects and sponsorship packages to be shared.

##### 5b) Mid-Year EPL Key Performance Measures (KPIs) and Customer Satisfaction Survey

Tina Thomas presented on the first half of 2016's KPIs. At the end of her presentation, Tina responded to questions.

Tina Thomas also presented on EPL's Customer Satisfaction Survey results. There was an inquiry about benchmarks and targets and a suggestion that Makerspace KPIs be included.

##### 5c) 2016 Employee Demographics

Mike Lewis, Director, Human Resources, presented EPL's 2016 Employee Demographics. There was a question about the timing of EPL's Employee Engagement Survey, and Mike shared that the survey would be sent out to staff in October, and the results would be shared with the Board in the New Year.

##### 5d) Secret Shoppers Report

Linda Garvin, Executive Director, Customer Experience, presented on EPL's Secret Shopper results. The report was well received as results were positive. A question were posed on what actions Executive is undertaking to address re-occurring challenges with staff greeting customers.

##### 5e) Milner Update

Pilar Martinez, CEO, presented an update on the Milner Library.

Pilar Martinez also distributed the 2017 – 2018 Business Plan to Board members.

- 5f) Governance & Nomination Committee  
i) Board Evaluation

**MOTION:** That the Board receive the Governance & Nomination Committee Report as Information.

Moved by Sherrill Johnson. Seconded by Jill Scheyk.

**CARRIED**

- 5g) Approval of Revisions to the 2017 Operating Budget  
Gastone Monai, Chief Financial Officer, presented on the Revisions to the 2017 Operating Budget. A brief question and answer period followed.

**MOTION:** That the Board approve the Revisions to the 2017 Operating Budget.

Moved by Nazir Mulji. Seconded by Jennifer Huntley.

**CARRIED**

- 5h) HR & CEO Performance Management Committee

- i) CEO Performance Management Guidelines Policy (B-2020)

**MOTION:** That the Board Rescind the CEO Performance Management Guidelines Policy (B-2020)

Moved by Nazir Mulji. Seconded Jennifer Huntley.

**CARRIED**

- ii) CEO Performance Management Framework and Guidelines Policy (B-2019)

**MOTION:** That the Board approve the amendments to the CEO Performance Management Framework and Guidelines Policy (B-2019) not including Appendix A

Moved by Nazir Mulji. Seconded by Sherrill Johnson.

**CARRIED**

- 5i) EPL and CPL Joint Board Meeting  
A discussion took place regarding the Board's preference on whether to alternate the EPL and CPL location between Calgary and Edmonton. It was decided that this year the meeting would be held in Red Deer.

## 6. CONSENT ITEMS

- 6a) Chair's Report  
6b) CEO's Report  
6c) Friends of EPL / Anthology Report  
6d) Governance and Nomination Committee – May 19, 2016  
6e) HR and CEO Performance Management Committee – May 24, 2016  
6f) Finance and Audit Committee – June 7, 2016

- Statement of Operations / Capital / Deferred Revenue / Accumulated Surplus and Investments as of April 30, 2016

**MOTION:** That all Consent items be received as information.

Moved by Nazir Mulji. Seconded by Zainul Mulji.

**CARRIED**

**8. NEW INQUIRIES**

None

**9. ADJOURNMENT**

The meeting adjourned at 7:05 p.m.