

POLICY  
MANUAL

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Town of Banff  
Public Library

Policy: General

Title: Statement on Intellectual Freedom

Motion No. 28/03/18-14

Reviewed: March 28, 2018

References: *Adopted 1994/05/10/04 and reviewed April 2002*

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## **Canadian Federation of Library Associations: Statement on Intellectual Freedom and Libraries**

The Canadian Federation of Library Associations recognizes and values the Canadian Charter of Rights and Freedoms as the guarantor of the fundamental freedoms in Canada of conscience and religion, of thought, belief, opinion, and expression; of peaceful assembly; and of association.

The Canadian Federation of Library Associations supports and promotes the universal principles of intellectual freedom as defined in the Universal Declaration of Human Rights, which include the interlocking freedoms to hold opinions and to seek, receive and impart information and ideas through any media and regardless of frontiers.

In accordance with these principles, the Canadian Federation of Library Associations affirms that all persons in Canada have a fundamental right, subject only to the Constitution and the law, to have access to the full range of knowledge, imagination, ideas, and opinion, and to express their thoughts publicly. Only the courts may abridge free expression rights in Canada.

The Canadian Federation of Library Associations affirms further that libraries have a core responsibility to support, defend and promote the universal principles of intellectual freedom and privacy.

The Canadian Federation of Library Associations holds that libraries are a key institution in Canada for rendering expressive content accessible and affordable to all. Libraries are essential gateways for all persons living in Canada to advance themselves through literacy, lifelong learning, social engagement, and cultural enrichment.

Libraries have a core responsibility to safeguard and facilitate access to constitutionally protected expressions of knowledge, imagination, ideas, and opinion, including those which some individuals and groups consider unconventional, unpopular, or unacceptable. To this end, in accordance with their mandates and professional values and standards, libraries provide, defend, and promote equitable access to the widest possible variety of expressive content and resist calls for censorship and the adoption of systems that deny or restrict access to resources.

Libraries have a core responsibility to safeguard and foster free expression and the right to safe and welcoming places and conditions. To this end, libraries make available their public spaces and services to individuals and groups without discrimination.

Libraries have a core responsibility to safeguard and defend privacy in the individual's pursuit of expressive content. To this end, libraries protect the identities and activities of library users except when required by the courts to cede them.

Furthermore, in accordance with established library policies, procedures and due process, libraries resist efforts to limit the exercise of these responsibilities while recognizing the right of criticism by individuals and groups. Library employees, volunteers, **and** employers as well as library governing entities have a core responsibility to uphold the principles of intellectual freedom in the performance of their respective library roles.





Town of Banff  
Public Library

Policy: General

Title: Mission Statement

Motion No. 28/03/18-14

Reviewed: March 28, 2018

References: Adopted 1994/05/10/04 and reviewed April 2002

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The Banff Public Library enriches our entire community by stimulating lifelong learning, fostering connections, and encouraging a sense of belonging.



Town of Banff  
Public Library

Policy: General

Title: Vision Statement

Motion No. 28/03/18-14

Reviewed: March 28, 2018

References: Adopted 1994/05/10/04 and reviewed April 2002

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**Vision Statement:**

Inspire. Enrich. Connect.

The Banff Public Library is a cornerstone of the Banff community, providing a welcoming meeting place, as well as education, communication, and information.



Town of Banff  
Public Library

Policy: General  
Title: Code of Service  
Motion No. 2014/02/19-07  
Reviewed: February 19, 2014

References: Replaced Original Approved May 17, 2000

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The public is entitled to easily accessible library collections and information resources in a safe, clean, organized, and appropriate environment staffed with friendly, courteous people.

Each member of the public is to be welcomed fairly and courteously, without discrimination.

Service to the public takes precedence over the Library's internal paperwork and internal communications.

Information given to the public will be based on verifiable current sources, clearly communicated, and presented promptly.



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References:

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**Purpose:** Banff Public Library Board Members shall observe the following Code of Conduct Guidelines.

**1. Accountability**

- 1.1. The Banff Public Library Board shall be responsible for making policy decisions and ensuring the appropriate staff and structures are in place to carry out the policy and day-to-day tasks of the organization.
- 1.2. The Board member's duty is to the Banff Public Library rather than to any individual, group, or special interest.
- 1.3. Board members are accountable for exercising the duties of their office honestly, in good faith, and in the best interests of the Banff Public Library.
- 1.4. Board members shall declare situations where personal interests are, or may be perceived to be, in conflict with the Library's interests and/or may result in personal gain.

**2. Anti-Nepotism**

- 2.1. Immediate relatives of Board Members are not eligible for employment with the Library, except those employed before the appointment of the Board Member.

**3. Confidentiality**

- 3.1. Board members will not communicate, directly or indirectly, confidential information.
- 3.2. Board members shall maintain the confidentiality of information gained from or about the Board.
- 3.3. Board members will not use information designated as confidential by the Board for personal profit or use by themselves or any other person.
- 3.4. All confidential material shall be returned to the Banff Public Library at the expiration of the Board member's term. Board members will respect confidential information in perpetuity.

**4. Acceptance of Gifts**

- 4.1. In their capacity as Board members, members shall not accept a gift, favour, or service from any individual, organization, or corporation.

**5. Training & Development**

- 5.1. Board members shall acquaint themselves with the incorporating documents of the Board, bylaws, regulations, policies, and organizational structure of the Board, as well as the rules of procedures and proper conduct of a meeting, so that any decision of the Board may be made in an efficient, knowledgeable, and expeditious fashion.
- 5.2. Board members shall regularly participate in educational activities that assist them in carrying out their responsibilities.

Board members shall annually complete the *Board Self-Evaluation* And skills and ability matrix.



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**Purpose:** The Banff Public Library Board works within a procedural framework to ensure effective governance of the Banff Public Library. The Board will provide its trustees with the opportunity to participate in the decision-making process through committee and Board meetings while ensuring that respect, courtesy, and fairness is maintained at all levels.

## 1. Definitions

- 1.1. Agenda: means the order of business for regular or special meetings of the Board or its committees
- 1.2. Annual Organizational Meeting (AOM): The annual meeting at which Board and Committee positions are appointed.
- 1.3. Board: refers to the Banff Public Library Board.
- 1.4. Library Director: means the Library Director or any person who holds the position of Library Director in an acting capacity.
- 1.5. Chair: The trustee is elected annually as Chair of the Board.
- 1.6. Committee Chair: means that trustee appointed as chair of a Board committee.
- 1.7. Committee: means all committees that come under the jurisdiction and the appointment of the Board.
- 1.8. Presiding Chair: means the Board trustee presiding at the board's regular meeting.
- 1.9. Quorum: means half plus one member of the Board or half of the members of a Committee.
- 1.10. Regular Meeting: refers to the regularly scheduled meetings of the Banff Public Library Board.
- 1.11. Special Meeting: refers to a meeting of the Board which is called by the Board pursuant to sections 4.9 and 4.10 of this policy.

## 2. Applications of Board Governance Policy

- 2.1. This Policy applies to:
  - 2.1.1. all regular and special meetings of the Board; and,
  - 2.1.2. all committee meetings.
- 2.2. From the date of the passing of this Policy, the rules and procedures contained herein shall be observed for the good order of dispatch and business of the Board and its committees. All motions, laws or regulations existing at the time of the passing of this Policy which are inconsistent with this Policy are hereby repealed by the Board.
- 2.3. Where this Policy does not provide guidance, the rules and procedures contained in the most current Robert's Rules of Order shall be followed.

## 3. Authority of the Board Chair

- 3.1. At the (AOM), Board Directors will elect one Trustee as Chair of the Board, one Trustee as Vice-Chair, one Trustee as Treasurer, and one Trustee as Secretary.
- 3.2. The Board Chair shall have the following duties and responsibilities:
  - 3.2.1. The Board Chair shall be the Presiding Chair.
  - 3.2.2. Call all special meetings of the Board.
  - 3.2.3. Speak on behalf of the Board and represent the Board to the media and public.



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References:

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- 3.2.4. In consultation with the Library Director, liaise with officials of the Town of Banff, municipal, provincial, and national agencies, Library Board associations and other relevant agencies on library matters.
- 3.2.5. Regularly attend committee meetings as an ex-officio member.
- 3.3. When the office of the Chair is temporarily vacant, the Vice-Chair will assume the position of Board Chair in an acting capacity.
- 3.4. Should the office of the Chair become vacant permanently, the Vice-Chair will assume the position of Board Chair until the end of the year. An election will be held for the position of Vice-Chair.
- 3.5. The Chair may designate a trustee to represent the Board on specific occasions.

#### 4. Meetings

- 4.1. The Board Chair shall prepare the agendas for all regular and special meetings of the Board in consultation with the Library Director when necessary and for all committee meetings in consultation with the Chairs of the committees when required.
- 4.2. The agenda for every regular meeting of the Board shall include the following items, as required:
  - 4.2.1. Consent Agenda -- including minutes of the previous Board meeting, reports from standing committees, the Chair, the Marigold representative, the Town of Banff representative, and the Library Director.
  - 4.2.2. Action Agenda – including all items requiring an individual Board motion.
  - 4.2.3. Items for Discussion.
  - 4.2.4. Adjournment.
- 4.3. The Secretary shall ensure that Board agendas are prepared and delivered to Board trustees no later than one week prior to the day of the meeting and that committee agendas are prepared and made available to all Board members two working days prior to the day of the meeting.
- 4.4. The Library Director shall ensure that Board agendas are prepared and delivered to Board Trustees no later than three working days prior to the day of the meeting, and that committees are prepared and made available to all Board members two working days prior to the day of the meeting.
- 4.5. The Board Secretary or designate shall be responsible for recording the minutes of meetings of the Board.
- 4.6. Meetings of the Board shall only continue if a quorum is present. Committee meetings lacking a quorum may continue for discussion only; no recommendations may be referred to the Board when a quorum is not met.
- 4.7. The Board Chair may call special meetings of the Board by giving notice to all Board Trustees at least 24 hours prior to the meeting indicating the business to be transacted



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References:

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- 4.8. In accordance with the Libraries Act, RSA 2000, c.L-11, 31(1), any trustee finding it necessary to miss more than three (3) consecutive Board meetings must have a resolution of the Board authorizing such absences. If a resolution is not passed, the Trustee is disqualified from remaining a Trustee of the Board.

## 5. Committees

- 5.1. The Board shall have the following standing committees: Human Resources & Finance (HR&F) and Board Development & Policy (BD&P). Attachment 1 – Board Committees - Mandates outlines the terms of reference for these committees.
- 5.2. The general responsibility of all committees shall be to analyze all matters which come within its terms of reference and indicate to the Board by recommendation the ways and means of dealing with the matters before it and to advise on a course of action which in its opinion is necessary and expedient and shall include, without limiting its general responsibilities, any specific matters or responsibilities to it by the Board which is included in its terms of reference.
- 5.3. The Board Chair may, from time to time, in consultation with the Board Trustees, establish any ad hoc committees necessary to carry out the business of the Banff Public Library.
- 5.4. The Board shall review the standing committees at the AOM, at which time the Board shall appoint Board trustees to committees.
  - 5.4.1. Each standing committee shall consist of a minimum of three Board trustees and the Board chair as an ex officio member.
  - 5.4.2. The Library Director and administrative staff, as appropriate, shall attend all standing and ad hoc committees in an advisory capacity.
- 5.5. The Board may invite public members to sit on committees. Such individuals may not vote.
- 5.6. The trustees may attend meetings of committees of which they are not members. Such trustees may not vote.
- 5.7. In the absence of the committee chair, another committee member shall preside as chair at a committee meeting.

## 6. Electronic Motions

- 6.1. Electronic motions are appropriate when the items in question are not controversial and do not require extensive background and explanation. If the Chair, in consultation with the Board, believes that the item might require extensive discussion, they will defer the voting until the next meeting.
- 6.2. If any Board member wishes to request that voting on a particular issue is at a regular meeting and not via e-mail, they must inform the Chair prior to the end of the voting period, which would end the voting. The motion would be deferred to an in-person vote.
- 6.3. Electronic motion procedures:
  - 6.3.1. All electronic motions will originate with the Secretary or Chair; the subject line will include "Electronic Motion," and the text will be formatted as a motion. Information related to the motion may be included.
  - 6.3.2. All Board members are assumed to have received the email containing an



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Public Library

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Policy: G.2 - Governance  
Title: Board Governance  
Motion No. 03-02-23-2022  
Reviewed: February 23, 2022

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References:

- electronic motion if it is sent to the email address on record or presented on Teams.
- 6.3.3. Comments circulated should be clearly marked as comments preceding the discussion with the word "Comment."
  - 6.3.4. The Secretary or Chair shall determine when the discussion should conclude – the minimum voting period is 72 hours. The Secretary or Chair will make it clear in the email when voting begins and when voting ends.
  - 6.3.5. If a motion is defeated because too few Board members have cast ballots, the motions may be re-introduced at the earliest opportunity.
  - 6.3.6. The Chair should handle amendments to the original electronic motion during the discussion and the usual protocol.
- 6.4. The following board meeting minutes will ratify all electronic votes.



References:

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## ATTACHMENT 1A – COMMITTEE MANDATE – HR&F COMMITTEE

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### Committee Mandate: Human Resources and Finance

#### **General Purpose:**

The Human Resources and Finance Committee is responsible for recommendations and leadership to the Banff Public Library Board of Trustees in personnel and financial governance matters. The committee is responsible for Human Resources and Finance policy development, revision, and presentation to the Board. The committee will ensure policies are in place that uphold standards reflecting current legislation and guiding principles.

#### **Finance**

##### Roles and Responsibilities

1. To monitor and review monthly revenue and expenditures relative to approve the budget.
2. To monitor and review capital project expenditures, when applicable, relative to approved capital project budgets.
3. Review the proposed operating and capital budgets as drafted by management and prepare a projected financial request that follows the municipal budget cycle.
4. Present the reviewed operating and capital budgets and projected financial request to the Board for approval by October of each year.
5. Present the final fiscal budget, with approved Town funding level, to the Board by January of each year.
6. Meet with stakeholders (e.g., Town Council, Gov't of Alberta, etc.) to present the funding request where necessary.
7. To review the annual reviewed financial statement with the accountant and present it at the following Board meeting.
8. Ensure that the approved annual reviewed financial statements are forwarded to financial stakeholders (i.e., Town of Banff, ID9, Municipal Services, Marigold) on a timely basis.
9. Manage bank, investment, and credit account arrangements, including up-to-date signing authorities.

#### **Human Resources**

1. Undertake recruitment and recommend the selection of a Library Director when and as directed by the Board.
2. Prepare and conduct annual evaluations of the Library Director. Present the annual evaluation of the Library Director to the Board for approval before completing the review.
3. Review, update, and maintain policies concerning staff safety, conduct, and interactions with patrons.



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References:

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4. Review and approve the remuneration and benefits program to ensure staff members are fairly compensated for work expectations within the fiscal capacity of the Library.

### Composition and Appointment

1. The Board will be equally divided between two Standing Committees plus the Board Chair. The Chairperson of this committee shall be appointed from within the committee. The Library Director shall be present for advice and counsel, as required.
2. All membership appointments will be for one year. Re-appointments are permitted.

### Meetings

1. Meetings will occur monthly to a minimum of eight (8) times per year and are called by the committee chair.

### Review:

1. Review of the committee shall be carried out annually to ensure that it is meeting its goals and adhering to the Mandate.
2. The Board will review the Mandate statement and committee membership annually at the November meeting.

### Formation of Ad Hoc Committees

1. Ad Hoc Committees may be established by a motion of the Board to deal with a specific issue before the Board.
  2. Ad Hoc committees may have any number of members from all levels (Board, Management and Staff)
  3. Ad Hoc committees will report recommendations to the Board upon completion of its assignment and shall be discharged by a motion of the Board.
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References:

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## ATTACHMENT 1B – COMMITTEE MANDATE – BD&P COMMITTEE

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### Committee Mandate: Board Development and Policy

#### **General Purpose:**

The Board Development and Policy Committee advises the Board on matters relating to external communications with stakeholders, board recruitment, development and training, and the physical infrastructure of the library. The Committee functions to ensure that new and returning Board members are adequately trained and informed to fulfill their role as Library Board trustees, to ensure that stakeholder relationships are cultivated and nurtured, that the community at large is informed of library activities, and to ensure that the physical space of the library and its surroundings remain sound and functional.

#### **Board Development**

1. To recruit potential Board Trustees.
2. To hold an annual board professional development day.
3. To maintain the Board Trustee information and records.
4. To provide orientation to new board members.
5. Review assigned policies and present recommendations to the Board for approval.

#### **Advocacy**

1. Develop and maintain communication channels with stakeholders.
2. Develop and maintain communication channels with funding bodies.
3. Develop and maintain a public relations and communication plan.
4. Community outreach

#### **Building**

1. Advises the Board on property matters in general and in fulfilling its governance responsibilities concerning:
  - a. construction and renovation projects
  - b. leases and permits,
  - c. regulatory commitments, e.g., accessibility, safety, etc.
2. Reviews construction and renovation projects within the Committee's authority and presents recommendations to the Board for approval.
3. Reviews and approves any amendments to a construction or renovation project within the Committee's authority.
4. Brings recommendations to the Board on construction and renovation projects.
5. Maintains communications with the ToB and other stakeholders regarding construction projects and building maintenance.



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References:

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### Composition and Appointment

1. The Board will be equally divided between two Standing Committees plus the Board Chair. The Chairperson of this committee shall be appointed from within the committee. The Library Director shall be present for advice and counsel.
2. All membership appointments will be for one year. Re-appointments are permitted.

### Meetings

1. Meetings will occur monthly to a minimum of eight (8) times per year and are called by the committee chair.

### Review:

1. Review of the committee shall be carried out annually to ensure that the committee is reaching its goals within the work plan and adhering to the Mandate.
2. The Board will review the Mandate statement and committee membership annually at the November meeting.

### Formation of Ad Hoc Committees

1. Ad Hoc Committees may be established by a motion of the Board to deal with a specific issue before the Board.
  2. Ad Hoc committees may have any number of members from all levels (Board, Management and Staff).
  3. Ad Hoc committees will report recommendations to the Board upon completion of its assignment and shall be discharged by a motion of the Board.
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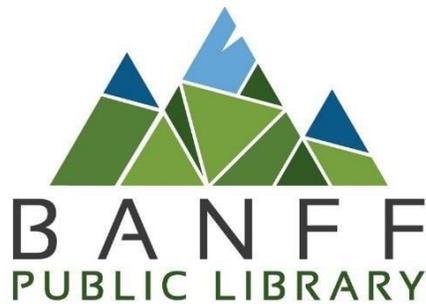
Policy: G.2 - Governance  
Title: Board Governance  
Motion No. 03-02-23-2022  
Reviewed: February 23, 2022

References:

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## ATTACHMENT 2 – BOARD SELF-EVALUATION FORM

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Board Self-Evaluation Tool (Sections A-E)

Board Chair Evaluation Tool (Section F)

Evaluation Date: \_\_\_\_\_



References:

**A. HOW WELL HAS THE BOARD DONE ITS JOB?**

Circle the answer that best reflects your opinion. The rating scale for each statement is: Strongly Disagree (1); Disagree (2); Maybe or Not Sure (3); Agree (4); Strongly Agree (5).

- 1. The Board has a three to five-year strategic plan or a set of clear long-range goals and priorities      1      2      3      4      5
- 2. The Board’s meeting agendas reflect the Library’s strategic plan or priorities.      1      2      3      4      5
- 3. The Board ensures that the Library’s accomplishments and challenges and accomplishments and challenges are communicated to members and stakeholders.      1      2      3      4      5
- 4. The Board has ensured that members and stakeholders have received reports on how the Library has used its financial and human resources.      1      2      3      4      5
- 5. The Board ensures that the Library’s policies, bylaws and the Plan of Service are reviewed annually.      1      2      3      4      5
- 6. Ensures that it has complied with all policies and bylaws.      1      2      3      4      5

Comments:

My overall rating for Section A (add together the total of the numbers circled):

Excellent (20+); Very Good (17-19); Good (14-16); Satisfactory (11-13); Poor (6-10)



References:

**B. HOW WELL HAS THE BOARD CONDUCTED ITSELF?**

Circle the answer that best reflects your opinion. The rating scale for each statement is: Strongly Disagree (1); Disagree (2); Maybe or Not Sure (3); Agree (4); Strongly Agree (5).

Note: These questions can relate to the Board or Committee meetings. Please use the comments section to clarify your ratings.

- 1. Board members are aware of what is expected of them. 1 2 3 4 5
- 2. The agendas of meetings are well planned so that we can get through all necessary business. 1 2 3 4 5
- 3. Most Board members come to meetings prepared 1 2 3 4 5
- 4 We receive written reports to the Board in advance of our meetings. 1 2 3 4 5
- 5 All Board members participate in meaningful Board discussions. 1 2 3 4 5
- 6 We do a good job encouraging and dealing with different points of view. 1 2 3 4 5
- 7 We all support the decisions we make. 1 2 3 4 5
- 8. The Board has taken responsibility for recruiting new Board members 1 2 3 4 5
- 9. Planned and led the orientation process for new Board members. 1 2 3 4 5
- 10. The Board has a plan for trustee education and further Board development. 1 2 3 4 5
- 11. Our Board meetings are always interesting. 1 2 3 4 5
- 12. Our Board meetings are frequently fun. 1 2 3 4 5

Comments:

My overall rating for Section B (add together the total of the numbers circled):

Excellent (50+); Very Good (40-49); Good (34-49); Satisfactory (23-33); Poor (12-22)



References:

**C. BOARD’S RELATIONSHIP TO THE LIBRARY DIRECTOR**

Circle the answer that best reflects your opinion. The rating scale for each statement is: Strongly Disagree (1); Disagree (2); Maybe or Not Sure (3); Agree (4); Strongly Agree (5).

- 1. A clear understanding of where the Board’s role ends, and the Library Director’s begins. 1 2 3 4 5
- 2. There is communication between the Board and the Library Director. 1 2 3 4 5
- 3. The Board trusts the judgment of the Library Director. 1 2 3 4 5
- 4. The Board sets new policies or clarifies existing ones to achieve the Board’s goals. 1 2 3 4 5
- 5. Discussed and communicated the kinds of information and level of detail it requires from the Library Director on what is happening in the Library. 1 2 3 4 5
- 6. The Board has developed formal criteria and a process for evaluating the Library Director. 1 2 3 4 5
- 7. The Board, or a committee of the Board, has formally evaluated the Library Director within the past 12 months. 1 2 3 4 5
- 8. The Board evaluates the Library Director primarily on the accomplishments of the Library’s strategic goals 1 2 3 4 5
- 9. The Board provides feedback and regularly shows appreciation to the Library Director. 1 2 3 4 5
- 10. The Board ensures that the Library Director can take advantage of development opportunities. 1 2 3 4 5

Comments:

My overall rating for Section C (add together the total of the numbers circled):

Excellent (40+); Very Good (34-39); Good (24-33); Satisfactory (19-23); Poor (10-18)



References:

**D. PERFORMANCE OF INDIVIDUAL BOARD MEMBERS**

Circle the answer that best reflects your opinion. The rating scale for each statement is: Strongly Disagree (1); Disagree (2); Maybe or Not Sure (3); Agree (4); Strongly Agree (5).

- 1. I am aware of what is expected of me as a Board Member. 1 2 3 4 5
- 2. I have a good record of meeting attendance. 1 2 3 4 5
- 3. Before meetings, I read the minutes, reports, and other materials. 1 2 3 4 5
- 4. Familiar with the Library's by-laws, governance policies and Plan of Service. 1 2 3 4 5
- 5. Encourage other Board members to express their opinions. 1 2 3 4 5
- 6. Encouraged by other Board members to express my opinions 1 2 3 4 5
- 7. I am a good listener at meetings. 1 2 3 4 5
- 8. I follow through on things I have said I would do. 1 2 3 4 5
- 9. I maintain the confidentiality of all In-Camera discussions. 1 2 3 4 5
- 10. When I have a different opinion than the majority, I raise it. 1 2 3 4 5
- 11. Support Board decisions once they are made even if I disagree with them. 1 2 3 4 5
- 12. I am satisfied with the role of the Board's Committees. 1 2 3 4 5
- 13. I stay informed about the Library's mission 1 2 3 4 5
- 14. I promote the work of the Library in the community 1 2 3 4 5

Comments:

My overall rating for Section D (add together the total of the numbers circled):

Excellent (55+); Very Good (45-54); Good (32-44); Satisfactory (27-31); Poor (14-26)



References:

### E. GENERAL COMMENTS

Please add any general comments you would like to make regarding the Banff Public Library Board self-evaluation.

### F. FEEDBACK TO THE CHAIR OF THE BOARD

Circle the answer that best reflects your opinion. The rating scale for each statement is: Strongly Disagree (1); Disagree (2); Maybe or Not Sure (3); Agree (4); Strongly Agree (5).

- |     |  |   |   |   |   |   |
|-----|--|---|---|---|---|---|
| 1.  | I am aware of the role of the Chair of the Board.  | 1 | 2 | 3 | 4 | 5 |
| 2.  | The Chair is well-prepared for Board meetings.   | 1 | 2 | 3 | 4 | 5 |
| 3.  | The Chair helps the Board stick to the agenda.   | 1 | 2 | 3 | 4 | 5 |
| 4.  | The Chair ensures that every Board member has an opportunity to be heard.                  | 1 | 2 | 3 | 4 | 5 |
| 5.  | Skilled at managing different points of view.  | 1 | 2 | 3 | 4 | 5 |
| 6.  | Tough on us as a group when we get out of line.  | 1 | 2 | 3 | 4 | 5 |
| 7.  | How to be direct with an individual Board member when their behaviour needs to be changed. | 1 | 2 | 3 | 4 | 5 |
| 8.  | The Chair helps the Board work well together.  | 1 | 2 | 3 | 4 | 5 |
| 9.  | The Chair demonstrates good listening skills.  | 1 | 2 | 3 | 4 | 5 |
| 10. | The Board supports the Chair.  | 1 | 2 | 3 | 4 | 5 |
| 11. | The Chair effectively represents the Board to the public.                                  | 1 | 2 | 3 | 4 | 5 |
| 12. | The Chair is available to fulfill their commitments.                                       | 1 | 2 | 3 | 4 | 5 |

Comments:

My overall rating for Section F (add together the total of the numbers circled):

~~Excellent (55+); Very Good (45-54); Good (32-44); Satisfactory (27-31); Poor (14-26)~~



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References:

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**Purpose:** The Banff Public Library Board will ensure that the library is managed fiscally responsible with all aspects of monetary spending accounted for.

## 1. Responsibilities

1.1 The financial responsibilities of the *Banff Public Library Board* include the following:

- 1.1.1. Manage the overall financial well-being of the Library.
- 1.1.2. Manage the long-term financial well-being of the Library, e.g., Library Endowment Fund, Capital, and Operational Reserves
- 1.1.3. Review monthly financial reports.
- 1.1.4. Review and approve the annual audit review report; and
- 1.1.5. Review and approve the annual budget.

1.2 Financial responsibilities of the *Human Resources and Finance (HR&F) Committee* include, but are not limited to, the following:

- 1.2.1 Development and recommendation of the annual budget and multi-year budget projections.
- 1.2.2 Preparation of reports (including, but not limited to, remuneration and benefit program reviews) to assist in the development of the annual budget; and
- 1.2.3 Management of bank, investment, and credit account arrangements.

1.3 The financial responsibilities of the *Library Director* include the following:

- 1.3.1 Management of operational finances of the Library concerning the approved budget.
- 1.3.2 Drafting the annual budget for presentation to the *Human Resources and Finance (HR&F) Committee*.
- 1.3.3 Drafting and presentation of reports as delegated by the HR & F Committee and/or Library Board.
- 1.3.4 Pursuance of, and application for, applicable grants in support of Library programs, collections, and services; and
- 1.3.5 Provision of the necessary information to the Library bookkeeper– before the 15<sup>th</sup> of each month to develop monthly financial reports.

## 2. Financial Signing Authority

2.1. The following individuals have financial signing authority:

- 2.1.1. Board Chair.
- 2.1.2. Vice-Chair.
- 2.1.3. Treasurer.
- 2.1.4. Library Director; and

2.2. Financial limitations are as follows:

- 2.2.1. Cheques with amounts over \$500.00 require two (2) signatures, with at least one signature being that of a Board member.
- 2.2.2. Cheques under \$500.00 may be signed by any one (1) person outlined in Section 2.1.

## 3. Library Revenues

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References:

- 3.1. Grants are to be the predominant source of Library revenues. The sources of the grants are at the discretion of the Board and Library Director and may include the following sources:
  - 3.1.1. Town of Banff.
  - 3.1.2. Province of Alberta.
  - 3.1.3. Improvement District 9.
  - 3.1.4. Marigold Library System.
  - 3.1.5. Community-Based Grants; and
  - 3.1.6. Other grants from unspecified sources.
- 3.2. The Library may obtain revenues from library-provided services that include, but are not limited to, room rentals, book sales, merchandise, printing, and copying fees.
- 3.3. The Library may accept revenues arising from fundraising events, as approved by the Board and/or Library Director. All fundraising is subject to the following conditions:
  - 3.3.1. Individuals or groups (such as Friends of the Banff Public Library) may engage in fundraising initiatives on behalf of the Library to seek donations for restricted (specific program/project), unrestricted, and endowment purposes.
  - 3.3.2. The Library Director must inform the Board of the use of any Library resources, including staff time, space, and equipment required.
  - 3.3.3. The Library is not responsible for shortfalls incurred by external organizations in a fundraising campaign.

#### 4. Library Expenses

- 4.1. Library expenses include administration, board development, building operations and maintenance, materials and programming, and staffing.
- 4.2. The Library Director must determine expenses in consultation with the Board.
- 4.3. Remuneration is to be reviewed by the *Human Resources & Finance (HR&F) Committee* with the Library Director every three years or at the discretion of the Board.
- 4.4. Reimbursable expenses for Board and staff shall include but are not limited to, mileage, accommodation, meals, or other ancillary expenses as outlined in the Board and Staff Expense Claim Form. See **HR.5 Travel Policy, Attachment 1**.

#### 5. Library Capital Assets (see Investment Policy G.4)

- 5.1. Capital assets include anything attributable to acquisition, construction, and development that leads to the betterment of the Library. Capital assets are defined into the following categories:
  - 5.1.1. Leasehold improvements
  - 5.1.2. Computer equipment
  - 5.1.3. Furniture and equipment
  - 5.1.4. Items determined by the Board.
- 5.2. Repairs and maintenance costs are not to be identified as capital assets.
- 5.3. Works of art, historical treasures, and intangible assets are not recognized as capital assets.
  - 5.3.1. The Board retains the right to sell, donate, or dispose of the above items, as required.



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References:

5.4. Costs less residual value of the capital assets are amortized over the estimated useful life using the declining balance method.

5.4.1. The amortization rates must be determined with auditors and set on an annual balance.

## 6. Library Funds

6.1. The Library maintains a *Capital Fund*, which the Board internally restricts. The Capital Fund:

6.1.1. May be used to fund expenditures, including repairs/replacements/upgrading and/or construction of new assets/infrastructure as approved by the Board.

6.1.2. May be used to fund any operating deficit at the discretion of the Board.

6.1.3. May be invested as per the **Investment Policy G.4**.

6.1.4. May accumulate through any operating surpluses, interest earned, and dividends accumulated through any investment strategies.

6.1.5. Shall be reviewed on an annual basis.

6.2. The Library maintains an Operating Fund, which the Board internally restricts. The Operating Fund:

6.2.1. The Operating Fund will be maintained at a level to support at least three months of operating expenses of the Banff Public Library

6.2.2. May be used for matters relating to the operating nature of the Library.

6.2.3. May be used to provide stabilization to the budget.

6.2.4. May be used as an emergency fund to provide at least six months of operating expenses of the Banff Public Library or at the discretion of the Board.

6.2.5. May not be invested as per the **Investment Policy G.4**.

6.2.6. May accumulate through any operating surpluses and bank interest earned.

6.2.7. Shall be reviewed on an annual basis.

6.3. The Library maintains an Endowment Fund, which provides an independent source of permanent, long-term funding for the Library through the Banff Canmore Community Foundation.

6.3.1. The Endowment Fund will be managed as per the Endowment Policy (see **Policy LC.5, section 6.5**)

## 7. Reporting Procedures

7.1. Monthly Financial Reports

7.1.1. Monthly financial reports will be developed by a qualified accountant and be based on information provided by the Library Director

7.1.2. The Library Director will receive the financial reports and verify them prior to submitting them to the Board for review.

7.1.3. Monthly financial reports will be provided to the Board for review one week prior to the monthly designated Board meetings.

7.1.4. Specific line items in the financial reports may only be added through Board approval.

7.2. Auditing



Town of Banff  
Public Library

Policy: G.3 - Governance

Title: Financial Management Policy

Motion No. 03-01-26-2022

Reviewed: January 26, 2022

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References:

- 7.2.1. The Board will review and approve the Annual Audit or Financial Review provided by the auditor.
- 7.2.2. The Board may conduct additional audits as necessary.

## **8. Budget Preparation and Development**

### **8.1. Annual Budget**

- 8.1.1. Annual Budget preparations shall be in accordance with the granting organization's budgetary time frame to access any available funds.

### **8.2. Multi-Year Budget**

- 8.2.1. Multi-year budgets will be developed for planning purposes and will not substitute or supersede the annual budget that the Board has approved.



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References: Legislated

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**Purpose:** To ensure publicly received funds are managed transparently and responsibly.

1. The Banff Public Library Board recognizes the need for sound investment practices. It shall ensure that investment earnings and growth are realized through investment activities that minimize capital exposure and risk. To this end, the Board authorizes the Finance Committee to:
  - 1.1. Invest any operating surplus in the Banff Public Library or other Library funds not required for immediate disbursement in any of the securities referred to in section (3); and
  - 1.2. Dispose of any investment made whenever necessary to meet expenditures or as prudent from an investment management view.
2. The Banff Public Library Board shall, from time to time, invest surplus funds:
  - 2.1. In debentures or securities issued or guaranteed by any Canadian chartered bank, Treasury Branch, trust company and/or credit union with a commercial paper rating of A or better as rated by the Dominion Bond Rating Service and/or Canadian Bond Rating Service.
  - 2.2. In debentures or securities issued by the Government of Canada or any province in Canada; or
  - 2.3. In debentures or securities, the payment of which is guaranteed by the Government of Canada or any province in Canada; or
  - 2.4. A low-cost (i.e., MER<0.75%) fund that invests more than 60% of its net asset value in the above securities.
3. If donations of securities are received, the following criteria will be applied in order.
  - 3.1. Restrictions placed by a donor on the sale or period of ownership of investments will be complied with.
  - 3.2. Donated investments deemed not meeting the criteria for adequate growth and capital preservation must be sold within 60 days of receipt and re-invested or transferred to operating funds.
4. Donated investments that are held and whose market value increases beyond \$7,500.00 will be reviewed.
5. Securities with a fair market value of \$5,000.00 or greater at the time of donation will be reviewed.



Town of Banff  
Public Library

Policy: G.4 - Governance  
Title: Investment Policy  
Motion No. 04-02-23-2022  
Reviewed: February 23, 2022

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References: Legislated

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6. It will be the practice to award the investments to the most competitive offering after considering the administrative costs involved and the total investments with any one institution.
7. Apart from investments identified in Section 3, no single security or debenture may exceed 5% of the library's portfolio, excluding operating funds, except investments otherwise restricted under subsection 4.1a).  
The finance committee will review the investment account annually as part of the year-end financial review to ensure that investments remain by these policies.



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References:

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**Purpose:** The Board recognizes the importance of having informed trustees. To ensure this, the Board provides, within the limits of its budget, orientation programs, financial support for attendance at library conferences and relevant workshops, and institutional membership in library organizations.

### 1. Orientation

- 1.1. The Chair will organize an orientation session for new trustees to familiarize them with:
  - 1.1.1. The Library Director, the Library, and its services
  - 1.1.2. A Trustee's responsibilities and duties
  - 1.1.3. The provincial library environment
- 1.2. Each trustee receives access to the policy and other board documents. The Library Director can provide a printed copy of documents.
- 1.3. As new Board Trustees begin their term, they will be oriented to the **Code of Conduct Policy G.1.**, the **Board Governance Policy G.2.**, and the Committee Terms of Reference.

### 2. Education

- 2.1. All trustees are encouraged to attend library conferences and workshops, with costs covered by the **Travel Policy HR 5.**
  - 2.1.1. Budget limitations may restrict the number of conference attendees. Priority will be given to trustees who have yet to attend previous library conferences; however, at the discretion of the Board Chair, this may be overridden by the needs of the Board.
  - 2.1.2. Trustees must provide a written or verbal report to the Board.
- 2.2. The Board holds an annual all-Board education and training event.

### 3. Association Memberships

- 3.1. The Board maintains memberships in all relevant Trustee associations.
- 3.2. Trustees are encouraged to actively participate in Trustee associations.



Town of Banff  
Public Library

Policy: G.6 - Governance

Title: Trustee Recruitment Policy

Motion No. 07-04-27-22

Reviewed: April 27, 2022

References:

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**Purpose:** The Banff Public Library Board recognizes the importance of having Board trustees who are committed to the purpose and duties of the Library Board.

1. Board members are responsible for actively encouraging applicants with knowledge and/or expertise beneficial to the Board.
2. Efforts will be made to recruit board members with diverse perspectives representative of our community.
3. It is customary for the Municipal Clerk to provide the Library Board with a copy of all applications for consideration.
4. The Board reserves the right to interview applicants to make recommendations to Council.



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References:

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**Purpose:** This policy aims to establish a procedure for the structure, development, and review of Board policies and to ensure that policies are relevant to the library's focus.

## 1. Definitions

- 1.1. Act: Libraries Act RSA 2000, C.L-11
- 1.2. Board: Banff Public Library Board
- 1.3. Bylaws: Bylaws and the associated schedules as required under the Act
- 1.4. Policy: A guideline adopted by the Board upon which to base the day-to-day operational decisions of the library management
- 1.5. Framework Policies: Policies required by the Act and the Libraries Regulations
- 1.6. Plan of Service: Banff Public Library's strategic plan and goals, as required by Provincial regulations.

2. All policies shall be consistent with the Board's Vision and Mission statements, Plan of Service, and Framework policies. The Board will establish policies covering the regular activities of the Board, staff, and library operations.

3. Requests for policy development, amendment, and review may be made at any time by a member of the Board, the staff, or the public.

- 3.1. The Board is responsible for reviewing all policies.
- 3.2. The Library Director shall review all policies for conformity to the Act and Libraries Regulations, the Freedom of Information and Protection of Privacy Act, RSA2000, C.F-25, and the Framework policies of the Board.

## 4. Approved Policies

- 4.1. Shall be made available to the public.
- 4.2. Shall be included in the Policy Manual, updated as policies are approved.
- 4.3. Shall be submitted to the Minister in accordance with the Act.
- 4.4. It Shall be the responsibility of the Library Director and/or Board to implement.

## 5. Policy Structure

- 5.1. All policies shall begin with a statement of purpose.
- 5.2. Headings for all policies shall contain the date of approval, policy number, policy title, policy category, and, if required, a section within a category. Bylaws shall not have a policy number or title.
- 5.3. All policies shall use the outline format of 1., 1.1, 1.1.1.

## 6. Bylaws

- 6.1. Bylaw structure follows the policy structure.
- 6.2. Bylaw changes require approval of the Board.
- 6.3. Approved bylaws are submitted to the Town of Banff.
- 6.4. The town of Banff Council may disallow a bylaw.
- 6.5. Approved bylaws are submitted to the Minister in accordance with the Act.



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References:

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**Purpose:** The Board is responsible for managing the library's budget efficiently and economically, ensuring that materials and services are of high quality.

**1. Definitions**

- 1.1. Board: Banff Public Library Board.
- 1.2. Purchasing: buying products or services, locating, and selecting a supplier, negotiating price and other contract terms, and following up to ensure proper delivery and service.
- 1.3. RFP: Request for proposal.

**2. Authority to Purchase**

- 2.1. The Library Director has the authority to purchase materials and/or services within the designated budgeted amounts of the annual budget.
- 2.2. The Library Director can purchase unbudgeted materials and/or services up to \$2,000 on the condition that total annual expenditures do not exceed the total annual budget. The Human Resources and Finance Committee must approve unbudgeted materials and/or services exceeding \$2,000. Unbudgeted materials/items/services exceeding the total annual budget are subject to Board approval.
- 2.3. The Library Director is considered fully responsible for appropriately managing the expenditure of any grant received from outside organizations or government agencies, excluding the annual budgeted operating grants. The Board will be kept apprised of the status of grant applications and grant expenditures.

**3.** Approval to use any reserve fund must come from the Board.

**4.** Preference will be given, when and where possible and economical, to suppliers within the Town of Banff and the surrounding area.

**5. Quotes**

- 5.1. The Library Director shall utilize the following guidelines for obtaining price quotations:
  - 5.1.1. Purchases up to \$2,000 – verbal quotation.
  - 5.1.2. Purchases between \$2,000 - \$25,000 – written quotation
  - 5.1.3. Purchases over \$25,000 – formal tender or RFP
- 5.2. It is expected that the Library Director consider the current market prices before purchasing materials or services. Normally, a minimum of three (3) quotes are obtained for all purchases of materials or services over \$2,000. Comparative quotes will not be required if:
  - 5.2.1. No competitive supply market exists.
  - 5.2.2. A source has been pre-determined and/or approved by the Board as being the sole source capable of performing the service or supplying the material in accordance with standards of quality or performance satisfactory to the Board; or,



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References:

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- 5.2.3. The procurement constitutes an emergency where a lack of immediate action jeopardizes operations, disrupts service to the public, or threatens the health and safety of staff or the public.
- 5.3. Capital projects coordinated through the Town of Banff shall utilize the Town of Banff's tendering and purchasing policies.

## 6. Proposals/RFPs

- 6.1. The Board will follow a similar tendering process as that outlined in the Town of Banff's Invitation to Tender procedures.
- 6.2. The Board reserves the right to reject any or all proposals or to accept part of one or more proposals. The lowest proposal will not necessarily be the accepted proposal.
- 6.3. RFPs may be published in relevant publications and/or sent out to specific organizations that can supply the service or material required.
  - 6.3.1. RFPs will outline the library's requirements in service or material and include a final date for receipt of the proposal.
  - 6.3.2. Proposals must be received by the closing date unless approval for late submission was obtained from the Library Director
  - 6.3.3. Proposals must be sent in a sealed envelope, or other secure electronic means.
  - 6.3.4. Proposals will be discussed with the Board committee which initiated the request. The committee will recommend a supplier to the Board for approval. The Board is under no obligation to accept the lowest or any proposal at all.



Town of Banff  
Public Library

Policy: G.9 - Governance

Title: Credit Card Policy

Motion No. 09-04-27-22

Reviewed: April 19, 2023

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References:

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**Purpose:** The Banff Public Library Board recognizes the benefits of a credit card to facilitate the efficient handling of cash receipts.

1. The credit card is the property of the Banff Public Library and will be issued under the name of the Library Director.
2. Use of the credit card must be preauthorized by the Library Director. The authorized signature for the credit card is limited to the Library Director.
3. The primary purpose of the credit card is to:
  - 3.1. secure accommodation, travel and registration for conference and workshop attendance of Banff Public Library Board and staff.
  - 3.2. secure accommodation and travel for program presenters.
  - 3.3. cover meals for program presenters and other incidental program costs.
  - 3.4. purchase library materials and equipment.
4. Receipts for total card debit must be presented to the Library Director as soon as possible following the purchase and prior to the card payment date.
5. Under no circumstances are personal purchases permitted on the credit card.



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References: Replaces 2003/12/02-03 and 2014/02/19-12

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**Purpose:** The Banff Public Library Board supports and participates in resource sharing among libraries within Alberta, working toward the vision of universal barrier-free access for all Albertans to information and ideas.

**1. Definitions**

- 1.1. Library: The Banff Public Library
- 1.2. Reciprocal Borrowing Agreement: Any resident in Alberta with an eligible library card borrowing on-site.
- 1.3. Libraries Act: Libraries Act, RSA 2000, c. L-11.

- 2. The Library will work within the guidelines laid out in the Resource Sharing Operational Policy for Public Libraries published by Alberta Municipal Affairs and participate in a multi-type provincial resource-sharing network.
- 3.
- 4. The Banff Library Board shares resources and meets the Alberta Public Library Network provincial policy requirements.
- 5. The board actively participates in resource-sharing programs and services, including but not limited to the provincial interlibrary loan program and ME Libraries.
- 6. The board does not charge another public library for interlibrary loan service.
- 7. The board does not charge a library user for interlibrary loan service with public libraries. However, the board may be charged for interlibrary loan service with academic libraries or libraries outside the province. The board may seek to recover these costs from library users who borrow materials from academic or out-of-provinces.
- 8. The Library will participate in intra-library loans of library resources within the Marigold Library System. All circulating print material may be loaned to libraries throughout Alberta and Canada; loans of other library resources may be restricted.
- 9. In accordance with the Libraries Act, the Library will not charge a fee for acquiring items from other libraries. However, any charge to the Library from the lending library will be passed on to the borrower.
- 10. The Library will work with other libraries in Alberta, the Public Library Services Branch, Marigold Library System, and The Alberta Library (TAL), to access electronic resources through subscriptions, licensing, or direct purchasing.



Town of Banff  
Public Library

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Policy: LC.2 – Library Collection  
Title: Resources in Languages Other Than English Policy

Motion No. 02/01/19-02

Reviewed: January 2, 2019

References: Reviewed 1987,1994, 2009,2014 (2014/02/19-13)

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**Purpose:** The Banff Public Library acknowledges the multicultural nature of the community and encourages non-English readers to take advantage of the Library. The Library will make serious efforts to provide items through Inter-Library Loans or purchase books as requested. The Library welcomes suggestions and donations from the community and will endeavour, where feasible, to build inclusive and relevant collections.

The Banff Public Library makes available resources to those citizens of Banff who wish to use resources in languages other than English within the parameters of the Library's budget and resources available within the province.

1. The Library Board will cooperate with local, provincial, and national agencies and organizations in making resources available to the community's different language groups.
2. Gifts and donations of resources in languages other than English shall be subject to the **Donations Policy LC.5.**
3. Where it is beneficial to the Library collection and the community, the Library may purchase resources in languages other than English.



**Purpose:** To provide direction in the acquisition of Library materials.

**1. Responsibility for selecting materials:** Responsibility for selecting materials rests with the Library Director, who is accountable to the Library Board and the public for the library's collection. Selection duties may be delegated to library staff members at the discretion of the Library Director.

**1.1. Guidelines for the evaluation and acquisition of material:**

- 1.1.1. Currency of information
- 1.1.2. Popular demand
- 1.1.3. Relevance to community needs and interests, as based on community awareness and the Library's Plan of Service
- 1.1.4. Diversity, inclusion, equity, and accessibility with an emphasis on own voice
- 1.1.5. Popularity and currency of format
- 1.1.6. Authority of the writer, editor, and/or publisher
- 1.1.7. Accuracy or artistic quality of the content
- 1.1.8. Budgetary and space priorities.
- 1.1.9. Relationship to existing collection
- 1.1.10. Canadian content, especially where such is critical such as law, government, or finance.
- 1.1.11. Enduring value
- 1.1.12. Availability of resources or similar materials elsewhere (e.g., other Libraries, online licensed databases).
- 1.1.13. Quality of construction (e.g., durable binding and paper)
- 1.1.14. Suitability of physical form for library use.
- 1.1.15. Suitability of subject and style for the intended audience.
- 1.1.16. Recommendation or notation by critics, reviewers, or the public.
- 1.1.17. Representative of an important movement, genre, trend, or national culture.

**2. General Principles**

2.1. The Banff Public Library Board maintains that parents or caregivers are responsible for their children's reading, viewing and access to materials.



Town of Banff  
Public Library

Policy: LC.3 – Library Collection  
Title: Collections Management  
Motion No. Policy02/01/19-03  
Reviewed: January 2, 2019

References: Reviewed 1987,1994, 2002,2014 (2014/02/19-09)

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## ATTACHMENT 1 – SAMPLE REQUEST FOR RECONSIDERATION

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### Banff Public Library Request for Reconsideration of Library Material

Completion of this form assists the Library in understanding your concern. The resolution steps will follow the Resources Management Policy of the Banff Public Library Board.

Name of Requestor:

Address:

Phone number and/or email:

TITLE:

AUTHOR/CREATOR:

PUBLISHER/PRODUCER:

TYPE OF MATERIAL: (Book, DVD, CD, Audiobook, eResource, etc.)

ACTION REQUESTED: (Removal, Relocation, etc.)

Have you experienced (Read, viewed, or listened to) this material in its entirety? Yes No

If not, what was your reason for not completing it?

To what aspect of the material do you object, and why? (Please, be specific)



Town of Banff  
Public Library

Policy: LC.3 – Library Collection  
Title: Collections Management  
Motion No. Policy02/01/19-03  
Reviewed: January 2, 2019

References: Reviewed 1987,1994, 2002,2014 (2014/02/19-09)

To what aspect of the material do you object, and why? (Please, be specific)  
What do you think is the theme or purpose of this material?

Please comment/describe the positive features of this material:

Additional comments:

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**FOR OFFICE USE ONLY:**

Location of Material (Adult, Juvenile, Youth, etc.):

Requestor contacted:    Yes            No            Method:            Date:

**Outcome:**



Town of Banff  
Public Library

Policy: LC.4 – Library Collection

Title: Acquisitions Policy

Motion No. 02/01/19-04

Reviewed: January 2, 2019

References: Replaced 1987 and 1994. Reviewed 2002. Reviewed 2014 (2014/02/19-09)

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**Combined with LC 3 Collection Management Policy**



**Purpose:** To set guidelines around the handling of donations

## 1. Definitions

1.1. Library Materials: the collection the Library makes available to the public.

## 2. Donations

2.1. Donations of materials that do not meet the Library's objectives and policies will be refused.

2.2. No conditions may be imposed on the Library in its acceptance of any material for its collection.

2.3. All donated material becomes the property of the Banff Public Library,

2.3.1. Donors are responsible for transporting items to the Library; exceptions can be made.

2.3.2. The Library reserves the right to evaluate and dispose of all donations.

2.3.3. Tax receipts will be issued in accordance with CRA and other relevant regulations.

## 3. Donations of Library Materials

3.1. The Library accepts donations of Library materials but reserves the right to evaluate and dispose of them by the criteria applied to purchased Library materials as outlined in policy LC.3

3.2. Generally, donated materials will not be accepted as payment for lost or damaged Library materials or fees. However, exact copy replacement of a lost or damaged item will be considered if the replacement copy is in pristine condition.

## 4. Donations of Equipment

4.1. The Library will only accept donations of equipment if the equipment satisfies a definite need or is necessary for a program, service, or collection.

## 5. Monetary Donations

5.1. Monetary donations of any amount are welcomed by the Library.

5.1.1. Donors can allocate their donation to a collection area or fulfil an objective set out in the Plan of Service. If the donor wishes, a donor recognition plate can be affixed to the donated material.

5.1.2. Unallocated donations of up to 5,000 will be used at the discretion of the Library Director. Unallocated contributions of over \$5,000 will be used at the discretion of the Library Board.

6. At the discretion of the Library Director, donation monies may be spent in the year they are received or may be set aside for a significant project.

6.1. Donations will be tracked in the financial statements.

6.2. Donations funds will not replace budgeted allocations.

## 7. Endowment Donations

7.1. The Library has an endowment fund held and managed by the Banff Canmore Community Foundation. Monetary donations to the Library's endowment fund can be made through the Library or directly through the Banff Canmore Community



Town of Banff  
Public Library

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Policy: LC.5 – Library Collection

Title: Donations Policy

Motion No. 05-10-26-2022

Reviewed: October 26, 2022

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References: Replaced 1987 and 1994. Reviewed 2002, 2018  
Foundation.

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## 8. Artwork

- 8.1. The Banff Public Library accepts donations of works of art for the enhancement of the cultural and informational resources of the library. Donated works of art become the property of the Banff Public Library at the time of transfer.
- 8.2. The Library reserves the right to determine where and how works of art shall be displayed.
- 8.3. The name of the artist and the donor shall be suitably affixed to the artwork.
  
- 8.4. The Library reserves the right to determine where and how works of art shall be displayed.
- 8.5. The Library reserves the right to use or dispose of the art piece as the Library deems necessary. Donated items may be sold, relocated, or disposed of as determined by the Library Director.
  - 8.5.1. The artist's name and the donor shall be suitably affixed to the artwork.



Town of Banff  
Public Library

Policy: LS.1 – Library Services

Title: Provision of Resources to Those Unable  
to Use Conventional Print Policy

Motion No. 21/11/18-43

Reviewed: January 2023

1. **Purpose:** The Banff Public Library Board will provide facilities and services to all community members. The Banff Public Library Board recognizes the right of people unable to use conventional print material to access resources for recreation and information.
2. The Library is accessible to all members of the community.
3. Materials supported by the CELA/CNIB have restricted access to those people with print disabilities.
4. The Banff Library Board will coordinate and cooperate with other local community agencies and groups to support initiatives to promote library resources to people who are unable to use conventional print.



Town of Banff  
Public Library

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Policy: LS.2 – Library Services

Title: Supervision of Children or other  
Vulnerable Persons Policy

Motion No. 2019-29-05-08

Reviewed: February 2023

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References:

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**Purpose:** The Banff Public Library Board maintains that parents or caregivers are responsible for the safety and supervision of their children in the Library or on surrounding premises. Staff members at the Banff Public Library cannot supervise children to ensure public safety.

**1. Definitions**

- 1.1. Child: means any person ten (10) years of age and under.
- 1.2. Parent: means a custodial parent or legal guardian.
- 1.3. Caregiver: any person thirteen (13) years of age or older who is not a parent or legal guardian and is in temporary charge of a child.

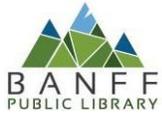
**2. Children should always be within sight of a parent or caregiver if:**

- 2.1. They are six (6) years of age or younger or,
- 2.2. The person's usual behaviour patterns require close supervision.

**3. Children in the library building without a parent or caregiver may not be left for an extended period. If the library staff discover that a child has been dropped off for an extended period, they will:**

- 3.1. Contact the parent or caregiver by telephone, inform the parent/caregiver of the library policy and request arrangements to have the person picked up as soon as possible or for parental/caregiver supervision in the library.
- 3.2. Contact Banff RCMP if the parent or caregiver cannot be reached.

**4. Under no circumstances will library staff transport an unattended child.**



Town of Banff  
Public Library

Policy: LS.3 – Library Services  
Title: Parental Responsibility Policy  
Motion No. 2019-29-05-09  
Reviewed: May 29, 2019

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References:

Refer to LC 3. Section 3.2



Town of Banff  
Public Library

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Policy: LS.4 – Library Services

Title: Public Computer & Wireless Access  
Policy

Motion No. 21/11/18-44

Reviewed: April 2023

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References:

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**Purpose:** The Banff Public Library provides free public access to computers within the library to facilitate access to electronic resources such as word processing, the Internet, the Library catalogue, subscription electronic resources, and other electronic software the Library deems relevant or appropriate. The library also provides free wireless access to the internet for the public to connect to using personal computers or other electronic devices.

The Banff Public Library upholds the Canadian Federation of Library Associations Statement on Intellectual Freedom and Libraries.

1. The Banff Public Library expects that the internet must be used in a responsible manner and with respect for the rights of others.
2. The Library assumes all people using public computers or the wireless network have basic computer knowledge, for example, how to use a mouse and simple keyboarding skills.
3. The library provides basic computer instruction and instructions on searching electronic resources, including the internet, when time and funding permit.
4. The Library is not responsible for any claims, damages or costs arising from using personal computers or other electronic devices on the network. The Library does not guarantee network availability, security, or reliability.
5. Use of public computers or wireless networks for illegal or criminal purposes, copyright infringement, or to seek access to unauthorized areas is prohibited. Users agree to comply with all applicable municipal, provincial, federal, and international laws, rules, and regulations.
6. Library staff members have the authority to monitor sites/information accessed on public computers and the use of the wireless network by people using personal computers and other electronic devices.
7. Inappropriate behaviour while using any public computer or the network/Wi-Fi could result in the loss of computer privileges or library facility use privileges. Inappropriate behaviour includes but is not restricted to:
  - 7.1. Accessing sites or web pages with content inappropriate for viewing in a public and multi-age user environment.
  - 7.2. Inappropriate language or gestures.
  - 7.3. Disruptive behaviour; and,
  - 7.4. Unacceptable interactions with Library staff members or the public.
8. Internet access: The internet enables the Library to provide information beyond the limits of its own collection. The internet is, however, an unregulated medium with little control.



Town of Banff  
Public Library

Policy: LS.4 – Library Services

Title: Public Computer & Wireless Access  
Policy

Motion No. 21/11/18-44

Reviewed: November 21, 2018

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References:

over its use or content. While it offers a wealth of information, it also enables access to some materials that may be offensive or disturbing to some.

8.1. The Library provides unfiltered access to the internet to all library patrons.

8.2. The Library is not responsible for the content or quality of information accessed on the internet. Parents, legal guardians, or adult caregivers are responsible for monitoring internet sites and information accessed by their children or vulnerable persons. Internet information sources are not always accurate, complete, or current. The Library does not take responsibility for the accuracy, timeliness, or appropriateness of information accessed on the internet.



References: 2014/01/15-10

**Purpose:** The Banff Public Library Board will ensure optimal hours of operation while allowing the Library to remain fiscally responsible.

1. The Library will open to the Public:

Monday	10 AM – 7 PM
Tuesday	10 AM – 7PM
Wednesday	10 AM – 7 PM
Thursday	10 AM – 7 PM
Friday	10 AM – 6 PM
Saturday	11 AM – 6 PM
Sunday	11 AM – 5 PM

2. The Library will be closed to the Public on the following holidays:

New Year's Day  
Family Day  
Good Friday  
Easter Monday  
Victoria Day  
Canada Day  
Heritage Day  
Labour Day  
National Day for Truth and Reconciliation  
Thanksgiving Day  
Remembrance Day  
Christmas Day  
Boxing Day

The Library may also close early on Christmas Eve and New Year's Eve at the discretion of the Library Director.

The Library may close during emergency situations.

3. Other closures the Library Director deems necessary must be approved by the Banff Library Board.



Town of Banff  
Public Library

Policy: LS.6 – Library Services  
Title: Materials Lending Policy  
Motion No. 2019-29-05-10  
Reviewed: June 23, 2023

References: 2014/02/19-11

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1. The following Item Limits and Loan Periods apply to materials borrowed from the Banff Public Library:
  - 1.1. 25 books, audiobooks, magazines, DVDs, or compact disc items may be borrowed at any time, for a period of 3 weeks.
  - 1.2. Library of Things Items are loaned for a period of 1 week (7 days)
2. **Renewals**
  - 2.1. Items may be renewed a maximum of 2 times.
  - 2.2. Renewal will be declined if there is a hold on the item.
3. Some library materials are designated as non-circulating. These must be used in the library only.



Town of Banff  
Public Library

Policy: LS.7 – Library Services  
Title: Public Posting Policy  
Motion No. 2019-29-05-11  
Reviewed: July 25, 2023

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References:

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**Purpose:** The Banff Public Library Board recognizes the important role the public library plays in ensuring the citizens of Banff have access to local information of a cultural, economic, or social nature.

1. The Library will post:
  - 1.1. Information on library programs
  - 1.2. Information on not-for-profit organizations
  - 1.3. Information on events supporting not-for-profit organizations.
  - 1.4. Information on cultural, religious, recreational, or educational events
2. All postings must be approved by the Library Director. The Library Director will authorize posting information for any group, organization, or event without regard to religion, sexual orientation, politics, or ethnicity. Unauthorized items will be removed.
3. To ensure the Library remains a non-partisan, unbiased institution, the following will not be posted:
  - 3.1. Information promoting commercial ventures.
  - 3.2. Religious information promoting one denomination or faith over another.
  - 3.3. Petitions.
  - 3.4. Information promoting political parties or individuals; and,
  - 3.5. Information aimed at putting people in touch with others, except in a support group capacity.
4. The Library staff will date items posted that will be removed/taken down following the event or after one (1) month if the posting is general. Items will only be accepted for consideration up to 30 days before the date of the event.
5. Posting information presented in a format larger than eight point five (8.5) inches by eleven (11) inches will depend on the space available. Library staff have the right to refuse to post large items.
6. Information sent to the Library electronically will be posted at the discretion of the Library Director.



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References:

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**Purpose:** The Banff Public Library views its facility resource as a valuable community asset. Meeting rooms are provided for Library and Library-related programs and meetings. After these needs are met, the meeting room facilities are available to individuals, groups, and organizations per this policy established by the Library Board. Any group or organization's use of the meeting rooms does not constitute an endorsement by the Library Board of the group's policies or beliefs. The Library reserves the right to attend any meeting held in its facilities.

## 1. Rental Hours

- 1.1. Hours will be 9 AM to 7 PM Monday through Thursday, 9 a.m. to 6 p.m. Friday, 10 a.m. to 5 p.m. Saturday and Sunday, and at the discretion of Library staff and their availability.

## 2. Bookings

- 2.1. All bookings must be made through a Library staff member.
- 2.2. Bookings requiring staff assistance for the set-up of the room or instruction on the use of equipment must be made in advance. It is the renter's responsibility to arrange an appointment well in advance if they require education in the use of library equipment.
- 2.3. Facilities will only be rented on statutory holidays or days when the Library is closed if specifically approved by the Library Director.
- 2.4. Liquor may not be served at any non-Library-hosted events.

## 3. Renter Responsibility

- 3.1. Rental fees are due upon receipt of a rental invoice and must be paid within thirty (30) days. The Library will not accept new bookings and will cancel existing room bookings for renters with amounts outstanding of 45 days or more from the initial invoice. Overdue accounts may be sent to the Library's collection agency.
- 3.2. The renter shall be financially responsible to the Board for all loss or damage to the meetingroom, equipment or facilities occasioned by any person or persons admitted to the premises by, or acting on behalf of, the renter.
  - 3.2.1. The renter must supervise all children participating in events.

## 4. Board Public Library

- 4.1. The Banff Public Library does not undertake any promotion of events by renters using Library facilities.
- 4.2. The Banff Public Library will not knowingly permit any individual or groups to use its facilities in contravention of the Criminal Code of Canada, Canadian Charter of Rights and Freedoms, or if the Library has reason to fear a disturbance of public peace.
- 4.3. The Banff Public Library assumes no responsibility for the safety, loss or damage of items held on Library premises for the renter.
- 4.4. The meeting room shall be under the supervision of a Library employee to the extent that the Library employee is authorized to adhere to this policy, including the authority to request that the renter vacate the premises due to inappropriate conduct or overstaying of time.



Town of Banff  
Public Library

Policy: LS.8 – Library Services  
Title: Facilities Rental Policy  
Motion No. 2019-29-05-12  
Reviewed: May 29, 2019

References:

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## **5. Cancellations**

5.1. Cancellations must be made through a Library staff member at least 24 hours before the booking date. The Library reserves the right to apply total charges to renters who provide less notice.

6. The decision of the Library Director shall be final in all matters about the interpretation of this policy.



Town of Banff  
Public Library

Policy: LS.8 – Library Services  
Title: Facilities Rental Policy  
Motion No. 2019-29-05-12  
Reviewed: May 29, 2019

References:

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## ATTACHMENT 1 – MEETING ROOM RENTAL FEES

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### Meeting Room Rental Fees – Effective September 31, 2018

Non-profit Individuals, Groups, Organizations: FREE

For-profit Individuals, Groups, and Organizations: **\$75.00 for any part of a day.** The right to waive the fee is at the discretion of the Library Director.

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**Purpose:** The policy's purpose is to establish the administrative structure for the retention of records in the Banff Public Library in compliance with the Freedom of Information and Protection of Privacy Act RSA 2000, c. F-25.

**1. Definitions:**

- 1.1. Annually: means by the end of the third quarter of a calendar year
- 1.2. Archives: means the Whyte Museum of the Canadian Rockies Archives
- 1.3. Board: means the Banff Public Library Board
- 1.4. Library Director: means Library Director or designate.
- 1.5. Selective retention: means a case-by-case decision about the length of time a document should be kept.
- 1.6. Transitory records mean records which do not have further value or usefulness beyond an immediate and minor transaction; are only required for a short time during and not usually after a transaction; are made obsolete by an updated version of a record, subsequent transaction, or decision; are duplicated elsewhere; or are works in progress drafts which have no value once the final version is produced.

**2. Application of Records Management Policy:** This policy applies to all administrative, legal, and financial records created or acquired by the Board.

**3.** The storage of files held by the Banff Public Library is to be kept to a legal minimum consistent with the efficient operation of the organization and the preservation of a meaningful historical record of the Library. See schedule A for retention schedule timelines.

**4.** When records are deemed to be vital, the confidentiality or security of the files and the implications of their possible loss or destruction should be considered.

**5.** The costs for space, storage and handling of files should be kept to a minimum.

**6.** The Library Director will maintain adequate records to compile monthly and annual activity reports.

**7.** The Banff Public Library Board shall keep an orderly and time record of its business so that its records are compliant with federal rules and regulations. The Income Tax Act of Canada is cited as the authority for the retention of records.

**8.** The Library Director will maintain all records for the board. Once the official minutes have been accepted, all notes and drafts relating to the meeting may be destroyed. The minutes of the Library Board meetings are deemed to be the historical record of the library and must be kept permanently.



Town of Banff  
Public Library

Policy: LM 1 – Library Management  
Title: Records Management Policy  
Motion No. 02/01/19-05  
Reviewed: January 2, 2019

References: Reviewed 2014 (2014/02/19-21)

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9. Except for patron records, personnel records, and internal staff meeting minutes, the records of the Library are deemed to be public information.
10. All patron records are confidential unless subpoenaed by law.
11. The Board gives authority for the destruction of records to the Library Director. The Library Director will be responsible for the proper and complete destruction of the records destroyed under this policy.



## SCHEDULE A – RECORDS RETENTION SCHEDULE

Function	Record Series	Retention Period and Format
Accounts Payable	<ul style="list-style-type: none"> <li>Paid Invoices</li> </ul>	7 years from fiscal year end
Accounts Receivable	<ul style="list-style-type: none"> <li>Cash Reports/Receipts</li> </ul>	7 years from fiscal year end
Agenda Packages – approved agendas and minutes retained – also includes monthly statistics, financial statements, librarian’s reports, etc.	<ul style="list-style-type: none"> <li>Board Minutes</li> </ul>	Permanent Hard copy (Also see Minutes below)
Annual reports to Province	<ul style="list-style-type: none"> <li>Statistics, reports, Provincial grant applications</li> </ul>	Permanent
Applications for work (solicited)	<ul style="list-style-type: none"> <li>Personnel</li> </ul>	3 years from decision or 3 years from termination of employment.
Applications for work (unsolicited)		Not accepted, not retained
Applications for art shows	<ul style="list-style-type: none"> <li>Program files</li> </ul>	
Architectural Drawings	<ul style="list-style-type: none"> <li>Building</li> </ul>	Permanent
Audits	<ul style="list-style-type: none"> <li>Audited Financial Statements</li> </ul>	Permanent
	<ul style="list-style-type: none"> <li>Audits</li> </ul>	11 years from fiscal year end
Banking	<ul style="list-style-type: none"> <li>Cheque stubs</li> </ul>	7 years from fiscal year end
	<ul style="list-style-type: none"> <li>Bank statements</li> </ul>	7 years from fiscal year end
	<ul style="list-style-type: none"> <li>Investments</li> </ul>	7 years from fiscal year end
	<ul style="list-style-type: none"> <li>Deposit books</li> </ul>	7 years from fiscal year end
Budget	<ul style="list-style-type: none"> <li>Budget Working Papers</li> </ul>	3 years from fiscal year end
	<ul style="list-style-type: none"> <li>Final Annual Capital Budget</li> </ul>	Permanent
	<ul style="list-style-type: none"> <li>Final Annual Operating Budget</li> </ul>	Permanent
Bylaws	<ul style="list-style-type: none"> <li>All</li> </ul>	Permanent
Complaints	<ul style="list-style-type: none"> <li>All</li> </ul>	3 years from year end



References: Reviewed 2014 (2014/02/19-21)

Function	Record Series	Retention Period and Format
<b>Contracts &amp; Agreements</b>	<ul style="list-style-type: none"> <li>All</li> </ul>	<b>11 years from termination</b>
<b>Contracts &amp; Agreements COPIES</b>	<ul style="list-style-type: none"> <li>All</li> </ul>	<b>Project termination</b>
<b>Employee Management</b>	<ul style="list-style-type: none"> <li>Personnel Files (excludes payroll, benefit, and tax information)</li> </ul>	<b>3 years from voluntary cessation of employment or 11 years from dismissal</b>
<b>General correspondence</b>	<ul style="list-style-type: none"> <li>Board</li> </ul>	<b>If important add to Board agenda packages. Otherwise treat as administrative.</b>
	<ul style="list-style-type: none"> <li>Administrative</li> </ul>	<b>7 years</b>
<b>Grant applications (other than Provincial – see Annual Reports above)</b>	<ul style="list-style-type: none"> <li>Administrative/Financial</li> </ul>	<b>7 years</b>
<b>Legal opinions</b>	<ul style="list-style-type: none"> <li>Legal</li> </ul>	<b>Permanent</b>
<b>Library Card Applications and Patron membership information</b>	<ul style="list-style-type: none"> <li>Personal patron information</li> </ul>	<b>Information entered into Library catalogue and then paper copy shredded. Personal information in library catalogue kept until 6-7 months after library membership has expired and is then permanently deleted.</b>
<b>Library Daily Report Sheets</b>	<ul style="list-style-type: none"> <li>Administrative</li> </ul>	<b>Until information compiled plus 1 full calendar year</b>
<b>Minutes</b>	<ul style="list-style-type: none"> <li>Board</li> </ul>	<b>Permanent – as of 2011 minutes kept in both hard copy and electronic (PDF) format.</b>
	<ul style="list-style-type: none"> <li>Committees</li> </ul>	<b>Permanent</b>
	<ul style="list-style-type: none"> <li>Staff Meetings</li> </ul>	<b>11 years from year end</b>
<b>Payroll</b>	<ul style="list-style-type: none"> <li>Biweekly Remittance Reports (time sheets)</li> </ul>	<b>7 years from fiscal year end</b>
	<ul style="list-style-type: none"> <li>LAPP/Pension</li> </ul>	<b>7 years from fiscal year end</b>
	<ul style="list-style-type: none"> <li>Posting Journals</li> </ul>	<b>60 years from fiscal year end (Town of Banff retains originals – Banff Public Library to retain copies for 7 years)</b>
	<ul style="list-style-type: none"> <li>Registers</li> </ul>	<b>60 years from fiscal year end (Town of Banff retains originals – Banff Public Library to retain copies for 7 years)</b>



References: Reviewed 2014 (2014/02/19-21)

Function	Record Series	Retention Period and Format
	<ul style="list-style-type: none"> <li>Year End documents and T4's</li> </ul>	<b>7 years from fiscal year end</b>
<b>Personnel Files</b>	<ul style="list-style-type: none"> <li>Personnel</li> </ul>	<b>See Employee Management Function.</b>
<b>Plan of Service</b>	<ul style="list-style-type: none"> <li>Required by Province</li> </ul>	<b>Permanent</b>
<b>Policies</b>	<ul style="list-style-type: none"> <li>All</li> </ul>	<b>7 years after superseded or repealed</b>
<b>Public Consultation</b>	<ul style="list-style-type: none"> <li>Forums</li> <li>Survey Collection Forms</li> </ul>	<b>2 years from year end</b>
	<ul style="list-style-type: none"> <li>Survey Compiled Results</li> </ul>	<b>Permanent</b>
<b>Purchasing</b>	<ul style="list-style-type: none"> <li>Purchase Orders &amp; Requisitions</li> </ul>	<b>7 years from fiscal year end</b>
	<ul style="list-style-type: none"> <li>Quotations and Tenders – Successful</li> <li>Unsuccessful</li> </ul>	<b>11 years from project termination 3 years from decision</b>
<b>Registration and Attendance</b>	<ul style="list-style-type: none"> <li>Library Programs</li> </ul>	<b>Not retained after program</b>
<b>Reports (general)</b>	<ul style="list-style-type: none"> <li>Administrative</li> </ul>	<b>7 years</b>
<b>Requests for items and fulfillment records. Requests for information.</b>	<ul style="list-style-type: none"> <li>Interlibrary loan records</li> </ul>	<b>Destroy as soon as possible once process complete and statistics collected. Max. retention 1 year.</b>
<b>Special events (non-historic)</b>	<ul style="list-style-type: none"> <li>Program</li> </ul>	<b>3 years</b>



Town of Banff  
Public Library

Policy: LM 2 – Library Management  
Title: Personal Information Banks Policy  
Motion No. 02/01/19-06  
Reviewed: January 2, 2019

References: Reviewed in 2014 (2014/02/19-22)

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## Personal Information Banks (PIB) – Personal Information Collected by Banff Public Library

Location 101 Bear Street, Banff, AB. T1L 1H3  
Town: Population 9,658 in 2017

### 1. Patron Record

*Membership Forms and Membership Database:  
Information that supports the lending and use of library materials to the public.*

Location: Banff Public Library, 101 Bear Street, Banff, AB. T1L 1H3

Personal Information contained:

Patron name, patron barcode number, Banff PO Box, forwarding address, date of birth, home telephone numbers, business telephone number, place of employment, job title, e-mail addresses, membership type, and one of: provincial ID card number, provincial driver's license number, international driver's license number, national identity card number, passport number, Canadian citizenship number, or Canadian permanent resident number.

Individuals: All patrons registered with the Banff Public Library.

Legal Authority: Alberta Libraries Act, Freedom of Information and Protection of Privacy Act, section 32(c).

### 2. Programs - Participant Lists

*Lists are kept only for programs where it is necessary to contact participants.*

Location: Banff Public Library, 101 Bear Street, Banff, AB. T1L 1H3

Information contained:

Name, contact telephone number, e-mail address, age, parent name.

Individuals: All patrons attending programs at the Banff Public Library where it is necessary to pre-register.

Legal Authority: Alberta Libraries Act, Freedom of Information and Protection of Privacy Act

### 3. Reference Questions Forms

*For detailed or difficult reference questions where it might be necessary to contact the patron when future information is received.*

Location: Banff Public Library, 101 Bear Street, Banff, AB. T1L 1H3

Personal information contained:

Patron name, contact telephone number, e-mail address.



Town of Banff  
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Individuals: Patrons requesting in-depth reference information from the Banff Public Library.

Legal Authority: Alberta Libraries Act, Freedom of Information and Protection of Privacy Act

#### **4. Interlibrary Loan Forms**

*For interlibrary loans requests to contact the patron when interlibrary loan items are received.*

Location: Banff Public Library, 101 Bear Street, Banff, AB. T1L 1H3

Personal information contained:  
Patron name, contact telephone number, e-mail address.

Individuals: All patrons requesting interlibrary loans from the Banff Public Library.

Legal Authority: Alberta Libraries Act, Freedom of Information and Protection of Privacy Act

#### **5. Patron Overdue Files**

*For contacting patrons when library materials are not returned.*

Location: Banff Public Library, 101 Bear Street, Banff, AB. T1L 1H3

Personal information contained:  
Patron name, patron barcode number, contact telephone number, e-mail address.

Individuals: All patrons with overdue materials from the Banff Public Library.

Legal Authority: Alberta Libraries Act, Freedom of Information and Protection of Privacy Act

#### **6. Patron Request Forms**

*For patron requests to contact the patron when requested items are received.*

Location: Banff Public Library, 101 Bear Street, Banff, AB. T1L 1H3

Personal information contained:  
Patron name, PO Box, Telephone number, email address, patron barcode number.

Individuals: All patrons requesting to borrow items at the Banff Public Library.

Legal Authority: Alberta Libraries Act, Freedom of Information and Protection of Privacy Act



## 7. Employee Records

### a) Personnel files

*Includes information to support personnel management functions.*

Location: Banff Public Library, 101 Bear Street, Banff, AB. T1L 1H3

Personal information contained:

Employee name, PO Box and Street Address, telephone number, resume, social insurance number, earnings and income tax records, performance evaluations, correspondence, employment contracts, reprimands and commendations, training assessments, and training certificates obtained.

Individuals: Permanent and part-time staff at Banff Public Library.

Legal Authority: Alberta Labour Code, Canada Tax Act, Alberta Library Act, Alberta Freedom of Information and Protection of Privacy Act, section 32(c)

### b) Human Resources Records

*Includes information to support administration and payroll functions.*

Location: Banff Town Hall, 110 Bear Street, Banff, AB. T1L 1A1

Personal information contained:

Employee name, address, telephone number, birth date, employment commencement date, salary, emergency contact, payroll deductions, benefit plans, vacation status and sick leave.

Individuals: Permanent and part-time staff at Banff Public Library.

Legal Authority: Alberta Labour Code, Canada Tax Act, Alberta Library Act, Alberta Freedom of Information and Protection of Privacy Act, section 32(c)

### c) Library Contact Information File

Location: Banff Public Library, 101 Bear Street, Banff, AB. T1L 1H3

Personal information contained:

Names, contact addresses, home telephone numbers, e-mail addresses of librarian and library staff and library board trustees.

Individuals: Permanent and part-time staff at Banff Public Library.

Legal Authority: Freedom of Information and Protection of Privacy Act, section 32(c).

## 8. Volunteer Records

*Volunteer records include information to contact volunteers at the Banff Public Library.*



Town of Banff  
Public Library

Policy: LM 2 – Library Management  
Title: Personal Information Banks Policy  
Motion No. 02/01/19-06  
Reviewed: January 2, 2019

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References: Reviewed in 2014 (2014/02/19-22)

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Location: Banff Public Library, 101 Bear Street, Banff, AB. T1L 1H3  
Personal information contained:  
Names and telephone numbers of volunteers.

Individuals: volunteers at the Banff Public Library.  
Legal Authority: Freedom of Information and Protection of Privacy Act, section 32(c).

## 9. Annual Reports

*Banff Public Library Annual Reports include information to contact volunteer library board trustees at the Banff Public Library.*

Location: Banff Public Library, 101 Bear Street, Banff, AB. T1L 1H3

Personal information contained:  
Names, addresses and telephone numbers of library board trustees.

Individuals: Town of Banff appointed Library Board Trustees

Legal Authority: Freedom of Information and Protection of Privacy Act, section 32(c),  
Alberta Libraries Act.

## 10. Art Exhibit Forms

*For artists who exhibit their works at the Banff Public Library.*

Location: Banff Public Library, 101 Bear Street, Banff, AB. T1L 1H3

Personal information contained:  
Artist, contact telephone number, e-mail address.

Individuals: All artists requesting art exhibits at the Banff Public Library.

Legal Authority: Alberta Libraries Act, Freedom of Information and Protection of Privacy Act

## 11. Donor lists

*Charitable tax receipts with donor information and lists compiled for public display – with permission of the donor.*

Location: Banff Public Library, 101 Bear Street, Banff, AB. T1L 1H3

Personal information contained:  
Donor name, contact information, and details regarding donation.

Legal Authority: Canada Tax Act, Alberta Freedom of Information and Protection of Privacy Act.



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References: Reviewed in 2014 (2014/02/19-20)

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1. Public relations for the Banff Public Library Board and for the Banff Public Library are the joint responsibility of the Banff Library Board and the Library Director.
2. A formal Communication Plan developed by the Library Board in conjunction with the Library Director will be reviewed annually. The communication plan should include, but not be limited to, the following:
  - 2.1. Identification of Key Stakeholders/Communication Channels
  - 2.2. Key Messages and Delivery
  - 2.3. Definition of Target Audience
  - 2.4. Branding and Marketing Strategy
  - 2.5. Emergency Response Plan
  - 2.6. Social Media Strategy
3. The Library Board will endeavour to have matters of public interest concerning the library or the Library Board brought to the attention of the public through the appropriate form or forms of public communication.
4. The Library Board will cooperate with public communication agents to ensure the accuracy and completeness of material prepared by those agents.
5. Public advertisements of any sort or form must be approved by the Board prior to distribution to the public, except as noted below:
  - 5.1. Public advertisements of routine matters pertaining to the operation or business of the Board may be released for public distribution by the Chair of the Board provided that the Board is informed of this action at its next meeting and that funds are available to pay the expenses incurred.
  - 5.2. Factual matters of interest to the public and related to the public's use of the Library may be released for public distribution by the Library Director providing no expense is incurred thereby or that such an expense has been previously approved by the Board as part of the operating budget.
6. The Library Board may publicly reply to statements made about the Library Board, the Library, or to statements on matters of concern to either body.
7. The Banff Public Library Board will, at its discretion, undertake to participate in publicity campaigns related to its interests and endeavours.
8. "The Banff Public Library Board", "Banff Public Library" or suitable variations thereof are the preferred forms of identification to form part of a public advertisement. The official name of the Board is ***The Town of Banff Library Board***. This phrasing must be used in official documents.
9. Should the Library Director's, or individual Board member's, name appear as part of a public advertisement by the Library or the Library Board, the name of the Banff Public Library, the Banff Public Library Board or a suitable variation thereof will also appear and will be more prominent.



Town of Banff  
Public Library

Policy: LM 3 – Library Management

Title: Public Relations and Publicity Policy

Motion No. 24-4-2019-3

Reviewed: April 24, 2019

References: Reviewed in 2014 (2014/02/19-20)

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- 10.** No member of the Banff Public Library Board, nor any employee, may be penalized or punished for making, on his own, public statements relating to the library, the Library Board, or matters concerning either of these bodies, provided such statements are factual, truthful, non-derogatory in nature, and are identified as personal statements by that individual.
  
- 11.** The Library's use of social media in a manner consistent with the Board's mission, vision and values and social media's inherent characteristics. Social media usage will be included in the communication plan.



Town of Banff  
Public Library

Policy: LM 4 – Library Management

Title: Disposal of Library Materials, Equipment,  
& Furnishings Policy

Motion No. 02/01/19-07

Reviewed: January 2, 2019

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References:

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1. The Library Director is authorized to dispose of library materials, equipment and furnishings as deemed advisable and by the most appropriate means.
2. The Librarian must authorize all disposals of all assets, Upon approval:
  - 2.1. Licensed software and all data shall be removed from computers, if required, prior to their disposal.
  - 2.2. Staff may be given the first opportunity to purchase or take disposed material, equipment, or furnishings on conditions to be determined by the Library Director, inaccordance with policy.
  - 2.3. Library material (books, audio visual materials) may be sold through library book sales.



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References:

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**Purpose:** The Town of Banff Public Library Board is committed to fostering a positive, safe, and comfortable environment in which all persons using the Library's services and facilities are treated with respect and dignity.

1. This policy has been created to ensure that:
  - 1.1. Acceptable behaviour in the library is defined and understood.
  - 1.2. Behaviour standards are enforced consistently and fairly.
  - 1.3. Staff members feel supported when dealing with patron conduct and/or complaints about patron conduct.
2. **Conduct of Library Users**
  - 2.1. Library users are expected to abide by all Library policies, guidelines, and procedures.
  - 2.2. Food and drink may be consumed in the library provided that no damage or soiling results. Patrons are expected to exercise this privilege responsibly.
  - 2.3. Consumption of, sale of, and/or visible intoxication by alcohol or drugs is prohibited.
  - 2.4. Disruptive behaviour including excessive noise, swearing and verbal aggression is prohibited.
  - 2.5. Harassing behaviour and sexual harassment are prohibited. Harassment includes offensive, demeaning, or belittling comments and other uninvited, bothersome contact. Sexual harassment includes unwelcome sexual remarks, jokes, propositions, leering, staring, touching and display of suggestive images or other objectionable content.
  - 2.6. Damage or inappropriate use of library equipment, furnishings and facilities is prohibited.
  - 2.7. Violence and aggression including threats, verbal abuse, intimidation, physical contact, and display of weapons are prohibited.
  - 2.8. Animals are not allowed in the library except for qualified service dogs. An Alberta Service Dog Identification Card is required to demonstrate the animal's qualification.
  - 2.9. Library users shall dress appropriately including wearing shirts, shoes, and other appropriate attire.
  - 2.10. Photographing, filming and video recording on Library property requires pre-authorization by the Library Director.
  - 2.11. Public distribution of documents or petitions, solicitation, proselytizing, and political campaigning are prohibited.
3. **Consequences of Prohibited Conduct**
  - 3.1. Library users who engage in prohibited behaviour or otherwise violate the Public Code of Conduct Policy may be warned by staff, ordered to leave the library for the remainder of the day, or banned from the library for a longer time period, depending on the severity of their conduct. Police may be called to intervene, and/or criminal charges may be laid when appropriate.



References:

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## PUBLIC CODE OF CONDUCT

All patrons and visitors to the Banff Public Library are expected to be:

- Respectful of others in the Library, including patrons, visitors, staff, and volunteers
- Careful and considerate of Library property
- Lawful
- Responsible

We request that our patrons and visitors:

- Dress appropriately. Shoes and shirts must be worn.
- Attend to and supervise children in their care.
- Attend to personal belongings.
- Use Library furniture, equipment, washrooms, and property with respect and for their intended purposes only.
- Leave the Library promptly at closing, and when requested to do so in emergency situations.

Examples of unacceptable behaviours include:

- Verbal, physical, or visual abuse of any kind towards another person in the Library
- Threatening others
- Damaging or destroying Library property, equipment, or materials
- Theft
- Intoxication or consuming liquor or illegal drugs on the Library premises
- Fighting, arguing, or swearing
- Sleeping or loitering
- Bringing pets inside the Library. Service Dogs as defined under the Alberta *Service Dog Act* are welcome. Dog owners should carry their *Service Dog ID* cards with them and be willing to present it if requested.
- Exhibitionism or lewd behaviours
- Sexual advances or abuse
- Using cell phones, pagers, headphones, or other communication devices which disturbs others' use of the Library.
- Eating or drinking at the public Internet stations

Repeated violations will result in being asked to leave the premises, suspension of Library privileges, charges for damages and/or criminal prosecution.

**Please be aware that police will be called if behaviour is threatening in any way.**

**Copies of the full Patron Code of Conduct Policy are available upon request.**



Town of Banff  
Public Library

Policy: LM 6 – Library Management  
Title: Social Media Policy  
Motion No. 24-4-2019-3  
Reviewed: April 24, 2019

References:

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**Refer to LM 3 Public relations Publicity Policy.**



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References:

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**Purpose:** Through its collections, the Library provides access to a wide range of expressions of imagination, knowledge, creativity, intellectual activity and thought, in a welcoming and supportive environment. The Library provides space to local community artists for the display of their work to enable visitors to participate in the creative life of their community.

**1. Scope**

- 1.1. The Library is pleased to provide free space for art exhibits which reflect the diverse cultural interests of Banff and surrounding communities, and foster community and individual expression.
- 1.2. This policy applies to art exhibits that are offered by individuals, community organizations, or community groups for display on Library premises.

**2. Art Exhibit Application Process**

- 2.1. Applications to exhibit in Library premises will be made in writing, using the application forms that can be found on the Banff Public Library website or from the Library Director. In every case, the Library Director and the exhibitor or the exhibiting group's representative will sign a formal written contract which will detail the rights and responsibilities of each party.
- 2.2. All exhibits must be presented appropriately for public display and according to the requirements of the Library as described in the policy.
- 2.3. Completed applications, including 3 samples, must be submitted by email or in person in order to be considered for Library art exhibits.
- 2.4. Selected artists will be given 1-month showings. Depending on the response, some artists may be asked to exhibit more than once.
- 2.5. Patrons interested in purchasing a work must contact the artist directly.

**3. Art Exhibit Selection Criteria**

- 3.1. The work must be compatible with Banff Public Library's mission, vision, and values.
- 3.2. The work must be consistent with the principle of respect for the dignity and worth of all people.
- 3.3. The work must be original (that is, not copies of works by other visual artists, whether paintings, photographs, illustrations, etc.).
- 3.4. The work must be suitable in scale, material, form, subject, and content for the library environment.
- 3.5. The work must be ready for display/hanging. As space is limited, it may not be possible to display all artwork that is acceptable. That the artist is not in contravention of federal or provincial laws and regulations, or which do not contain advertisements or solicitations for recruitment, business, or fundraising.
- 3.6. The exhibitor or artist must sign a waiver form outlined in Attachment 1.

**4. Art Exhibit Requirements**

- 4.1. The Exhibit space is offered subject to availability, and considering the Library's own needs, especially the necessity to maintain all usual Library functions and operations throughout the period of the exhibit.
- 4.2. The Library Director reserves the right to decide the location and extent of the exhibit.



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References:

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- 4.3. Exhibits are unsupervised and are accessible to the public throughout Library open hours, except when the space is required for Library purposes.
- 4.4. The Library retains the right to determine the suitability of any proposed exhibit for display on its premises and has final authority over the review, selection, and arrangement of all public exhibitions on its premises.
- 4.5. The Library reserves the right to reject any part of an exhibit or to change the manner of display. In particular, exhibits must be reviewed within the context of the public space and its users.
- 4.6. The Library may require the removal of any item during the period of the exhibit.
- 4.7. Art must be “display ready”, in order to make sure they are safe and well-cared for at the library:
  - 4.7.1. Paper pieces framed.
  - 4.7.2. Canvases, if unframed, have finished edges.
  - 4.7.3. If artwork is in a non-traditional format or left unframed/unfinished by design, the artist must present ideas on how to display it on the art wall; and
  - 4.7.4. Each piece should be labelled on the back with the name of artist and the title of piece for identification.

## 5. Publicity

- 5.1. Banff Public Library will publicize exhibits, where possible, in the Library’s program guide and on the Library website.
- 5.2. Any publicity that artists wish to have posted in the Library must be approved in advance by the Library Director in the location at which the work will be exhibited.

## 6. Responsibility

- 6.1. The Library Director is responsible for art exhibits that are presented at Banff Public Library.
- 6.2. The artist or exhibitor is responsible for the delivery, installation, and removal of their exhibits, as well as the means for hanging their work (picture hooks, chains, etc.)
- 6.3. The artist or exhibitor is responsible for the purchasing of any art pieces.



References:

## ATTACHMENT 1 – WAIVER OF LIABILITY

### WAIVER OF LIABILITY

This Waiver of Liability dated this \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_ by and between the Banff Public Library ("BPL") and \_\_\_\_\_ ("Artist") waives any liability on the part of BPL or its employees with regard to a public exhibition by the Artist of his/her works of art ("Works") to be held at BPL during the period \_\_\_\_\_ to \_\_\_\_\_.

The Artist hereby agrees to hold harmless BPL and/or its employees and volunteers from any liability for the Artist or the Works during the above period including but not restricted to damage to or theft of the works.

This Waiver stipulates that ownership of works sold during the exhibition shall not be transferred from the Artist to a purchaser until after the Closing Date. Receipts made out to purchasers shall be marked "Deposit on artwork".

It is hereby understood by and between BPL and the Artist that the only intention of BPL is to provide a venue for the exhibition of the Works during the above period and that BPL can accept no responsibility or liability for the Artist or the Works.

This Waiver executed in duplicate. Signatures below indicate agreement between all of the above.

_____	_____
Banff Public Library (BPL)	Artist/Exhibitor



Town of Banff  
Public Library

Policy: LM 8 – Library Management

Title: External Petitions Policy

Motion No. 02/01/19-09

Reviewed: January 2, 2019

References: Reviewed in 2014 (2014/01/15/09)

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**External petitions are not to be posted or circulated in the library.**



Town of Banff  
Public Library

Policy: LM 9 – Library Management

Title: Food and Beverages in the Library Policy

Motion No. 02/01/19-10

Reviewed: January 2, 2019

References: Reviewed in 2014 (2014/01/15/11)

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**Purpose:** To establish a policy guiding the consumption of food and beverages within the Library, outside of special events.

1. During regular library hours patrons may consume beverages and snacks in the lobby area, boardroom, and/or while seated in chairs in the main public area of the library.
2. Due to allergies, the library will post signage stating that nuts are not to be consumed on the premises. See Attachment 1 Food & Beverage poster.
3. Food and drink should not be taken into the computer area as per Public Code of Conduct Policy 3.2.13.
4. Patrons have a responsibility to exercise care so that (a) their food and/or drink does not cause damage to the library or library materials and (b) they do not create a disturbance for other patrons.
5. Staff members are allowed food and drinks in the kitchen area, or in the office area of the library at the discretion of the Library Director. Staff members should not eat, drink, or chew gum at the front desk.
6. Board members, patrons and guests of the library attending a library event after hours can consume food and drinks in the library building.
7. The Banff Public Library reserves the right to limit this privilege on a case-by-case basis as deemed necessary.



References:

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## ATTACHMENT 1 – SAMPLE POSTER

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### FOOD AND BEVERAGE **ALLOWED** IN THE LIBRARY

**Patrons may consume beverages and snacks** in the lobby area, boardroom, and/or while seated in the main area of the library.

Due to allergies, **nuts are not to be consumed** on the premises.

Food and drink should **not be taken into the computer area**.

**Patrons have a responsibility** to exercise care so that

- a) Their food and/or drink does not cause damage to the library or library materials; and,
- b) They do not create a disturbance for other patrons.

The Banff Public Library reserves the right to limit this privilege on a case-by-case basis as deemed necessary.

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References:

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**Purpose:** Outlining the relationship between the Banff Public Library and other organizations establishing policy for basic human resource practice is essential in ensuring that best practice is achieved.

### 1. Library Employees

- 1.1. Employees of the Banff Public Library include the Library Director, Library Assistants, Grant-funded positions, and Students.
- 1.2. Salaries, benefits, and conditions of employment of the Library Director are reviewed annually by the Human Resources and Finance Committee (refer to Policy HR. 2).
- 1.3. Salaries, benefits, and conditions of employment of all employees other than the Library Director are to be reviewed annually by the Library Director.

### 2. Town of Banff

- 2.1. The Banff Public Library utilizes the payroll services of the Town of Banff.
- 2.2. The Town of Banff:
  - 2.2.1. Computes salaries on the basis of information provided by the Library Director.
  - 2.2.2. Deposits pay into staff bank accounts and issues pay stubs.
  - 2.2.3. Maintains computerized records of sick leave and vacations.
  - 2.2.4. Manages Local Authorities Pension Plan and Insurance Benefit Program

### 3. Job Descriptions

- 3.1. The Library Board, through the Human Resources and Finance Committee, will ensure that the Library Director's description is relevant and up to date. The Library Director's description is shown in Schedule A.
- 3.2. The Library Director will ensure that the descriptions of all other Library employees are relevant and up to date.
- 3.3. Job descriptions will be reviewed every three years.

### 4. Staffing Management and Organizational Chart

- 4.1. A Staffing Management Plan (SMP) is maintained by the Library Director and presented upon request to the HR&F Committee and contains information as requested by the HR&F Committee. (e.g., organizational chart, compensation review and plan, job descriptions, succession plan, retention plan.)

### 5. Confidentiality of Employee Records

- 5.1. The Library Director will protect the confidentiality of employee records through appropriate measures.
  - 5.2. Employees' personnel files are only available to the following persons:
    - 5.2.1. The employee
    - 5.2.2. The Library Director
    - 5.2.3. The Human Resources and Finance Committee only when dealing with a grievance and only those documents relevant to the grievance.
  - 5.3. Employee records of a medical nature are filed separately from their personnel files. Medical records are only available to the following persons:
    - 5.3.1. The employee
    - 5.3.2. The Library Director
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Town of Banff  
Public Library

Policy: HR1 – Human Resources  
Title: Library Employees Policy  
Motion No. 25-01-23-1  
Reviewed: January 25, 2023

References:

- 5.4. All documents will be maintained in accordance with the Freedom of Information and Protection of Privacy Act and Regulations.

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## SCHEDULE A: Library Director Job Description

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### JOB DESCRIPTION: LIBRARY DIRECTOR

**Job Title:** Library Director

**Function of Job:** To ensure the efficient operation of the library, including collection development, administrative duties, budget management, leadership and supervision of staff, public relations, and advocacy.

**Responsibilities:**

***Administration and Management***

- Implement board policies, and recommend, design, and implement library services and programs.
- Oversee records management; collect and maintain necessary records and statistics.
- Prepare necessary reports and presentations for the Library Board, the Provincial Government, the Town of Banff, and other agencies.
- Prepare grant applications.
- Assist Library Board with budget preparation; manage library budget and oversee expenditures.
- Hire, supervise, coach, and evaluate all library staff. Oversee scheduling, training, and development opportunities.
- Attend Library Board and committee meetings; bring information and make recommendations to the Library Board.
- Sit on all Board committees.
- Plan and implement capital projects.
- Oversee the purchase of necessary supplies, furniture, and equipment.
- Liaise with the Town of Banff management team.
- Liaise with the Alberta library community.
- Participate in strategic planning and the development of library goals and objectives.
- Plan and conduct needs assessments in collaboration with the Board.
- Provide administrative support for the Library Board.
- Carry out Hazard Assessments at regular intervals.
- Oversee facilities management.
- Oversee disaster planning.
- Oversee employee benefits.
- Oversee library accounting and accounts payable.
- Oversee library advertising, publications, and marketing.
- Responsible for FOIP administration.
- Pursues professional development

***Collection Development and Maintenance***

- Make informed selections of materials in keeping with the Selection Policy.



Town of Banff  
Public Library

Policy: HR1 – Human Resources  
Title: Library Employees Policy  
Motion No. 25-01-23-1  
Reviewed: January 25, 2023

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References:

- Oversee ordering of all library materials.
- Weed library collection as necessary.
- Develop, maintain, and implement collection management plans and make relevant policy recommendations to the Library Board.
- Be knowledgeable of trends in information media and make necessary recommendations to the board regarding format.

**Technical Services**

- Manage integrated library system on a local level and liaise with other service providers on related matters.
- Oversee patron registration, materials circulation, and overdue materials management.
- Oversee local materials processing.
- Oversee the management of local area computer network and other in-house technologies to ensure effective access and operation. Demonstrate competence in computer services offered by the library. Develop and implement technology plans and procedures.
- Oversee the maintenance of accurate acquisition and on-order records and management of related databases.

**Public Relations and Advocacy**

- Promote library services within the community through advocacy, public relations, and outreach.
- Liaise with local, regional, and provincial organizations on matters of interest to the library.
- Represent the library to the media.
- Be well informed of contemporary library services, technologies, and issues of regional, provincial, and national significance through involvement in the library community, relevant associations, and professional development opportunities.

**Patron Services**

- Maintain hours of service as established by the Library Board.
- Supervise reader and reference services.
- Oversee provision and management of resource sharing in accordance with regional and provincial agreements.
- Supervise and direct the provision of library programs for adults and children according to board policy.
- Receive and deal with patron and other library-related complaints.

*Any other duties as assigned by the Library Board.*

**Responsible to:** The Town of Banff Library Board.



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References:

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**Purpose:** The Banff Library Board recognizes the important role the Library Director and the Library employees play in the smooth administration of the library.

**1. Definitions:**

- 1.1. Full-time employees are defined as a minimum of 28 hours per week. The standard is 35 hours per week.
- 1.2. Part-time employees are defined as those contracted for fewer than 28 hours per week.

**2. Wages**

- 2.1. Library employees will be paid at a competitive rate. A market survey will be conducted a minimum of every three years.
- 2.2. Probationary period will be of a three-month duration unless otherwise negotiated on hiring.
- 2.3. Library employees will receive wage increases consistent with established pay grades outlined in the Staff Management Plan (SMP) unless otherwise negotiated.
- 2.4. The Board will determine the Library Director's wage.

**3. Benefits**

- 3.1. **Group Health and Insurance** plans shall be provided through the Town of Banff. This includes:
- 3.2. **Local Authorities Pension Plan (LAPP):** This plan is mandatory for all full-time, continuous employees (28 hours/week and more) and contributions are both employees and employer based.
  - 3.2.1. The employee and Library Director will discuss whether the plan is applicable to them.
  - 3.2.2. Part-time and term employees will not be enrolled in the plan.
- 3.3. **Group Plan Coverage:** The Library's group plan aligns with the Town of Banff and offers coverage for full-time employees.
  - 3.3.1. Part-time employees are not eligible for participation in the group plan.
  - 3.3.2. The Town of Banff's Payroll Administrator can provide a full description of the employee group benefits and initiate plan enrollment.
  - 3.3.3. If an employee takes a maternity/parental leave, unpaid leave or a self-funded leave of more than 30 days, the employee may provide payroll with postdated cheques to maintain coverage. Alternatively, the employee may waive coverage by providing written acknowledgement to payroll.
  - 3.3.4. Benefits coverage will cease on the last date of employment.
  - 3.3.5. The Town of Banff and Banff Public Library reserves the right to change insurance carriers and policies as it deems appropriate.

**4. Working Conditions of Employment**

**4.1. Hours of Work**

- 4.1.1. Hours of work need to be flexible to cover the range of library hours of opening. The Library Director will make the work schedules in consultation with the employees.



References:

4.2. **Breaks**

4.2.1. Employees shall receive breaks in accordance with Alberta Employment Standards.

4.3. **Vacation**

4.3.1. Full-time employees are entitled to the following paid vacation, based on their years of employment. (Below is an example of a 35 hour per week employee)

1 to 5 years/inclusive	3 weeks	105 hours
6 to 10 years/inclusive	4 weeks	140 hours
11 to 21 years/inclusive	5 weeks	175 hours
22+ years 1 additional Day/year to a maximum	6 weeks	210 hours

- i. An employee who is hired mid-way through a year will receive a pro-rated vacation entitlement representing the period they work from the hire date to December 31st.
- ii. An employee who terminates employment mid-way through a year will be paid out any earned, but untaken vacation time. An employee must reimburse the Library for any taken but unearned vacation time.

4.3.2. Alberta Employment Standards sets out the minimum employment requirements for vacations and vacation pay. The Banff Public Library (BPL) provides enhanced vacation time when indexed against Alberta Employment Standards.

- i. BPL starts employee vacation entitlement at one week more than the Standard sets out.
- ii. BPL allows for vacation to be taken in “hours”.

4.3.3. Requests for paid time off must be approved by the Library Director in advance of the vacation time.

- i. It is the employee’s responsibility to submit a Request for Leave form in order to be paid for the vacation time.
  - a. Employees’ current vacation entitlement is summarized on the bi-weekly pay stub.
- ii. The Library Director and employees should confirm that vacation approved and paid, will be earned either before the end of the year or before the end of employment.
- iii. The Library Director and employees are discouraged from using “vacation hours” as a top-up of weekly or bi-weekly hours of work.

4.3.4. In the first week of January, the Library Director will be provided with an updated list of employees and the current year’s vacation entitlement for each employee by the Town of Banff Payroll Department.

4.3.5. Carry-over or pay-out of vacation hours is at the Library Director’s discretion.

4.3.6. Part-time employees shall receive vacation time and vacation pay in accordance with Alberta Employment Standards.

4.4. Holidays



References:

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4.4.1. New Year’s Day	Family Day	Good Friday
Easter Monday	Victoria Day	Canada Day
Heritage Day	Labour Day	Thanksgiving Day
Remembrance Day	Christmas Day	Boxing Day
National Day for Truth and Reconciliation		

**4.5. Leave**

- 4.5.1. Parental Leaves (Maternity, Paternity and Adoption):** Employees are eligible to maintain full benefits during this leave in compliance with criteria under Division 7 of the Alberta Employment Standards Code. The employee is encouraged to discuss the specifics with the Library Director.
- 4.5.2. Bereavement Leave:** In the unfortunate situation that a loved one passes away, an employee may request up to three working days with pay to attend and plan for the funeral or service. The Banff Public Library is committed to supporting its employees during bereavement. It acknowledges the importance of providing employees with the opportunity to grieve and attend to personal matters following the loss of a loved one. This bereavement leave policy is designed to be Informed, Diverse, Equitable, and Accessible (IDEA) to ensure that all employees receive fair and compassionate support during difficult times.
- i. Extended paid or unpaid leaves may be requested and will be granted at the discretion of the Library Director. The employee may be asked to provide supporting documentation before an extension is confirmed. The duration of bereavement leave may vary based on the circumstances and the location of the funeral or memorial service. Employees are encouraged to discuss their specific needs.
  - ii. If the death occurs during an employee’s vacation, and the employee plans for or attends, the funeral (or service), the employee will be granted bereavement leave with appropriate pay and vacation earnings will be restored.
  - iii. Employees who wish to take time off on the anniversary of a loved one’s passing may request this leave, and such requests will be considered with compassion and empathy. The decision to grant time off for anniversary-related bereavement will be at the discretion of the Library Director. When making this decision, the Director will consider the employee’s request, the library’s operational needs, and the employee’s overall leave balance.
- 4.5.3. Court Attendance:** If an employee is required to attend court as a requirement of his/her work duties, the employee will be paid his/her regular salary or wage. Any per diems provided are to be signed over to the BPL. If other circumstances result in a request for court appearance, a discussion should take place with the Library Director regarding time off and/or compensation.
- 4.5.4. Leaves of Absence:** An unpaid leave of absence may be requested. The following conditions apply (requests for exceptions to any of these conditions must be requested in advance with the Library Director):
- i. ~~The Library Director may approve up to eight weeks unpaid leave of~~
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References:

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absence for an employee, provided service is not negatively impacted by the employee's absence.

- ii. An unpaid leave of absence must be requested in writing by submitting a Request for Un-Paid Leave to the Library Director, which will be forwarded upon approval to the Town of Banff payroll/benefit administrator.
- iii. A BPL employee performing work for another employer during this absence without prior consent may be deemed to have abandoned his/her employment with the Library.
- iv. An employee who does not return to work on the agreed-upon date as requested will forfeit his/her employment with the Library.
  - a. Employees may remain on the Library benefits plan during the leave of absence by paying 100 percent of the benefit premiums in advance of the departure for all months within the leave of absence period, subject to plan eligibility requirements and approval.
  - b. Prior to departing on an unpaid leave of absence, employees will be paid out any earnings accrued for vacations, statutory holidays, or time in lieu.

4.5.5. **Compassionate Care Leave:** The Alberta government provides up to 27 weeks unpaid compassionate care leave in one calendar year to care for a seriously ill family member as defined in the Alberta Employment Standards Code, Division 7.2.

- i. Please discuss and submit a Request for Un-Paid Leave with the Library Director, as well as provide a copy of a medical certificate as outlined in Division 7.2 of the Alberta Employment Standards.
- ii. The 27 weeks do not need to be taken consecutively but do need to be taken in one-week blocks. Such requests may be approved or denied by the Library in accordance with the Employment Standards Code, Division 7.2.
- iii. Vacation and sick day accruals cease during the extended Compassionate Care Leave period.

#### 4.6. Sick Leave

- 4.6.1. The Alberta government provides that an employee who has been employed by the Library for at least 90 days is entitled to unpaid leave due to illness, injury, or quarantine of the employee. The amount of leave under this section will not exceed 16 weeks in a calendar year.
  - 4.6.2. The Library's sick benefit provides pay when an out-of-work mental or physical illness or injury prevents an employee from working (renders the employee "disabled"). The maximum sick benefit accrual is 80 working days, which bridges the 120-calendar day waiting period for long-term disability (LTD).
  - 4.6.3. Accrual of sick benefit is based on:
    - **Full-Time employees:** 1.66 days/calendar month (to a max. of 80 days)
    - **Term:** (28 hours/week & < 365 days): As stated in your employment agreement. These do not carry over at year end.
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References:

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- **Part-Time:** (27 or fewer hours/week): As stated in your employment agreement. These do not carry over at year-end.
- 4.6.4. If an employee must be absent from work because of an illness or injury, the employee is required to immediately notify the Library Director by phone and confirm the anticipated duration of absence.
- 4.6.5. If the employee is absent for a period longer than five days, the employee must provide a medical certificate stating the estimated duration of the leave as soon as it is reasonable and practicable under the circumstances.
- 4.6.6. While using the Library's sick benefit, the employee is required to maintain regular contact with the Library Director to provide updates of the employee's return status.
- 4.6.7. The employee must advise the Library Director of any physical or cognitive side effects of prescribed medications that affect work duties.
- 4.6.8. Eligible FT employees may exchange up to 10 days of their accrued sick benefit per calendar year to attend to the health or medical care of an immediate family member as defined in this section. Health or medical care of a family member includes accompanying members to health professional appointments, personally providing care in the home, arranging for long-term care, or attending the birth of a dependent child.

## 5. Retirement/Resignation/Termination

- 5.1. **Ending Employment:** Division 8 of the Alberta Employment Standards outlines the length of time an employee must submit their resignation; please ensure the Library Director is informed of the minimum time outlined in Division 8
  - 5.1.1. The Employee Departure Form needs to be completed before departure.
  - 5.1.2. The employee must return items that belong to BPL before departure. See the Employee Handbook for the common list of items.
  - 5.1.3. An employee's final pay deposit will consist of any regular hours in the last pay period s/he worked, any earned but unpaid vacation, overtime, or time in lieu.
  - 5.1.4. It is important that the employee provide a forwarding address so that his/her Record of Employment and T4 slips may be sent to the appropriate address.
- 5.2. **Retiring** involves a longer period of planning and includes arrangements for health care and retirement benefits. If an employee is considering this step in their long or mid-range life plan, discuss health care and retirement benefits with Town of Banff Payroll Department and/or Town of Banff Human Resources.
- 5.3. **Rehire and References:** When an employee ends their employment on good terms (consistent performance, completed terms of employment agreement, provided suitable notice, etc.), the Library will be happy to consider that person for a position again in the future.
  - 5.3.1. Severance pay shall be provided in the event of the elimination of a position, layoff, or termination without just cause. Severance pay will be earned at the rate of one week per year of service to a maximum of 16 weeks.
- 5.4. **Termination:** Under employment standards, a for-cause dismissal is acceptable when progressive discussions and documentation have failed to establish a successful improvement of performance or behaviour.
  - 5.4.1. When employment is ended due to dismissal, the Banff Public Library will ensure the conditions under the Alberta Employment Standards Code are



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References:

- met.
- 5.4.2. A Termination Checklist will be completed to ensure the necessary information to end the employment is provided.
- 5.4.3. If an employee is terminated due to dismissal, that employee is not considered rehirable at the Banff Public Library.

## 6. Performance Evaluations

### 6.1. Library Director Evaluation

- 6.1.1. The HR&F Committee is responsible for a six-month review of a new Library Director.
- 6.1.2. The HR&F Committee is responsible for the annual evaluation of the Library Director.
- 6.1.3. The HR&F Committee may appoint a HR&F Committee member who may assist with the preparation of the evaluation, and who may be present at the annual evaluation with the Library Director.
- 6.1.4. It is expected that all Board trustees will fill out a Library Director evaluation.
- 6.1.5. Evaluation forms are returned to the HR&F Committee Chair.
- 6.1.6. All evaluations are confidential. Individual evaluations are only seen by the HR&F Committee Chair.
- 6.1.7. The HR&F Committee Chair is responsible for creating a compiled evaluation but may consult with the appointed HR&F Committee member and/or the Board Chair in the final evaluation preparation process.
- 6.1.8. The Library Director will be provided with the final compiled evaluation and will meet with the Board Chair and the appointed HR&F Committee member to discuss the evaluation.
- 6.1.9. If, during the evaluation process, serious concerns about the Library Director's ability to fulfill job requirements are raised, the Board Chair will consult with the HR&F Committee. At this time, all HR&F Committee members will have access to the compiled evaluation.
- 6.1.10. The HR&F Committee Chair provides a summary of the evaluation to the whole Board. Other than the Board Chair and the HR&F Committee Chair, no Board trustee sees the compiled evaluation except in the case of 6.1.8.

### 6.2. Library Staff Evaluations

- 6.2.1. The Library Director is responsible for evaluating library staff approximately every 12 months.
- 6.2.2. All staff will interview with the Library Director, and they will complete the Performance Evaluation Form together.
- 6.2.3. The completed evaluation form shall then be placed in the staff member's personnel file.
- 6.2.4. All new employees will receive a written performance evaluation at the end of the sixth month of employment and again at the end of the twelfth month of employment. If more frequent evaluations are desired for any employee, they shall be carried out at the discretion of the Library Director.

## 7. Dispute Resolution

- 7.1. Preliminary discussions with the Library Director and/or the HR&F Committee Chair should occur in an effort to resolve the difference prior to proceeding to the dispute resolution.



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References:

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- 7.2. No dispute shall be considered when the circumstance giving rise to such dispute should reasonably have been known to the employee more than thirty (30) calendar days prior to initiating preliminary discussions.
- 7.3. Dispute resolution procedure:
  - 7.3.1. If preliminary discussions do not resolve the issue, the dispute will be referred to the Board of the Banff Public Library. The Board shall discuss the dispute with the employee and render its decision in writing within seven (7) calendar days after meeting.
  - 7.3.2. If settlement is not reached, the dispute may be referred to an outside facilitator.
  - 7.3.3. The expenses of a facilitator shall be borne by the Banff Public Library.

## 8. Grievance Procedure

- 8.1. An employee who has a grievance or concern related to their employment in the Banff Public Library (BPL) should first discuss the concern with the Library Director in an attempt to resolve the matter.
  - 8.1.1. If the Library Director has a concern with the grievance or has a conflict of interest in the grievance, the Library Director should immediately discuss the matter with the Library Board Chair.
  - 8.1.2. If the Library Director has a grievance with their employment at the Banff Public Library, the Library Director should discuss the matter with the Library Board Chair.
- 8.2. If the grieving employee and the Library Director, or the Library Director and the Board Chair, cannot resolve the issue, the full written record of the concern should be made to the Library Board within 15 days of discussion.
- 8.3. The Library Board will then refer this matter to the HR&F Committee of the Board. This committee shall review the matter and make a recommendation to the Board.
- 8.4. A minimum of three HR&F Committee members will review the grievance. If the employee's grievance is with the Library Director or a member or members of the Board, those member(s) shall not participate in the review process related to the grievance. This may require the Board to appoint a new member or members to the HR&F Committee, or for the HR&F Committee to choose an interim committee chair.
- 8.5. After reviewing and considering the recommendation of the HR&F Committee, the Board should decide regarding the grievance; a written record of this decision should be forwarded to the grieving employee within 30 days of the original written concern being received.
  - 8.5.1. The Board may employ the services of an arbitrator or 3<sup>rd</sup> party service to assist in resolution.
- 8.6. If the response or decision of the Library Board is unsatisfactory to the grieving employee, or if the Library Board cannot come to a decision, the employee then has the right to appeal to other organizations as applicable:
  - a. Alberta Employment Standards: Contact for issues related to hours of work, holiday pay, days off, maternity, and parental leave, overtime hours, vacations, wage payment and employee termination.
  - b. Occupational Health & Safety: Contact for issues related to workplace safety, including working alone.
  - c. Office of the Information and Privacy Commissioner of Alberta: Contact to make a request for your personal information under the FOIP Act. For more information about the FOIP Act, contact Service Alberta.



Town of Banff  
Public Library

Policy: HR 2 – Human Resources

Title: Library Employees Policy

Motion No. 25-01-23-1

Reviewed: January 25, 2023

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References:

- d. Alberta Human Rights Commission: Contact for questions regarding discrimination in the workplace.



Town of Banff  
Public Library

Policy: HR 2 – Human Resources  
Title: Library Employees Policy  
Motion No. 27-3-19-4  
Reviewed: March 27, 2019

References:

### ATTACHMENT 1 – SAMPLE PERFORMANCE EVALUATION FORM

Date: \_\_\_\_\_ Assessment Period: \_\_\_\_\_

Employee Name:

\_\_\_\_\_

Position:

\_\_\_\_\_

Reviewer's Name:

\_\_\_\_\_

#### PART A: Employee Self-Reflection

The employee should complete this section once a year. Use this section to reflect on your own performance as you complete this form. Your conversations recorded in Section C do not have to use these questions.

1. Has the past year in your position been good, bad, or satisfactory to you? Why?

2. What do you consider to be your most important achievements of the past year? Why?

3. What do you like and what do you dislike most about working for this Library?

4. What elements of your job do you find easiest and what elements do you find most difficult?

5. What elements of your job interest you the most? What elements interest you the least?



References:

6. What actions could be taken to improve your performance in your current position by:

You:

Your supervisor:

Your board:

**PART B: Performance Objectives and Accountability**

The employee and the reviewer(s) should complete the first three columns at the beginning of the assessment period. The employee and the reviewer(s) should work together to describe the employee's individual performance objectives for the next year, including measures and targets. Complete the last column ("**Results**") at the end of the performance period.

<b>OBJECTIVE</b> (What do you and your supervisor agree you should achieve?)	<b>PLAN OF SERVICE</b> (How does this objective tie into your library's Plan of Service?)	<b>MEASURES</b> (How will you know you've achieved your goals?)	<b>RESULTS</b> (What did you achieve?)
<i>E.g., I want more children to come to story time.</i>	<i>E.g., One of our library's objectives is to improve children's attendance at library programs.</i>	<i>E.G. Story time attendance will improve by 10% this time next year.</i>	<i>E.g., Story time attendance improved by 12%</i>

Add more rows as required with a separate attachment referring to Part B.



References:

**PART C: Conversations throughout the year**

The employee and supervisor should complete this section throughout the year. Performance management is an ongoing conversation between the employee (you) and your supervisor. Use this section to record ongoing discussions with your supervisor throughout the year, whether they are informal and spontaneous or scheduled and focused.

Conversation topics normally include:

- Your progress in fulfilling your objectives.
- Problems you’ve encountered, how you dealt with them, and what you learned from the experience.
- Issues you’re dealing with and how your supervisor can provide support.
- Constructive feedback on your performance and how your supervisor can provide support.

Conversation date	Key Discussion Points

*Add more rows as required with a separate attachment referring to Part C.*

**PART D: Professional Development**

<p>Identify any courses, workshops, or other training taken by the employee over the past year:</p>
<p>Identify any training or development activities that the employee wants to take or that the reviewer recommends that the employee take:</p>

*Add more rows as required with a separate attachment referring to Part S.*



Town of Banff  
Public Library

Policy: HR 2 – Human Resources  
Title: Library Employees Policy  
Motion No. 27-3-19-4  
Reviewed: March 27, 2019

References:

**PART E: General Comments**

Reviewer Comments:

Employee Comments:

*The employee and the reviewer(s) acknowledge that this assessment has been reviewed and discussed by signing and dating below.*

Employee Signature

Employee Print Name

Date

Reviewer Signature

Reviewer Print Name

Date



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References:

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**Purpose:** To ensure an automatic designation of authority for making essential decisions when the Library Director is absent from the library.

**1. Absences for Periods up to Eight (8) Weeks**

- 1.1. The Library Director will recommend an Acting Library Director.
- 1.2. The Acting Library Director will undertake duties involving direct supervision of staff, liaising with the Board, the Town, and the public, making budgetary and other library management decisions. Duties do not include initiating new projects, establishing new relationships, developing new marketing or public relations initiatives, or applying for grants or awards.

**2. Longer Absences of Known Length**

- 2.1. If the Library Director is to be absent for a period of greater than twenty-six weeks, the Library Board will consider hiring a temporary Library Director.

**3. Compensation**

- 3.1. For absences of eight (8) working weeks or less, no compensation will be made to the library employee filling the office of Acting Library Director.
- 3.2. For planned absences of greater than eight (8) working weeks, compensation will be made to the library employee filling the office of Acting Library Director at the commencement of the Library Director's absence.
- 3.3. Compensation will be an additional ten percent (10%) of the Acting Library Director's current salary or at the discretion of the Library Board.



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References:

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**Purpose:** The Banff Public Library Board is committed to hiring the most qualified people in terms of attitude, skills, and ability to meet the positions' needs. All selection decisions will be administered without regard to age, race, colour, political or religious affiliation, gender, marital status, sexual orientation, national origin, place of residence, or disability.

**1. Definitions**

1.1. Board: the Banff Public Library Board.

1.2. Immediate Family: for the purposes of this policy, current spouse (including any common-law relationship), parents, children, brother, sister, including 'step' and 'in-law' relationships.

1.3. Returning Staff Member: a person who has retired or resigned from the library within the previous six (6) months.

2. All recruitment and selection activities will be free from undue influence and unsolicited feedback from those not directly involved in the recruitment process.
3. Job advertisements may be placed in local and/or national newspapers, library employment online services, the library's website, and at other agencies and publications that are deemed appropriate for the position.
4. Applicants whose qualifications best match the needs of the position are interviewed. Internal applicants for positions similar to the positions they already hold within the library may not be required to go through the interview process.
  - 4.1. All applicants selected for an interview will be subject to a fair and equitable process that will be as consistent as is reasonably possible.
  - 4.2. Immediate family members of current employees will be subject to a fair and equitable process of recruitment and selection. In order to avoid any potential conflict of interest, no person shall be hired into a position where there is a reasonable possibility that the person may supervise or be supervised by a member of their immediate family.
  - 4.3. Immediate family members of current Board trustees cannot be hired into library positions.
  - 4.4. Interviews are conducted by a minimum of two people including the supervisor.
  - 4.5. Employment reference checks may be completed for applicants considered for employment.
  - 4.6. Following the creation of interview summaries, the original interview notes are destroyed. Interview summaries and employment references are retained in accordance with Policy LM.1.
  - 4.7. Clauses 4.4 and 4.5 may be waived for a returning staff member.
5. All successful applicants not currently employed by the Banff Public Library shall be required to provide a Police Information Check and a Vulnerable Sector Services Check prior to beginning employment. The Police Information Check must be dated within the last month prior to the date of the offer of employment. The document will become part of the personnel file. The offer of employment is conditional upon the results of the Police Information Check. The cost of the Police Information Check is the responsibility of the successful applicant.



Town of Banff  
Public Library

Policy: HR 4 – Human Resources  
Title: Employee Recruitment and Selection  
Policy

Motion No. 24-4-2019-5

Reviewed: April 24, 2019

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References:

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6. Offer of employment:
  - 6.1. An official offer of employment shall be sent to new employees listing the position, remuneration, hours of work and benefits.
  - 6.2. Written acceptance of a position is necessary.



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References:

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**Purpose:** The Library Board recognizes the importance of informed well-trained staff. It supports this policy by providing, within the limits of its budget, orientation programs, encouragement, and support for attendance at library conferences, workshops, and library-related courses, as well as institutional membership in library organizations.

**1. Orientation**

- 1.1. New employees are given orientation and training that will prepare them to best provide service to the public.
- 1.2. Orientation and training are the responsibility of the Library Director or designate and includes an understanding of the role of the Library in the community, the responsibilities and duties of the Board and staff, and the Library's policies, services, goals, and objectives, as well as specific training for the employee's position.
- 1.3. Each new employee is given access to an Employee Handbook for personal use and study along with job-specific material provided by the employee's supervisor.

**2. Staff Development**

- 2.1. The Library Director may, within the limits of the budget, approve staff attendance at a library or library-related workshops, conferences, or participation in education courses without prior Library Board approval.
- 2.2. Cost of staff attendance at library conferences is covered in accordance with Policy HR.6.
- 2.3. The Library Board authorizes the Library Director to close the Library one day per year for a staff development workshop.
- 2.4. . The Board supports and encourages informal, ongoing sharing of information among library staff as part of their continuing education.

**3. Continuing Education**

- 3.1. The Board supports staff attending formal education programs to further their education.
- 3.2. Employees wishing to take an unpaid leave of absence for the purpose of further education must provide a written request to the Library Director for such leave.
  - 3.2.1. For an absence to pursue further education, the Library Director will hold an employee's position for a maximum of two (2) years.
  - 3.2.2. Employees taking a leave of absence are expected to return to work for the Library Director for a minimum of one year following program completion.



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References:

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**Purpose:** The Board recognizes that Library employees and Board trustees may travel on behalf of the Library.

## 1. Approval of Travel

- 1.1. Approval must be obtained from one of the following:
  - 1.1.1. Library Board Chair for Board Trustees and Library Director.
  - 1.1.2. Library Director for employees of the Banff Public Library.
- 1.2. Attendance at courses, seminars, and conferences is to be rotated where appropriate among Board Trustees and staff members.
- 1.3. Participants at events where expenses are covered by the Library are expected to present a report of their experience.
- 1.4. Travel arrangements shall be made in consultation with the Library Director.
- 1.5. Library employees may request a travel advance if necessary, by completing a Travel Advance Voucher (See employee handbook). The approval of the travel advance for library employees is at the sole discretion of the Library Director. Upon return, all essential documentation must be provided to substantiate receipt. Any unused funds must be returned to the Banff Public Library.

## 2. Transportation

- 2.1. All travel expenses will be reimbursed for the most direct route and the most economical means of transportation.
- 2.2. The following transportation expense reimbursements shall apply:
  - 2.2.1. Air Travel – Except for short journeys, where the use of a vehicle is more economical, air travel is an acceptable mode of transportation. Economy class is usually used, but a higher standard may be authorized if less expensive flights are not available and delay in arrival is not acceptable.
  - 2.2.2. Private Vehicle Travel – Travel by private vehicle may be authorized where, in the opinion of the Library Board or Library Director, this method is economical and practical. Allowances payable for authorized use of a private vehicle will be paid according to rates outlined in the employee handbook.
  - 2.2.3. Rental Vehicles – If Library business dictates and if it is more economical to rent a vehicle, the actual cost, inclusive of fuel receipts, will be reimbursed. Only staff or Board members may drive the rental, and only for Library business. Rental car insurance must be taken at the time of rental.
  - 2.2.4. Taxis and Equivalent - Employees and Board Trustees shall be reimbursed for actual and reasonable costs incurred for taxis, airport shuttles (buses), or equivalent, for transportation between home or workplace and the designated airport or bus station. Employees or Board Trustees shall also be reimbursed for actual and reasonable costs incurred for taxi or equivalent transportation on necessary official business in location(s) outside Banff.



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References:

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**3. Meals and Miscellaneous**

- 3.1. Board Trustees and Library employees will be reimbursed the actual and reasonable cost of meals while travelling in accordance to approved per diems. See employee handbook.
- 3.2. Board Trustees and Library employees may claim up to the maximum allowances without the submission of receipts for the cost of meals and incidental expenses, including gratuities and tax.

**4. Accommodation**

- 4.1. Board Trustees and Library employees shall be reimbursed for actual and reasonable expenses for commercial accommodation.

**5. Expense Reports**

- 5.1. Board Trustees and Library employees are required within ten (10) days of return to complete and submit the Travel Expense Form.
- 5.2. Expenses shall be supported by vouchers, receipts or other appropriate documentation.

**6. Wages**

- 6.1. Timesheet and scheduling implications of all travel by employees must be established at the time travel is approved.
- 6.2. When employees travel at the request of the Board or Library Director, reasonable travel time will be counted towards a regular workday.

**7. Inappropriate Use**

- 7.1. Inappropriate use of this policy may result in reduced or no reimbursement of expenses.
- 7.2. Payment of expenses not previously approved shall be made at the discretion of the Library Director or Library Board Chair.



References:

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**Purpose:** This policy sets out the limitations and privileges of Banff Public Library Staff and Board regarding library equipment and services.

**1. Phone Calls**

- 1.1. Personal calls should be limited, as far as possible, to coffee breaks and lunch hours.
- 1.2. Library employees and Board Trustees shall not make personal long-distance phone calls that will be directly billed to the Library.

**2. Photocopier**

- 2.1. Library staff are permitted to use the Library photocopier for personal use.

**3. Petty Cash**

- 3.1. Petty cash reimbursements will only be made for legitimate Library expenses.
- 3.2. Receipts are required for petty cash reimbursements. Petty cash receipts must not be combined with personal purchases.

**4. Computer Use**

4.1. Public Internet Computers:

- 4.1.1. Library staff and Board members are considered members of the public during hours the Library is open to the public.
- 4.1.2. Library staff and Board members must work within the established procedures regarding sign-up and time restrictions for public internet computers.

4.2. Marigold Network Computers:

- 4.2.1. Use is limited to the employees of the Library.
- 4.2.2. Board Trustees, Volunteers, and members of the public are not permitted access.
- 4.2.3. Library staff are permitted to receive and send personal e-mails within reason.

4.3. Library Equipment and Room Rentals

- 4.3.1. Library staff and Board members are considered members of the public when using library equipment and the meeting room for personal reasons. Rental rates and booking procedures follow the terms as outlined in **Policy LS.8**.

**5. Staff Access to the Building**

- 5.1. Extra work over and above scheduled hours must be authorized.
- 5.2. Access after work for personal use is not permitted without the consent of the Library Director.

**6. Library Services**

- 6.1. Current library staff are required to reimburse the Library for lost or damaged items borrowed on their personal library card.



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References:

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**Purpose:** The Banff Public Library Board is committed to recognizing employees and volunteers of the Library for their achievements in support of Library objectives and values, their dedicated service, and the positive results they achieve.

**1. Scope**

- 1.1. This policy applies to all full-time Employees of the Banff Public Library as well as Library Volunteers and Volunteer Board Members.

**2. Definition of terms**

2.1. Cash gift/award

Cash or near cash items, such as gift cards or certificates

2.2. Non-cash gift/award

Items such as plaques/trophies, certificates, cards, or merchandise

**3. Service Awards**

- 3.1. The Banff Public Library Board formally recognizes specific “milestones” of employment services that are characterized by an on-going commitment between the Banff Public Library and the Employee.
- 3.2. The Library Director will coordinate administration of the recognition of employment service, including assessment of Employee eligibility.
- 3.3. Employment service is formally recognized in five-year increments (the fifth, tenth, fifteenth, twentieth years of service and applicable five years thereafter)
- 3.4. Eligibility is calculated from employee start date.
- 3.5. The Library Director will be entitled to spend up to \$100 on a cash gift and/or non-cash gift to be awarded to an eligible Employee; any amounts in excess of \$100 must be approved by the Library Board.
  - 3.5.1. For awardees with fifteen (15) years of service or more, the Board requests that the Library Director bring forward proposed remuneration per individual for approval to the HR&F Committee.
- 3.6. Employee Service Awards will be awarded once a year at the discretion of the Library Director.
- 3.7. For the Library Director, the Library Board will administer the recognition of specific milestones of employment as outlined in 3.1 to 3.5 above.

**4. Volunteer Recognition**

- 4.1. The Banff Public Library Board recognizes the valuable service Library Volunteers and Volunteer Board Members provide. Recognition can be provided informally, at the individual level, and formally, via an annual recognition program.
- 4.2. Library Volunteers
  - 4.2.1. It is the responsibility of all Library staff who work with volunteers to regularly acknowledge and thank them for the valuable service they provide.
  - 4.2.2. Annual volunteer recognition will be held at the Banff Public Library’s Appreciation event or an event similar, organized by the Banff Public Library staff.



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References:

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- 4.2.3. All volunteers will be invited to the event provided they had volunteered in the past twelve (12) months and will be recognized for their service in the past year.
- 4.2.4. Volunteers may be awarded for service length as well as ad hoc reasons (i.e., contributed to program growth for the year, innovative ideas in programming)
  - 4.2.4.1. Volunteer service will be recognized in five (5) year increments.
  - 4.2.4.2. Ad hoc awards will be handed out at the discretion of the Library Director, at the recommendation of volunteer supervisors.
- 4.2.5. The Library Director will decide on the amount of cash gift or non-cash gift to be awarded to eligible Volunteers.
  - 4.2.5.1. For awardees with fifteen (15) years of volunteer service or more, the Board requests that the Library Director bring forward proposed remuneration per individual for approval to the Library Board.

#### 4.3. Volunteer Board Members

- 4.3.1. Annual Board recognition will be held at the Banff Public Library's Appreciation event or an event similar, organized by the Banff Public Library staff.
- 4.3.2. All sitting Board members will be invited to the event and recognized for their service in the past year.

### 5. Ad-hoc Recognition

- 5.1. The Banff Public Library Board recognizes that certain special life events in the Employee/Volunteer's life will need to be celebrated in a genuine and meaningful way.
- 5.2. Accountability
  - 5.2.1. For Banff Public Library Employees and Volunteers, the Library Director will decide when ad-hoc recognition will be necessary and plan accordingly.
  - 5.2.2. For Banff Public Library Board Members, the Board Chair and HR&F Committee Chair will decide when ad-hoc recognition will be necessary and request the assistance of the Library Director to plan accordingly.
- 5.3. Retirement Celebrations
  - 5.3.1. Banff Public Library Employee retirements will be recognized via retirement celebrations organized by the Library Director.
  - 5.3.2. The Library Director will bring forward proposed cash and/or non-cash awards for Employee retiring to the HR&F Committee for approval.



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References:

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**Purpose:** The Banff Public Library Board recognizes that the best qualified candidate for the Library Director position cannot always be found locally. When recruiting outside of the Town of Banff, the Board may compensate a newly appointed employee for specified costs associated with relocation.

1. This policy is only applicable to the Library Director position.
2. An employee approved as eligible by the Board may claim the following expenses:
  - 2.1. Actual and reasonable expenses for transportation from the new employee's former location to Banff. Allowances will be paid according to current Alberta Government rates.
  - 2.2. The full cost of transportation of usual household effects from the former to the new residence, including loading, shipping, unloading, up to a maximum of 12,000 pounds.
3. No allowances may be claimed for moving insurance, automobiles, boats, parts of boats, trailers, snowmobiles, all-terrain vehicles, aircraft, perishable goods or plants, live animals including pets, flammable substances, building materials, portable buildings, items constructed of brick, cement, or stone.
4. No allowances may be claimed for the following services: extra pickup and delivery, optional insurance, cleaning, fumigating, mothproofing, dismantling, and re-assembling of swing sets, garden and patio furniture and other outdoor equipment, taking up or pulling down wall to wall carpets, runners, etc., connecting appliances, conversion to appliances, shipping bases, supports or crating of furniture and appliances, storage, or access to storage.
5. No allowances may be claimed for legal services or real estate fees.
6. Compensation for any other expenses directly related to relocation may be negotiated prior to written acceptance of the offer of employment.
7. The employee is required to:
  - 7.1. Accept the level of assistance offered at the time of appointment by signing the written offer of employment. In so doing, the employee acknowledges a requirement to reimburse the Banff Library Board all or a portion of the moving expenses reimbursement received should the employee not complete a full two years of service. This shall be calculated at 1/24 of the moving expenses reimbursement for every month not worked of that initial two years.
  - 7.2. Obtain necessary vouchers, receipts, or other appropriate documents to substantiate all moving and relocation expenses; and
  - 7.3. Obtain two estimates from established and reputable moving companies and each firm must guarantee invoice billing for a move not exceeding ten (10) percent of their estimate.



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References:

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**Purpose:** To allow employees of the Library who return to work from illness, injury, or short or long-term disability, a planned approach to minimize barriers so that employees can return to work in a safe and timely manner without risk to their health or the health of others. Notwithstanding any other provision in this Policy, the obligations of the Banff Public Library Board, or the employee will not exceed the point of undue hardship.

## 1. Definitions

- 1.1. *Alternate Work*: a permanent placement offered to ill/injured employees, or those with diminished capacity, when it is medically determined that the employee will not return to their own position.
- 1.2. *Modified Work*: interim work offered to recovering employees, or those experiencing diminished capacity, when it is medically foreseen that the employee will return to their own position. Generally, this will not exceed six (6) months.

## 2. Responsibilities

- 2.1 The employee shall:
  - 2.1.1 Utilize sick benefits as outlined in **HR 2** Section 4.6 “Sick Leave”.
  - 2.1.2 Advise the Library Director of an illness/injury or diminished capacity prior to returning to work.
  - 2.1.3 Submit medical documentation when necessary or required by the disability management policy.
- 2.2 The Library Director shall:
  - 2.1.2 Maintain regular contact with any ill/injured employee during their period of absence.
  - 2.1.3 Understand, and help to ensure that all employees understand, the disability management policy.
  - 2.1.4 Help returning employees find suitable work within the Library, as required, to the extent that it will not provide undue hardship on existing staff functions and resources.

## 3. Application

- 3.1 Applicable for any full-time library staff that has been previously employed at the Library for more than 90 consecutive days.
- 3.2 Applicable to part-time staff on a case-by-case basis, upon the sole discretion of the Library Director.

## 4.0 Process

- 4.1 A variety of steps must be taken to ensure a safe and positive return to work for employees who have experienced an illness/injury which may impact their ability to return to their pre-illness/injury duties. The Library Director is to speak about processes and expectations with the employee prior to start.
- 4.2 Employees returning from illness/injury must have the required forms completed by their attending health care provider(s) showing their ability to return to their pre-illness/injury job and outlining any required job restrictions.



Town of Banff  
Public Library

Policy: HR 11 – Human Resources  
Title: Volunteer Policy  
Motion No. 2019-29-05-06  
Reviewed: May 29, 2019

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References:

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- 4.3 Opportunities for job adaptation or modified work are applied where possible to assist the employee to safely return to work. Special devices or equipment that adapt the job to the employee's capabilities may be considered.
- 4.4 Whenever there is the likelihood that an employee will not be able to return to their own job, the Library Director will explore available alternate work options suitable to the employee's capabilities.
- 4.5 The Library Director will attempt to provide alternate work of a comparable skill and salary. The Library Directory will not create new positions for the purpose of accommodating an employee but shall make every effort to place the employee in a position comparable in both skill and salary level to the employee's pre-disability job.



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References:

**Purpose:** The Banff Public Library Board believes in the valuable contribution volunteers can bring to library service. The library's volunteer program enhances and enriches library services and the work of paid library staff. The Board encourages the involvement of volunteers in all appropriate programs and activities.

## 1. Definitions

1.1. *Board:* the Banff Library Board

1.2. *Volunteer:* a person who performs tasks which contribute to the operation of the library or the provision of any library service and is not paid a wage or salary by the library for performing these tasks. Library Board members are not considered volunteers within this policy.

2. The work of volunteers shall complement, but not replace, the work of paid library staff. Volunteers may share the work of a paid job description or do work not listed in a paid job description.

## 3. Recruitment

3.1. The Library Director is responsible for recruiting volunteers for volunteer positions they oversee.

3.2. All individuals interested in becoming a volunteer must complete a volunteer application form. Application forms may vary depending on the volunteer position and are available from the Library Director. Completion of an application form may be foregone for specific volunteer projects at the discretion of the Library Director.

3.3. Application forms shall be kept on file for a period of one year.

3.4. Police checks and vulnerable sector checks are required. The cost of a satisfactory police check and vulnerable sector check shall be reimbursed by the Library.

3.5. Volunteers are selected based on their qualifications and the needs of the library at any given time. Applications shall be reviewed, and prospective volunteers shall be interviewed by the Library Director.

3.6. The Library Director shall declare any potential conflicts of interest to the Library Board when it involves Volunteers.

4. All volunteers shall immediately disclose any business, commercial, or financial interest where such interest may be construed as being in real, potential, or apparent conflict with their volunteer assignment.

5. Volunteers may not use their library affiliation in connection with partisan politics, religious matters, or community issues.

## 6. Orientation and Training

6.1. Volunteers shall receive a general orientation to the library and be made aware of the library's rules, expectations, bylaws, and policies by the Library Director.

6.2. Volunteers shall receive a current volunteer job description, where applicable, and training for the volunteer tasks they are expected to accomplish.

6.3. Volunteers are expected to report to the Library Director; however, library staff members may offer guidance and advice to any volunteer where beneficial.



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- 6.4. Where appropriate, the Board may fund the cost of training or conference attendance for library volunteers.
7. Volunteers have the opportunity to effect change in their position through suggestions or input to the Library Director.
- 8. Access to Information and Confidentiality**
- 8.1. Volunteers have the right to access all information relevant to and necessary for the satisfactory performance of their assignment. Volunteers shall not have general access to patron or staff records.
- 8.2. Volunteers are responsible for maintaining confidentiality of all proprietary or privileged information whether this information involves individual staff members, volunteers, patrons, or Board members, or involves overall library business.
- 8.3. Volunteers are required to abide by **Board Policy LM.2** on the confidentiality of records.
- 9. Work Schedules**
- 9.1. Work schedules and individual time commitments shall be arranged between each volunteer and the Library Director. Volunteers who cannot meet a scheduled work assignment will inform the Library Director in advance.
- 9.2. Volunteers within the library shall work during hours when adequate supervision is available.
10. Volunteers must be covered by their own vehicle insurance where their volunteer activity involves the use of a vehicle and are liable for their own parking tickets or fines related to driving offences.
11. All volunteers are considered to be representatives of the library and shall conduct themselves in an appropriate manner when carrying out assignments for the library.
12. Where a course of action is not specifically prescribed by this policy, the volunteer is expected to abide by the Library Board's bylaws and policies.
13. In the event of an opening for a paid position, volunteers who apply for the position shall be considered and evaluated on the same basis as all other external applicants.
14. The services of a volunteer may be terminated by the Library Director or the volunteer.
- 14.1. Volunteer wishing to terminate their service to the library shall notify the Library Director of this intent, in writing, as far in advance as possible.
- 14.2. A volunteer may refuse an assignment offered by the library.
- 14.3. The library reserves the right to evaluate the placement and performance of a volunteer. This may lead to the reassignment of the volunteer or the termination of the relationship between the volunteer and the library.



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**Purpose:** To ensure fair and equitable disciplinary action for all Library employees with the intent of improving performance where possible. This policy is intended to be implemented with respect to acts or omissions of an employee (staff or Library Director) including but not limited to unacceptable behaviour, poor work performance, and/or violation of Library policies, practices, or procedures (“Misconduct”). This policy is subject to the Alberta Human Rights Act and the Canadian Human Rights Act.

## 1. Responsibilities

- 1.1. *Employees:* Employees are responsible for ensuring they are aware of and fulfil work expectations; acting in a respectful manner towards co-workers, superiors, and patrons; and adhering to Library policies, practices, and procedures.
- 1.2. *Library Director:* In addition to their responsibilities as an employee, the Library Director is responsible for advising staff of work expectations; supervisions and providing ongoing feedback to staff; administering this Discipline Policy with respect to staff, in consultation with the HR&F Committee when required; and maintaining appropriate disciplinary documentation in staff personnel files.
- 1.3. *HR&F Committee:* HR&F Committee is responsible for reviewing and revising this Discipline Policy; providing policy interpretation and guidance; advising and consulting with the Library Director with respect to staff when required.
- 1.4. *Library Board:* The Board is responsible for supervising and providing ongoing feedback to the Library Director; administering this Discipline Policy with respect to the Library Director; maintaining appropriate disciplinary documentation with respect to the Library Director; and ensuring that this Discipline Policy is enforced in a fair and consistent manner for all employees.

## 2. Initial Resolution Procedure

- 2.1. Except in the case of serious Misconduct, the employer (being the Library Director in the case of staff Misconduct, and the Library Board in the case of Library Director Misconduct), should make attempts to prevent and/or resolve incidents of Misconduct through Investigative Meetings and Performance Evaluations prior to administering Formal Discipline.
  - 2.1.1. *Investigative Meeting:* involves recognizing Misconduct in its early stage, discussing the matter with the employee, and assisting the employee in achieving the expected job performance standards or conduct.
  - 2.1.2. *Performance Evaluations:* outlines employees’ areas of strength and areas requiring growth. They provide a structure for discussing performance expectations and Misconduct in a non-threatening environment. Regular evaluations document growth and change in employee performance. Where possible and appropriate, Misconduct should be discussed with the employee during an Investigative Meeting prior to the Performance Evaluation.

## 3. Formal Disciplinary Procedure

- 3.1. In cases of serious Misconduct, and/or where Investigative Meetings and Performance Evaluations do not resolve Misconduct issue(s), the following Formal Disciplinary Procedure is to be followed, where the objective of all but the final stage is to encourage improvement.
  - 3.1.1. Process: Written Reprimand > Suspension. (Standard or Indefinite) > Discharge.



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- 3.1.2. Written Reprimand: The Misconduct and expectations for improvement are discussed with the employee and documented. A time-period within which the problem is to be corrected shall be established and follow-up taken. The employee shall be informed that failure to correct the situation could result in further disciplinary action.
- 3.1.3. Standard Suspension (defined duration): The employee shall be interviewed and issued a written notice of the suspension and the reasons for the same. The suspension shall be without pay, and the employee shall not be allowed in Library staff areas unless specifically requested by the Library Board, Human Resources and Finance Committee, or Library Director. Detailed documentation is required for all suspensions.
- 3.1.4. Indefinite Suspension: Shall be implemented only where the employee is suspended pending an investigation. Circumstances requiring indefinite suspension include but are not limited to situations where the employee could be a hazard to property, other persons, or him/herself, or instances where the employee is incapable of performing required duties. Such suspension is with pay. The following steps shall be taken:
  - 3.1.4.1. An investigation notice is issued informing the employee that discipline may be applied with respect to Misconduct or suspected Misconduct, that incident details are under investigation, and that appropriate discipline, if required, shall be applied after such investigation is complete.
  - 3.1.4.2. A copy of the notice is kept in accordance with the file retention policy until disciplinary action is taken, or grievances or appeals are satisfactorily dealt with in the employer's opinion.
  - 3.1.4.3. The investigation team is comprised of the Chair of the HR&F Committee, the Library Director (or alternate if deemed necessary), and a Board member or HR&F Committee member. In the case of an investigation of the Library Director, the Board will form an investigation team comprising such persons as the Library Board deems appropriate in the Library Board's discretion.
  - 3.1.4.4. Investigation results:
    - No action to be taken Letter issued informing the employee of the results of the investigation.
    - Action warranted: Circumstances documented, and letter issued informing the employee of the disciplinary action to be taken and the reason(s) therefor.
- 3.1.5. Discharge: A letter shall be issued to the employee outlining the terms and reasons for discharge. Discharge may result from:
  - 3.1.5.1. An employee's lack of response to attempts to resolve Misconduct issue(s).
  - 3.1.5.2. A 'culminating incident' where the Misconduct would not normally result in discharge, but in consideration of other documented Misconduct of the employee, justifies discharge. The documentation of the incident of Misconduct immediately prior to the 'culminating incident' must specify previously documented incidents of Misconduct and contain a warning that the next incident of Misconduct will be considered a culminating incident and result in discharge.
  - 3.1.5.3. Misconduct of a sufficiently serious nature.



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#### 4. General Procedure

- 4.1. Disciplinary action is usually taken in sequence; however, depending on the situation, any of the above steps may be repeated, omitted, or taken out of sequence at the employer's discretion.
- 4.2. Each case is considered on an individual basis and the employer reserves the right to effect immediate discharge should the situation warrant.
- 4.3. At any meeting within the Formal Disciplinary Procedure, the employee has the right to have an advocate or peer present to observe and document on the employee's behalf.
- 4.4. At all stages in the Formal Disciplinary Procedure, written notice shall be presented to the employee and signed by the employee to indicate receipt of the same. Refusal to sign shall be documented and signed by presenter. In the case of Suspension or Discharge, a copy of the notice shall also be forwarded to the Human Resources and Finance Committee. The notice shall include the following information, at a minimum:
  - 4.4.1. Type of Misconduct.
  - 4.4.2. Details of Misconduct.
  - 4.4.3. Discipline to be applied; if a Standard Suspension is applied, the notice must include the dates during which the Standard Suspension will be served.
  - 4.4.4. Mitigating factors lessening the severity of the Misconduct or discipline applied, if any.
  - 4.4.5. Aggravating factors increasing the severity of the Misconduct or discipline applied, if any, including the dates and the discipline applied for similar Misconduct, if applicable.
  - 4.4.6. Prior action taken including but not limited to Initial Resolution Procedures, if applicable.
- 4.5. Mitigating/Aggravating Factors which may affect the degree of discipline:
  - 4.5.1. Seriousness of the Misconduct.
  - 4.5.2. Effect or potential effect of the Misconduct.
  - 4.5.3. Prior warnings and discipline taken or administered.
  - 4.5.4. Impulsive versus premeditated acts.
  - 4.5.5. Provocation.
  - 4.5.6. Misunderstanding.
  - 4.5.7. Employee record.
- 4.6. Any written record of employee discipline in an employee's personnel file shall, be dealt with in accordance with the file retention policy (**LM 2**).

#### 5. Appeals

- 5.1. Library employees, exclusive of the Library Director, have the right to appeal disciplinary action through the HR&F Committee.
- 5.2. All Library Board decisions with respect to administration of this Discipline Policy against the Library Director are final.
- 5.3. All employees, including the Library Director, may explore further recourse options defined by the Alberta Employment Standards Act.

#### 6. Exceptions

- 6.1. Exceptions to this Discipline Policy:
  - 6.1.1. Approved absences.



Town of Banff  
Public Library

Policy: HR 12 – Human Resources  
Title: Employee Discipline Policy  
Motion No. 2019-29-05-07  
Reviewed: May 29, 2019

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References:

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- 6.1.2. Incarceration.
- 6.1.3. Inadvertent or unforeseeable conflict of interest.
- 6.1.4. Insubordination where:
  - The employee perceives a safety risk.
  - The order constitutes an illegal act.
- 6.2. Where an employee has not met their work requirements or has otherwise demonstrated Misconduct and the employer has reason to believe that the employee's actions may be related to a disability as defined in the Human Rights Act, then the employer must take such steps as the employer deems appropriate in the circumstances to satisfy the employer's legal duty to accommodate the employee.



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**Purpose:** The Library Board strives to provide a work environment in which all persons are treated with respect and dignity. This policy is intended to provide clear procedural guidelines with respect to identifying and reporting harassment and abuse and applies to interactions among employees, Board members, volunteers, library patrons, and members of the general public using the library premises. This policy is subject to the Alberta Human Rights Act, the Alberta Occupational Health and Safety Act, and the Canadian Human Rights Act.

1. This policy has been created to ensure that:
  - 1.1. Individuals are aware that acts of harassment and/or abuse are considered serious misconduct.
  - 1.2. Harassment and/or abuse allegations are investigated and acted upon in a consistent, effective manner.
  - 1.3. Individuals are encouraged to report harassment and/or abuse and are aware of available means of recourse.
2. **Definitions**
  - 2.1. Harassment: offensive comments and/or actions which may demean or belittle an individual and/or cause personal humiliation or other acts now or hereafter identified in the Human Rights Act. Includes Sexual Harassment.
  - 2.2. Sexual Harassment: unwelcome and/or coercive sexual behaviour that has adverse emotional, psychological, or physical effects or the potential to cause such effects. Sexual harassment can be expressed in many ways, from very subtle to very obvious, including but not limited to the following: suggestive remarks, sexual jokes, or compromising invitations; verbal abuse; visual display of suggestive sexual images; leering or whistling; patting, rubbing or other unwanted physical contact; outright demands for sexual favours; and physical assault or other acts now or hereafter identified in the Human Rights Act.
  - 2.3. Abuse: physical contact intended to cause bodily harm or words intended to cause emotional harm including but not limited to the use of threats, humiliation, forced social isolation, intimidation, harassment, coercion or restriction from appropriate social contact, or other acts now or hereafter identified in the Human Rights Act.
  - 2.4. Discrimination: unfavourable treatment based on race, ethnicity, religion, colour, sex, sexual orientation, gender, gender identity, political affiliation, age, ability, socio-economic status, ancestry, place of origin, family status, or other acts now or hereafter identified in the Human Rights Act.
3. **Exclusions**
  - 3.1. Discipline: reasonable, justifiable, consistent, and non-discriminatory acts of discipline, provided by an individual who has the authority to provide such discipline, shall not be construed as harassment.
4. **Response to Harassment, Abuse, and/or Discrimination:**
  - 4.1. Anyone faced with an urgent situation involving the threat of violent conduct, where there is reasonable belief that the safety of themselves or others may be in danger, should contact the police immediately.



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- 4.2. Persons who witness acts of Discrimination, Harassment or Abuse will report same to the Library Director (or to the HR&F Committee where the Library Director is involved in the incident) or otherwise act to remedy the situation, if appropriate.
- 4.3. For acts of Harassment, Discrimination, or Abuse by a member of the public, the action taken will be commensurate with the incident up to and including temporary or permanent withdrawal of services or legal action. (*See LM.5 Public Code of Conduct Policy*)
- 4.4. For acts of Harassment, Discrimination, or Abuse involving library volunteers and/or Board members, the response and processes should, as applicable, follow steps outlined in articles 4.5, 4.6, and 5 regarding employees, with the Library Director and/or investigation team determining an appropriate course of action.
- 4.5. If an employee believes they have been subjected to Discrimination, Harassment, or Abuse, and the employee feels comfortable and safe in doing so, they are encouraged to:
  - 4.5.1. Advise the offender, directly or through a third party, that the action is unacceptable behaviour and unwelcome; and,
  - 4.5.2. create the opportunity for the offender to cease such behaviour or conduct by making the alleged offender immediately aware of any behaviour or conduct that is offensive.
- 4.6. If the behaviour or conduct does not cease, or the type or severity of the behaviour or conduct warrants it:
  - 4.6.1. The incident(s) of perceived Harassment, Abuse, or Discrimination will be reported by the employee to the Library Director as soon as possible after the alleged occurrence, excepting where the incident involves the Library Director, as offender or complainant, in which case the incident will be reported to the HR&F Committee.
  - 4.6.2. The Library Director shall be responsible for ensuring that the complaint is promptly and thoroughly investigated by establishing an investigation team and a process for the investigation (see 5), excepting complaints involving the Library Director, as offender or complainant.
  - 4.6.3. Any incident involving the Library Director should be reported (by the complainant, witness(es), or the Library Director) to the Banff Public Library's Human Resources and Finance Committee (HR&F Committee).
  - 4.6.4. The HR&F Committee shall coordinate any required investigation involving the Library Director.
  - 4.6.5. The Committee should then proceed, where possible, according to the steps below (see Section 5).

## 5. Investigation Process

- 5.1. Library Director (excepting where the Library Director is involved in the Incident, as offender or complainant, in which case the HR&F Committee Chair and Board Chair shall take their place) shall chair an investigative team and shall appoint other members to the team as deemed necessary to contribute.
- 5.2. The investigation process shall include:
  - 5.2.1 A written statement with a specific and clear description of the words or actions complained about, signed by the complainant.



Town of Banff  
Public Library

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Policy: HR 13 – Human Resources

Title: Positive Environment: Anti-Harassment  
and Abuse Policy

Motion No. 27-3-19-5

Reviewed: March 27, 2019

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References:

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- 5.2.2 Interviews of the complainant and the alleged offender.
  - 5.2.3 Interviews of any other staff members who may be able to provide additional information.
  - 5.2.4 If the investigation reveals evidence to support complaint(s) of Harassment, Abuse or Discrimination, appropriate disciplinary action, as outlined in HR.12 Discipline Policy, will be undertaken.
  - 5.2.5 Where disciplinary action is taken and both the offender and complainant remain on staff, a follow-up system will be established to ensure the resolution is satisfactory to the complainant and to prevent reoccurrence and/or aggravation of the incident(s).
- 5.3. If the investigation reveals insufficient evidence to support the complaint(s):
- 5.3.1. No documentation shall be placed in the accused employee's personnel file.
  - 5.3.2. Documentation should be held in accordance with Records Retention Policy
  - 5.3.3. The complainant shall be advised of their right to contact the Alberta Human Rights Commission to file a complaint.
6. Regardless of outcome, no reference to the complaint will be placed in the complainant's personnel file unless the investigation reveals that the initial complaint was both groundless and motivated by malice. If the complaint was motivated by malice, disciplinary action may be initiated against the complainant in accordance with **HR. 12 Discipline Policy**.
7. Any additional requirements found in the Alberta Occupational Health and Safety Act are covered in **HR.14 Occupational Health and Safety Policy**.



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References:

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**Purpose:** The Library Board considers the health and safety of the staff and Library users to be crucial and is committed to continual improvement in standards of health and safety. The Library Board aims to provide and maintain safe and healthy working conditions, equipment, and systems of work. To this end, all activities, systems, and procedures are assessed, and appropriate information is provided in accordance with the Alberta Occupational Health and Safety Act and Regulations.

1. It is vital that individuals recognise and acknowledge their own health and safety responsibilities. Those responsible for work are responsible for its safe conduct. Library staff members must make themselves aware of library safety and evacuation procedures. All staff members should be aware of their responsibilities and the need to address health and safety issues which could create or exacerbate risks.
2. **Safety and Evacuation Procedures**
  - 2.1. It is the responsibility of the Library Director to ensure that there are current safety and evacuation procedures in place and that these procedures are regularly reviewed.
  - 2.2. Safety and evacuation procedures include information on dealing with fire, flood, threats, and power outages within the Library premises.
3. **Health and Safety Training**
  - 3.1. Staff Orientation: Library staff members will be oriented to the Library's health and safety procedures including policy **HR 13**, the violence and harassment prevention procedures, and the safety and evacuation procedures, when they initially start working at the Library. Violence and harassment prevention policies and procedures are not intended to discourage an employee from exercising rights pursuant to any other law, including the Alberta Human Rights Act.
  - 3.2. Emergency First Aid: Ideally all Library staff members will have emergency first aid training. However, all full-time Library staff members must have current emergency first aid training.
4. **WHMIS**
  - 4.1. The Library Director is responsible for ensuring that all controlled products have a safety data sheet when the product is received and that all safety data sheets are current and easily accessible.
  - 4.2. Library staff members working directly with controlled products are responsible for following safe work practices when handling, using, and storing controlled products.
  - 4.3. Library staff members working directly with controlled products are responsible for reporting unclear, missing, or inadequate labels to the Library Director.
5. **Working Alone**
  - 5.1. The Board recognizes its responsibility for ensuring that all Library staff members who work alone are provided with an appropriate communication system or the employer (being the Board if the Library Director is working alone, or the Library Director if any other Library staff member is working along) shall arrange visits/contact with the staff member at appropriate intervals in accordance with the Alberta Occupational Health and Safety Code.



Town of Banff  
Public Library

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Policy: HR 14 – Human Resources

Title: Occupational Health and Safety Policy

Motion No. 2019-06-26-05

Reviewed: June 26, 2019

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References:

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## **6. Incident Reporting**

- 6.1.** All incidents involving the health and safety of staff and/or library users must be documented using the Library's incident report forms.
- 6.2.** Incident forms are reviewed by the Library Director to ascertain what improvements could be made to current work practices and/or work areas to decrease the risk of a reoccurrence.
- 6.3.** Any incident involving the injury of an employee is reported directly to WCB by both the employer (being the Board in the event of injury to the Library Director, and the Library Director in the event of injury to any other Library staff member) and the injured Library staff member within twenty-four (24) hours.

## **7. Contractors and Volunteers**

- 7.1.** Contractors and volunteers in the Library are responsible for requesting copies of and following all Library health and safety procedures and working within the requirements of the Alberta Occupational Health and Safety legislation.
- 7.2.** It is essential that contractors are aware of the presence of Library staff members and users and the potential hazards inherent in working in a public space. Work in public areas of the Library should, at a minimum, be roped off so that a visual warning is given to members of the public. Ideally, work in public areas will primarily be done at times when the Library is not open to the public.