



References:

Purpose: The relationships between the Banff Public Library and other organizations are complex. Outlining those relationships and 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 consist of the Library Director, Assistant Library Director, Library Technician, Library Assistants, Library Clerks, Library Page, and Summer Students.
- 1.2. Salaries, benefits, and conditions of employment of the Library Director are reviewed annually by the Human Resources and Finance Committee (refer 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.
 - 1.3.1. Changes to salaries are to be done within the approved budget set by the Board for staffing.

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 based on information.

3. Job Descriptions

- 3.1. The Library Board, through the Human Resources and Finance Committee, will ensure that the Library Director description is relevant and up-to-date. The Library Director description is shown in Schedule A.
- 3.2. The Library Director will ensure that the descriptions of if the Assistant Library Director, Library Technician, Assistants, Clerks, Pages, and Summer Students are relevant and up-to-date. The job descriptions are shown in Schedule B.
- 3.3. Job descriptions will be reviewed every three years.

4. Staffing Management and Organizational Chart

- 4.1. A Staffing Management Plan (SMP) is to be developed by the Library Director and presented upon request to the HR&F Committee and containing such information as requested by the HR&F Committee.
- 4.2. The Staffing Management Plan will include staffing charts, salary bands and salary increase for library positions, and a staffing enhancement strategy.
- 4.3. An organizational chart will be prepared by the Library Director and revised when necessary.
- 4.4. The Library Director is responsible for reporting the status of the Staffing Management Plan to the HR&F Committee upon request.

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:



Town of Banff
Public Library

Policy: HR 1 – Human Resources
Title: Personnel Policy
Motion No. 02/01/19-11
Reviewed: January 2, 2019

References:

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



References:

SCHEDULE A: Library Director Job Description

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, 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.

Collection Development and Maintenance

- Make informed selections of materials in keeping with the Selection Policy.
- Oversee ordering of all library materials.
- Weed library collection as necessary.



References:

- 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 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.



References:

SCHEDULE B: Library Employees Job Descriptions

JOB DESCRIPTION: ASSISTANT LIBRARY DIRECTOR

Job Title: Assistant Library Director

Function of the Job: To work with the Library Director and other staff to help ensure the efficient operation of the library and the provision of quality services and programs

Responsibilities:

Administration and Management

- Train library staff
- Manage-day-to-day activities of the Library
- Assist in the preparation of monthly work schedules and weekly desk schedules
- Order supplies and maintain supply inventories
- Accept and record money taken into the Library
- Prepare cash deposits
- Record and tabulate Library statistics
- Cover brief absences and vacations for the Library Director

Collection Development

- Assist in collection development: materials selection and ordering, in accordance with the Materials Selection Policy, and within the library budget
- Catalogue and process materials; materials maintenance; materials de-selection; and materials donations
- Oversee interlibrary loan procedures, including processing, shipping, and record keeping

Technical Services

- Assist in computer network and Library software management

Public Relations and Advocacy

- Ensure the orderliness and attractiveness of the Library
- Provide information for Library book lists
- Oversee the routine creation and maintenance of displays
- Sit on Library, Town, and community committees as necessary
- Work cooperatively with all Library and Town staff
- Maintain excellent public relations with Library users and community

Patron Services

- Circulation desk duties, including the charge and discharge of circulating materials, patron holds and requests; patron registrations; and interlibrary loans
- Assist patrons in resource and information retrieval
- Provide reference service
- Provide readers' advisory



References:

- Assist the public with computer use
- Plan and implement programs and services under the supervision of the Library Director
- Assist in the planning and provision of special events
- Conduct Library tours
- Be knowledgeable concerning contemporary Library services and technologies in the region and throughout the province through attendance of professional development opportunities
- Be able to answer common questions about the Townsite and Banff National Park

Qualifications

- A desire for developing skills and acquiring knowledge
- Strong communication, listening and inter-personal skills; high level of tact, diplomacy and professionalism, and commitment to working within a team environment
- Attention to detail, customer service experience and the ability to work with frequent interruptions
- Ability to perform repetitious tasks with care and accuracy
- Ability to respond flexibly to a wide variety of changing circumstances
- Ability to create a positive and welcoming customer service environment for all library patrons
- Strong basic computer skills
- A broad knowledge of books and literature is an asset
- A second language is an asset

Other

Other duties as assigned by the Library Director.

Responsible to: The Library Director

JOB DESCRIPTION: LIBRARY ASSISTANT

Job Title: Library Assistant

Function of the Job: Crucial in both front line and behind the scenes services in Banff Public Library. Library Assistants are responsible for serving the public in a friendly and effective manner. Library Assistants are also responsible for a variety of administrative tasks and technical services that may vary over time.

Responsibilities:

Serving the public – which includes, but is not limited to:

- staffing the front desk
- being knowledgeable of in-house library services and technologies
- registering new members and explaining library policies to them
- checking library materials in and out, taking requests, placing holds, etc.
- answering reference questions (in person, on the telephone, and/or via email and other social media) or referring questions to other / senior staff members as necessary



References:

- assisting patrons in locating information and/or materials
- assisting patrons to select reading materials (“reader’s advisory”)
- being able to answer common questions about the town and Park
- assisting patrons with the use of technology (including library catalogues, computers, wifi, and related)
- walking through the library regularly and remaining aware of what is going on in the facility
- creating and implementing library programs in consultation with the Library Director

Administrative tasks, technical services and library maintenance – which may include but are not limited to:

- performing opening and closing procedures
- data entry tasks such as maintaining basic library records, inputting orders and collecting library statistics
- collecting and tracking payment for sales and services (book sales, printing, copying)
- processing, repairing and shelving library materials
- advising Assistant Librarian / Library Director of requested items and damaged materials
- making suggestions for additions to collections or services
- scheduling exams and other board room use and registering participants for some programs
- creating and maintaining a variety of library displays
- creating signage, posters, booklists, advertisements, and updating social media as directed
- tracking overdue items and notifying patrons
- processing interlibrary loans
- suggesting improvements to procedures or processes
- tidying the library, watering plants and other caretaking tasks not performed by custodial services
- attending meetings as necessary
- other projects as assigned

Qualifications / Education

- All Library Assistants need a post-secondary education or equivalent life experience.
- A desire to keep learning combined with good judgement and the ability to work well with others (staff and patrons) are essential qualifications.
- Strong basic computer skills are required.
- Working effectively in this position requires both the ability to perform repetitious tasks with care and accuracy and the ability to shift focus rapidly in order to respond flexibly and effectively to a wide variety of public needs and changing circumstances.
- A love of reading is very helpful.
- The ability to speak another language – especially French, Japanese, Tagalog – is a definite asset.

Reports to: Library Director (with routine supervision by the Assistant Library Director)



References:

JOB DESCRIPTION: LIBRARY ASSISTANT WITH PROGRAMMING RESPONSIBILITIES

Job Title: Library Assistant (Programmer)

Function of the Job: Crucial in both front line and behind the scenes services in Banff Public Library. Library Assistants are responsible for serving the public in a friendly and effective manner. Library Assistants are also responsible for a variety of administrative tasks and technical services that may vary over time.

Library Assistants with programming responsibilities have the additional tasks of planning and implementing library programming.

Responsibilities:

Serving the public – which includes, but is not limited to:

- staffing the front desk
- being knowledgeable of in-house library services and technologies
- registering new members and explaining library policies to them
- checking library materials in and out, taking requests, placing holds, etc.
- answering reference questions (in person, on the telephone, and/or via email and other social media) or referring questions to other / senior staff members as necessary
- assisting patrons in locating information and/or materials
- assisting patrons to select reading materials (“reader’s advisory”)
- being able to answer common questions about the town and Park
- assisting patrons with the use of technology (including library catalogues, computers, wifi, and related)
- walking through the library regularly and remaining aware of what is going on in the facility
- creating and implementing library programs in consultation with the Library Director

Administrative tasks, technical services and library maintenance – which may include but are not limited to:

- performing opening and closing procedures
- data entry tasks such as maintaining basic library records, inputting orders and collecting library statistics
- collecting and tracking payment for sales and services (book sales, printing, copying)
- processing, repairing and shelving library materials
- advising Assistant Librarian / Library Director of requested items and damaged materials
- making suggestions for additions to collections or services
- scheduling exams and other board room use and registering participants for some programs
- creating and maintaining a variety of library displays
- creating signage, posters, booklists, advertisements, and updating social media as directed
- tracking overdue items and notifying patrons
- processing interlibrary loans



References:

- suggesting improvements to procedures or processes
- tidying the library, watering plants and other caretaking tasks not performed by custodial services
- attending meetings as necessary
- other projects as assigned

Qualifications / Education

- All Library Assistants need a post-secondary education or equivalent life experience.
- A desire to keep learning combined with good judgement and the ability to work well with others (staff and patrons) are essential qualifications.
- Strong basic computer skills are required.
- Working effectively in this position requires both the ability to perform repetitious tasks with care and accuracy and the ability to shift focus rapidly in order to respond flexibly and effectively to a wide variety of public needs and changing circumstances.
- A love of reading is very helpful.
- The ability to speak another language – especially French, Japanese, Tagalog – is a definite asset.
- **Library Assistants with programming responsibilities** will normally have additional experience with creating, developing and implementing educational and entertaining programs.

Reports to: Library Director (with routine supervision by the Assistant Library Director)

JOB DESCRIPTION: SUMMER PROGRAM COORDINATOR

Responsibilities:

Under the supervision and direction of the Library Director and/or Assistant Library Director, the Summer Club Coordinator will be responsible for the following tasks and responsibilities:

- Develop and plan programs and materials for the Summer Reading Club.
- Promote programs for the Summer Reading Club.
- Deliver interactive programs and indoor/outdoor activities for children between 4 and 12 years old.
- Maintain statistical records and write a final report for the Summer Reading Club.

Qualifications

- Must be between 19 and 30 years of age
- Currently enrolled in a post-secondary program having completed at least one year of said program
- Legally entitled to work in Canada.
- Excellent oral and written communication skills.
- Enthusiastic, enjoy working with children, and able to work independently.
- Familiar with libraries and library programs for children.
- Must be available throughout the entire employment period.



References:

JOB DESCRIPTION: SUMMER PROGRAM ASSISTANT

Responsibilities:

Under the supervision and direction of the Programs Coordinator, the Summer Reading Club Coordinator / Summer Programs Assistant will be responsible for the following tasks and responsibilities:

- Develop and plan programs and materials for the Summer Reading Club.
- Promote programs for the Summer Reading Club.
- Deliver interactive programs and indoor/outdoor activities for children between 4 and 12 years old.

Qualifications

- Must be between 16 and 30 years of age
- Currently enrolled in a secondary or post-secondary program having completed at least one year of said program
- Legally entitled to work in Canada.
- Excellent oral and written communication skills.
- Enthusiastic, enjoy working with children, and able to work independently.
- Familiar with libraries and library programs for children.
- Must be available throughout the entire employment period.

JOB DESCRIPTION: LIBRARY PAGE

Responsibilities:

Pages are responsible for shelving library materials in their proper places, shelf-reading and organization. They may be responsible for checking items in. Page jobs are usually part-time.

Education: Working on or completed high school degree.

Skills:

- Ability to alphabetize and put things in numerical order. A page's position typically will include putting books and other items where they belong, called "shelving," or making sure that items on the shelf are in the correct order, "shelf reading."
- Ability to work independently
- Ability to lift, bend and reach.

Experience: Generally previous experience is not required, although preference may be given to people who have done work in a library as a volunteer.
