



References:

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. For the purposes of this policy the term “Library Employees” refers to all library employees including the Library Director unless otherwise mentioned.

2. Wages

2.1. Library employees will be paid at a competitive rate. To ensure wages are competitive, a market survey will be conducted a minimum of every three years.

2.2. Probationary period will be of a six-month duration, unless otherwise negotiated on hiring, during which a negotiated probationary wage will be paid. At the completion of satisfactory probation and on completion of one-year satisfactory employment, the wage will advance as negotiated.

2.3. Library employees will receive wage increases consistent with established pay grades outlined in the Staff Management Plan (SMP) unless a higher or lower rate is deemed necessary by the Library Director to ensure competitive wages or accommodate budgetary restrictions.

2.4. The Library Director’s wage will be determined by the Board as recommended by the HR&F Committee.

3. Benefits

3.1. **Group Health and Insurance** plans shall be the same as those provided to the Town of Banff staff. 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 employee 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 can waive coverage by providing written acknowledgement to payroll.

3.3.4. Benefits coverage will cease on the last date of an employee’s employment. The employee is responsible for securing any replacement coverage as of that date.

3.3.5. The Town of Banff reserves the right to change insurance carriers and policies as it deems appropriate.



References:

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.

4.2. Breaks

4.2.1. Full-time employees will be entitled to one 1-hour unpaid lunch break and two paid 15 minute breaks (normally one before lunch and one after lunch) per day.

4.2.2. Part-time 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:

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.
- iii. An employee who terminates mid-way through the year and has taken the full year’s vacation entitlement is required to reimburse the Library for vacation time paid in advance of earning it.

4.3.2. Alberta Employment Standards sets out the minimum employer requirements for vacations and vacation pay. The Banff Public Library (BPL) provides better benefits than required:

- i. BPL starts employee vacation entitlement at one week more than the Standard sets out.
- ii. BPL does allow for vacation to be taken in “hours”, which allows for a ½ day off, if requested (the Standard identifies increments of no less than a ½ day).

4.3.3. Requests for paid time off must be approved by the Library Director in advance of the departure for vacation and must be attached to the time sheet or submitted to payroll in the period the paid time off begins.

- i. It is the employee’s responsibility to submit a Request for Leave PAID form in order to be paid for the agreed upon dates of the vacation.
 - a. Employees’ current vacation entitlement is summarized on the bi-weekly pay stub.
- ii. It is the Library Director’s responsibility to ensure the approved Request for Leave PAID is placed in the employee’s personnel file.
- iii. The Library Director and employees should confirm that vacation approved and paid, will be earned either before the end of the year or



References:

- before the end of employment.
 - b. If both the Library Director and the employee are aware that the employee is leaving prior to December 31st, vacation should only be approved for the amount that will be earned prior to termination.
 - iv. 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 on January, the Library Director will be provided with an updated list of their employees and the current years’ vacation entitlement for each employee by the Town of Banff Payroll Department. Planning and scheduling time throughout the year ensures employees take all their paid vacation time prior to December 31st.
- 4.3.5. The Library Director may start to “map” requests for vacation and can immediately approve, deny or discuss revisions to requests as appropriate or necessary to ensure uninterrupted service delivery and alleviate the year-end “crunch” in scheduling.
- 4.3.6. Employees should be reminded that their vacation preferences are important. Submitting requests for leave earlier ensures:
 - i. preferences can be accommodated before other same-date requests,
 - ii. scheduling covers departmental business levels and services, &
 - iii. overlapping absences do not cause reduced service levels
- 4.3.7. End-of-Year process:
The Library Director will request a customized report with an update of the outstanding vacation time for each employee from the Town of Banff Payroll Department on a quarterly basis. **NOTE:** The Library Director is also able to view employee vacation entitlements and balances in AVANTI and employees received their remaining vacation updates each pay day as summarized on the pay stub.
 - i. The Library Director is expected to review the outstanding vacation balance and either:
 - a. ensure vacation time is scheduled and taken before December 31st of that year; or,
 - b. ensure a vacation Carry-over Request form is submitted to the Library Director by December 1st of that year.
 - ii. If an employee does not fill out a vacation time carry over form and submit it to the Library Director before December 31st, or they do submit the form but it is not approved, the employee loses that vacation time.
- 4.3.8. Part-time employees shall receive vacation time and vacation pay in accordance with Alberta Employment Standards.

4.4. Holidays

- 4.4.1. The Banff Public Library recognizes the following general holidays:

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
- 4.4.2. Employees must work the scheduled shift before and the scheduled shift after



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- the holiday in order to receive statutory holiday pay.
- 4.4.3. If an employee is a 'no-show' (does not report in or arrive) or is sick, for a regularly scheduled shift immediately before, on the day of, or immediately after a statutory holiday, that employee will not receive holiday pay.
 - 4.4.4. Part-time employees (less than 27 hours/week) and casual employees will be paid statutory holidays on the basis of having worked five of the previous nine weekdays on which the statutory holiday occurs. (i.e., the employee must have worked five of the previous nine Mondays to be eligible for a Labour Day stat.)
 - 4.4.5. As a seven-day-a-week operation, all employees, who are eligible for statutory holiday pay, will be compensated equally for scheduled shifts or time off.

4.5. Parental, Bereavement, Court Attendance, Leaves of Absence, Self-Funded Leave, Compassionate Care 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 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 an immediate family member passes away, an employee may request up to three working days with pay to attend and make arrangements for the funeral or service.
 - i. Extended paid or unpaid leaves may be requested and will be granted on consideration by the Library Director. The employee may be asked to provide supporting documentation before an extension is confirmed.
 - ii. If the death of an immediate family member occurs during an employee's vacation, and the employee makes arrangements for, or attend, the funeral (or service), the employee will be granted bereavement leave with appropriate pay and vacation earnings will be restored.
- 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 your leader regarding time off and/or compensation.
- 4.5.4. **Leaves of Absence:** An unpaid leave of absence may be requested to allow adequate time for personal endeavours. 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 four weeks unpaid leave of 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, to be forwarded on approval to the Town of Banff payroll/benefit administrator.



References:

- 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 per cent 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
 - **Part-Time:** (21 - 27 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.



References:

- 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 or arranging for long-term care, or to attend to 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 with 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 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 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



References:

considered re-hirable 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 a minimum of every 12 months.
- 6.2.2. All staff will interview with the Library Director, and they will complete the Performance Evaluation Form (see Attachment 1 – Sample 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.
- 7.2. No dispute shall be considered when the circumstance giving rise to such dispute



References:

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 make a decision 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 3rd 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



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:

- information about the FOIP Act, contact Service Alberta.
- d. Alberta Human Rights Commission: Contact for questions regarding discrimination in the workplace.



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 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.

OBJECTIVE (What do you and your supervisor agree you should achieve?)	PLAN OF SERVICE (How does this objective tie into your library's Plan of Service?)	MEASURES (How will you know you've achieved your goals?)	RESULTS (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
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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
