

NEW CENTRAL LIBRARY READINESS AUDIT

EXECUTIVE SUMMARY

The City Auditor's Office issued the New Central Library (NCL) Readiness Audit Report to Administration on February 2, 2018. The report includes the Calgary Public Library's (CPL) response to three recommendations raised by the City Auditor's Office. CPL accepted all recommendations and has committed to the implementation of action plans no later than February 28, 2018. The City Auditor's Office will track the implementation of these commitments as part of our on-going follow-up process.

RECOMMENDATIONS

1. That Audit Committee receive this Report for information; and
2. That Audit Committee recommend that Council receive this Report for information.

RECOMMENDATION OF THE AUDIT COMMITTEE, DATED 2018 FEBRUARY 13:

That Council receive Report AC2018-0034 for information.

PREVIOUS COUNCIL DIRECTION / POLICY

Bylaw 30M2004 (as amended) established the position of City Auditor and the powers, duties and functions of the position. Under the City Auditor's Office Charter, the City Auditor presents an annual risk-based audit plan to Audit Committee for approval. The City Auditor's Office 2017/18 Annual Audit Plan was approved on November 10, 2016. The City Auditor is accountable to Council and subject to the oversight of Audit Committee under Bylaw 48M2012 (as amended).

BACKGROUND

This audit was undertaken as part of the approved City Auditor's Office 2017/18 Annual Audit Plan. The objective of this audit was to assess the readiness of CPL to assume responsibility for the NCL. Readiness is defined for this audit as the ability to provide library services in the NCL throughout the first month of operation. This was achieved by assessing CPL's planning, prioritization, and risk management processes that support the effective delivery of the Operational Readiness Plan. We reviewed the transition of existing and new services, staff and facility readiness, and security measures, as these were identified as key components to support CPL's objectives of delivering an attractive facility that performs well and is ready on Opening Day.

INVESTIGATION: ALTERNATIVES AND ANALYSIS

CPL have implemented planning, prioritization, and risk management processes that will assist them in effectively delivering the Operational Readiness Plan and assuming responsibility for the NCL. We evaluated the transition of existing and new services, staff and facility readiness, and security measures. We concluded that CPL are on track to achieving their move-in and usage targets by setting the planning and process to deliver key services/programs, ensuring that key building operations are in place, and managing security incident risks. We raised three recommendations focused on refining transition objectives, and associated monitoring and

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reporting. These refinements will further assist CPL in ensuring that key services and training goals are fully achieved by Opening Day.

Stakeholder Engagement, Research and Communication

This audit was conducted with CPL acting as the principal audit contact.

Strategic Alignment

Audit reports assist Council in its oversight of the City Manager's administration and accountability for stewardship over public funds and achievement on value for money in City operations. The City provided funding of \$175M to the NCL project budget, with the Calgary Municipal Land Corporation contributing \$70M.

Social, Environmental, Economic (External)

N/A

Financial Capacity

Current and Future Operating Budget

N/A

Current and Future Capital Budget

N/A

Risk Assessment

The activities of the City Auditor's Office serve to promote accountability, mitigate risk, and support an effective governance structure.

The NCL project is a significant build with a planned budget of \$245M, and an expected opening date of November 1, 2018. The CPL's NCL project Operational Readiness Plan states that in October 2018, the CPL will move the current Central Library operations into the NCL. This is the largest move the CPL has undertaken.

REASON FOR RECOMMENDATIONS

Bylaw 48M2012 (as amended) states: "Audit Committee receives directly from the City Auditor any individual audit report and forwards these to Council for information."

ATTACHMENT

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