



# Strategic Plan 2024–2028

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*Fostering community and lifelong learning  
in the Bow Valley for 75 years.*

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**In the spirit of respect, reciprocity and truth, we honour that we are a part of Treaty 7.** We are on the traditional and present-day lands of the Niitsitapi from the Blackfoot Confederacy, of whom the Siksika, Kainai, and Piikani First Nations are part; the Îyârhe Nakoda of the Chiniki, Bearspaw, and Goodstoney First Nations; the Tsuut'ina First Nation; the Métis Nation of Alberta, District 4: Rocky View Métis District within the historical Northwest Métis Homeland, and many others whose histories, languages, and cultures continue to enrich our vibrant community. The Bow Valley has also long been important to the Ktunaxa and Secwépemc First Nations who traditionally occupied lands and used the watersheds of the Columbia and Kootenay Rivers and the eastern slopes of the Rockies. The area was also used by the Mountain Cree clan of Chief Peechee, and the Dene of the far north and far south.

With the signing of Treaty 7 in 1877, we respectfully acknowledge that we are all treaty people. The town of Banff is home to a culturally diverse community, who live, work and play on this land and celebrate this territory. Together, we share this land, strive to live together, learn together, walk together, and grow together. We must honour traditions, acknowledge the truth, work towards reconciliation and forge a path forward in right relations, together.

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# To our friends and neighbours

Banff has a unique and treasured place in our shared Canadian history, and there are many stories that make up the Bow Valley community. The Banff Public Library plays an important part in sharing them with you.

We come from humble beginnings, having opened in the basement of the Banff Clinic in 1949. Fifty years later, we became the first public library in Alberta to eliminate membership fees for residents. Despite the challenges and turbulence faced in recent years, we are bolstered by our community's resilience. There are many exciting chapters yet to be written.

Our history reminds us of the important role libraries play in our lives, empowering us to find and learn new things, form social ties and meaningful connections, and get the resources we need, when and where we need them.

As we look towards our 75th year, Banff Public Library continues to seek out innovative ways to serve our community. More than just books, Banff Public Library is committed to providing a safe and welcoming environment in which all people feel empowered to explore, discover, and grow.

We are here to support our community's ability to thrive. To provide a place of connection and rejuvenation, a place of lifelong learning, and one where everyone sees themselves reflected in the pages of our collections.

Our Strategic Plan helps us chart our course and plan for a sustainable future. It sets forth six strategic priorities to define and expand on the actions that will help us adapt to the changing needs of our patrons, and ensure that our library remains an essential and vibrant cornerstone of the Bow Valley community.

We're excited to have a plan that charts our path forward, underlines our values, and keeps us advancing in an effort to support every member of our community.

We hope you'll join us on the journey.

Sincerely,



**Ali Buckingham**  
Chair, Board of Directors  
Banff Public Library



**Sarah McCormack**  
Library Director  
Banff Public Library



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# A library that grows with, and for, us all

Our Strategic Plan represents a roadmap that will guide our institution's growth and evolution in the coming years. This plan embodies our vision to be a welcoming and inclusive space that provides access to information and resources for all members of our community.

## Goal #1

Promote inclusion, diversity, equity, and access in all aspects of library services

Knowledge knows no bounds—and neither does Banff Public Library. Here, everyone is welcome. We are committed to developing an informed, long-term, and sustainable strategy to support inclusion, diversity, equity, and access (IDEA). This work has already begun and will continue with auditing our collections, reviewing our policies and procedures, and offering recurring training programs for staff and volunteers.

### How we'll do it:

- Complete a comprehensive review of library policies, practices, and procedures through an IDEA lens to ensure alignment with our values.
- Undertake a diversity audit of our collections to curate a more representative selection of materials that reflects the richness of our community.
- Develop training programs for staff, stakeholders, and community members to foster awareness and understanding of vital IDEA topics.
- Establish an outreach program that actively listens to and integrates the perspectives of marginalized populations to ensure our offerings meet their needs, fostering a truly inclusive environment.

## Goal #2

Respond to the Truth and Reconciliation Commission's Calls to Action

Libraries play a significant role in Truth and Reconciliation. We're committed to aligning with the Canadian Federation of Library Associations' Truth and Reconciliation Report and Recommendations, and to working with Indigenous communities in Treaty 7 territory to safeguard and promote Indigenous history and heritage, support intercultural knowledge sharing, and provide resources that empower marginalized communities.

### How we'll do it:

- Work closely with Indigenous communities to co-create programming and collections that meet their specific needs and desires.
- Allocate additional resources to share the true history of Indigenous Peoples with library patrons, fostering understanding and appreciation of First Nation, Inuit, and Métis heritage.
- Establish enduring partnerships with Indigenous communities to promote intercultural understanding and ongoing relationship building.

## Goal #3

### Enrich programming for all ages

Libraries play an important role in supporting learners of all ages in their personal and professional development. We aspire to be a beacon of knowledge and growth for all members of our community, regardless of their age or stage in life. So, we will expand programming for children and adults to ensure we are providing resonant programs at key times in their lives, such as starting school, entering, or re-entering the workforce.

#### How we'll do it:

- Fortify partnerships with local schools to provide an enriched array of resources and support to students, ensuring the library becomes an essential educational ally.
- Develop programs focused on Science, Technology, Engineering, Arts, and Mathematics (STEAM), fostering curiosity, innovation, and knowledge in our community.
- Forge partnerships with community organizations to expand adult programming with a strong emphasis on lifelong learning.

## Goal #4

### Increase the depth and breadth of our collections

Libraries are crucial for the development and free exchange of ideas and information. By mindfully growing our collection, we can continue to ensure diversity in our literature and, based on the needs of our community, broaden the kind of information and resources our visitors have access to.

#### How we'll do it:

- Procure a wider range of materials from diverse authors and publishers to enhance the diversity of our collection, ensuring our shelves reflect a multitude of voices and perspectives.
- Augment our collection by offering more materials in languages other than English, making our library more inclusive and representative of our diverse community.
- Curate and grow our Library of Things programming and collection by acquiring, maintaining, and making available an even broader selection of items that support skill development and various personal interests.

## Goal #5

### Improve the accessibility and safety of our building

To be enriching, a library experience should be barrier-free. As the Bow Valley community continues to grow, so does our need to improve the accessibility and safety of our building. We'll audit our spaces to ensure all community members feel comfortable and confident accessing our facilities.

#### How we'll do it:

- Conduct a comprehensive accessibility audit of the Banff Public Library building and, based on the findings, make the necessary repairs and adjustments to improve accessibility throughout the facility.
- Incorporate more universal design principles into our spaces, ensuring they are welcoming, inclusive, and usable by people of all abilities.
- Actively engage stakeholders and advocate for a new facility that meets our needs as an organization and as a community, further enhancing the quality of our services.

## Goal #6

### Scale and sustain our growth

We need to identify and action ways we can both scale and sustain our growth. That means looking at current staffing levels, developing a plan to sustain and grow our funding, and strengthening advocacy for our library through various stakeholders.

#### How we'll do it:

- Manage staffing levels to efficiently support the increasing demand for our services, ensuring we have the workforce necessary to meet the evolving needs of our community.
- Create an environment in which Banff Library is an appealing and sustainable place to work. This includes taking measures to retain and motivate our talented staff.
- Evaluate the feasibility and benefits of a mobile book delivery program, enhancing the convenience and accessibility of our resources for our patrons.
- Develop a comprehensive fundraising and development plan to cultivate the financial support required to expand our services and offerings.
- Actively engage a diverse set of stakeholders to amplify advocacy efforts in support of the library, reinforcing its vital role in the community.



# Grow literacy Grow community

With your support, we can scale and expand our collections, programs, and spaces—building a place where everyone can belong and thrive.

## Give.

Donate to the Banff Public Library. Your donation will go towards growing our diverse programs and collections as well as making our building an even more safe, welcoming, and inclusive place.

## Volunteer.

Give back through volunteering at the Banff Public Library. By investing your time, expertise, and energy into the Library, you are also building your skills, growing a more connected community, and improving literacy and resilience in our community.

## Become a member.

Becoming a member grants you access to a variety of programs and services, including thousands of books and learning materials. Memberships for residents of the town of Banff and Improvement District No. 9 (the area within Banff National Park including Lake Louise and Saskatchewan River Crossing) are free.

Join us in creating a place where everyone can belong and thrive, and support Banff Public Library in its mission to be a vibrant, inclusive, and knowledge-rich resource for our community.

# Let's Talk

For more information on becoming a donor or sponsor, or to have a conversation about how you can support our Strategic Plan, please contact:

**Sarah McCormack** — Library Director

Tel: 403.762.2661

Email: [director@banfflibrary.ab.ca](mailto:director@banfflibrary.ab.ca)

# With thanks

Our sincere thanks to the many devoted staff, volunteers, and board members who dedicate countless hours to keeping our community informed and connected. Thank you for making the Banff Public Library an exceptional public service.

## Board of Directors

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**Sarah McCormack** — Library Director  
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**Linda Chisholm** — Library Assistant

\*at time of printing

## Thank you, Banff!

Thanks also to the incredible support of our municipal government, local partners, and donors and supporters. You give meaning to the word community.



## Banff Public Library

*75 years of lifelong learning, connection, and community.*

# Join in on what's next.

# Donate. Volunteer. Participate.



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