

## Call to Order

### Land Acknowledgement

*The Camrose Public Library (CPL) is an organization located on Treaty 6 territory, the traditional lands of the Indigenous and the Métis People. For as long as the sun shines, the rivers flow, and the grass grows, this land will be recognized as Treaty 6 Territory.*

1. Approval of the Agenda
2. Ratification of the Approval of the Minutes of March 18, 2025
3. Board Feedback
4. Consent Agenda
  - a. Items for Information
    - i. Correspondence
      - a. Government of Alberta – Minister McIver – Public Library Grant for Skill Development in Rural Alberta
      - b. PLSB - Public Library Grant for Skill Development in Rural Alberta
      - c. Consultation on Tariffs – Canadian Federation of Library Associations Response
    - ii. Libraries in the News
      - a. Charges laid after hijab-wearing woman was attacked in Ajax Library – City News
      - b. Saskatoon Public Library Temporarily Closes 2 Locations over Overdose Concerns – Global News
  - b. Reports
    - i. Director's Report
    - ii. Consultation on Tariffs – Canadian Federation of Library Associations Response
5. In-Camera Items for Discussion and Decision
  - a. Banking Administrator
  - b. Finance and Reserve Policies
  - c. Q1 Finance Reports
6. Adjournment

**Next regular Board meeting: May 14, 2025, 5:15pm**

**Present:**

Renee Greer (Chair)

Alyssa Martin (Director)

Naomi Finseth (Vice-Chair)

Margaret Holliston (Secretary)

Don Simpson (Camrose Council)

Joy-Anne Murphy (City Council)

Cheryl Dezall

Margaret Weir Andreassen

Amanda Haugen (Recorder)

**Regrets:**

Lucy Ernst

Peter Hamm

**Guests:**

Renee LeBlanc (TAL CFO)

**Call to Order: Chair Renee Greer called the meeting to order at 5:19 pm.**

Introductions to Margaret Weir Andreassen, board director, Amanda Haugen CPL Executive Assistant, & Renee LeBlanc The Alberta Library (TAL) CFO.

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**1. Approval of the Agenda**

Amendments made:

- Update the next meeting date to April 9, 2025.
- Move Approval of minutes from the consent agenda to approval on its own after the agenda. This then changes the numbering of the rest of the agenda.
- Remove "3. B Draft 2 – Briefing Note Template" from the consent agenda to 5.0 Item for discussion & Decision. move approval of minutes. to 2.0 (Which moves board feedback and consent agenda).

**Motion 14/25 M/C** – Margaret Holliston: Moves to approve the agenda as amended.

**2. Approval of Minutes of February 12, 2025 Meeting**

**Motion 15/25 M/C** – Naomi Finseth: Moves to approve February 12, 2025 minutes as circulated.

**3. Board Feedback****4. Consent Agenda**

a. Items for Information

i. Correspondence

a. Minister of Municipal Affairs – Provincial Priorities Act

Waiting to hear from PLSB how this impacts CPL access to Federal funding that we use for our summer students.

b. Minister of Municipal Affairs – Budget 2025

- c. City of Camrose – MAL Appointment Margaret Weir Andreassen
  - d. City of Camrose – Alternate Appointment to PRLS Board
    - There is a wrong date, and the letter had Cheryl's contact info, Alyssa will go back and redact the contact info.
- ii. Libraries in the News
  - a. Book Banning in Canada is Quiet, Systemic, and More Effective than Ever – The Walrus
  - b. A Shadow War on Libraries - CBC
- b. Reports
  - i. Director's Report
  - ii. Program Overview to February 28, 2025
  - iii. Program Report and Library Statistics February 28, 2025
  - iv. Summary of PRLS March Board Meeting

#### 5. Items for Discussion and Decision

- a. Draft 2 – Briefing Note Template
  - Board Directors used briefing notes in other meetings. Alyssa to review City Council & County Councils briefing notes for comparison. Suggestions were made to include how it aligns with our strategic plan and communications. All around approval of briefing template and commented how it speeds up the meetings.

Changes to be made and brought to the next meeting.

#### 6. In-Camera Items for Discussion and Decision-

**Motion 16/25 M/C** – Naomi Finseth: Moves to go In-Camera to discuss and vote.

**Motion 17/25 M/C** – Don Simpson; Moves to come Out of Camera to record motions.

- a. Banking Options

**Motion 18/25 M/C** – Margaret Holliston: Moves that ATB Financial be appointed to provide banking services to the City of Camrose Library Board as per the attached Resolution of the Board of Directors.

**Motion 19/25 M/C** – Naomi Finseth: Moves that Renee Greer, Board Chair, Margaret Holliston, Secretary, Lucy Ernst, Board Director, and Alyssa Martin, Library Director, each be an authorized signing officer of the City of Camrose Library Board for banking purposes.

**Motion 20/25 M/C** – Cheryl Dezall: Moves that Alyssa Martin is authorized to apply and sign for corporate credit cards, with a combined credit limit of \$20,000, for the staff of the City of Camrose Library Board.

**Motion 21/25 M/C** – Joy-Anne Murphy: Moves that the GICs remain invested with the RBC until they mature.

**Motion 22/25 M/C** – Joy-Anne Murphy: Moves to go back In-Camera

b. Bank Payments Process

c. Interim Director Hiring

**Motion 23/25 M/C** – Don Simpson: Moves to come Out of Camera.

7. Adjournment – meeting was adjourned at 6:45 PM

**Next regular Board meeting: April 9, 2025, 5:15pm**

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**Signature**

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**Date**



## Director's Report

April 4 2025

Alyssa Martin

### Organizational Review

Below is an update on the implementation of the Organizational Review recommendations.

#### Contracting TAL (The Alberta Library)

CPL is in the midst of changing banking platforms that will work better with our needs now that our bookkeepers and payroll are out of office.

#### New HR Software/Quickbooks

We hope to spend time learning to use Quickbooks in the next month, and hope to use it for HR, scheduling, and other capabilities. If we can, we will use this instead of Collage as it is included in our contract with TAL.

#### Collection Assistant

CPL is beginning the shift to Collection Assistants this April – this new position replaces the Page position, and takes on some of the collection focused tasks, such as check-in. Until we can increase staffing levels, some tasks will need to continue to be done by the Circulation Assistants. This is a change that may take years to be fully implemented. We are currently hiring for additional collection assistant hours.

#### Service Desk Changes

Staff are still feeling the strain of managing current service needs with decreased staff hours at the service desk. Increased incident reports and training the public to use our express checkouts and online portals are also taking additional staff time – once the bulk of the public know how to use the self-checkout or the app, this will be more manageable.

#### Donations

Discussions with the Friends of the Library group continue regarding book donations and a book sale.

### Provincial Priorities Act

Public Libraries will be affected by the Provincial Priorities Act. Most of the funds CPL uses will require CPL to report that we are receiving funds, but will not require us to request permission. The scope of the act is broader than initially



thought, and will include grants from federally related organizations, such as the RCMP, Canada Post and more.

### **Book Bike Purchase**

CPL is in discussions with Haley Tricycles to order our new Book Bike, which is an American company! We are waiting for tariffs to be announced before moving forward with the purchase to ensure our budget is still viable. There are no comparable Canadian companies to use instead.

### **Facility Concerns**

Staff have raised concerns regarding mold, and poor air circulation. These concerns have been passed onto the City of Camrose. The City sent out a company to come clean the ducts, but the company discovered they were unable to do so. We are waiting to hear if a new company has been found, and when this cleaning will occur. Our furnaces will be inspected, our duct work cleaned, and then air quality tests will be conducted.

Staff have also raised concerns with our emergency exits – many of the public have been using them as normal exits, leaving the library at risk as the doors do not close behind them as they use them. There is also the possibility of people propping them open. We have purchased alarms for these doors to alert staff to when they are being opened.

Staff have also raised concerns over food and other items being stashed in the library by the public – we are exploring ways to secure storage areas.

The locks on bathrooms and the bunker have been upgraded. This is helpful for when we need to make the bathroom out of order due to mess, clogged pipes, vandalism, bio-hazardous waste, etc. Before all we could was post a sign and hope no one wandered in. We were also able to put a lock on the Bunker to ensure people are not using a space that is off limits to the public, and unusable for staff.

### **Welcome to Camrose**

CPL is assisting Welcome Camrose with their Good Neighbour campaign, which will launch in May.

### **Housing and Homelessness Taskforce**

CPL is assisting the Housing and Homelessness Taskforce in their initiatives to make our community better equipped to navigate increasingly pressing concerns regarding housing availability and homelessness.



### Rise in Incidents at CPL

The past few weeks have been full of patron incidents, community complaints, and police intervention. Managing patron behaviour and responding to patron concerns has taken up a large portion of our staff time, and has made it difficult to do the work needed to provide services and resources to our community.

#### Number of Incidents:

An incident is defined as any interaction that required medical attention, contacting emergency services, property damage, enforcement of library rules beyond a simple request, or where the behaviour of a person might constitute a threat or hurt another, intentionally or not.

In 2024, CPL recorded ~70 incidents, most of which were youth related. In 2025 (up to April 1 2025), CPL has recorded 14 incidents, but the rate is escalating.

In March of 2024 we recorded 1 incident.

In March of 2025, we have recorded over 10, and the severity of the incidents is increasing. Many incidents are not being reported as it takes staff time to do so, the software we have to submit reports can be hard to navigate, and staff desensitization. We are exploring the cost of professional software for incident reporting with PRLS.

#### Content of Reports:

In 2024, the incident report was about adults using the restrooms in the children's section, and the restrooms smelling of cigarettes and pot.

In 2025, we have had:

- Property damage (tampering with our sharps box, throwing our cigarette stand around the front lawn, throwing community pantry food around the library, and throwing tampons and toilet paper around the bathrooms)
- Violating trespass notices on a near daily basis
- Adults loitering in the children's area
- Screaming in the restrooms and disturbing the peace
- Teens pushing boundaries
- Patrons hurting themselves on the crumbling front steps.

In addition to a rise in incidents, we are seeing a rise in vocal public concern about who is using the library. It is difficult to navigate everyone's right to use the space, the safety of the space, and people's perceptions of safety in the space. It is doubly difficult to do all this with limited staff time and limited staff levels. To complicate matters, our building makes all of this harder, as it is full of blind



corners, unsupervisable nooks and rooms, and no secure staff areas (among other issues).

On the whole, what CPL is experiencing does not compare to public libraries in urban centers, but we also have comparably fewer resources and staff, and limited options to address public concerns.