



What We Heard:

Banff Lending Program

Resident Survey Results

August 2021

Banff Lending Program – Resident Survey Results

The Town of Banff sought opinions from Banff residents on the creation of a program that allows people to borrow items that they need but do not own due to cost, space requirements, or the rare use makes it difficult to justify purchase.

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Background – Origins of the Lending Program Idea in Banff

The concept of a program for lending tools, equipment and other community-owned items for short-term use originated from previous public input and Council plans:

- *Banff's 2018 Community Social Assessment* – Identified resident demand for more accessible, affordable and inclusionary programming. The high cost of living in Banff was a priority challenge that requires initiatives to improve affordability of everyday needs. The public engagement also identified interest in social spaces or community hubs and support for environmental programs.
- *Town of Banff 2019-2022 Strategic Plan* – one of the five pillars of focus for the Strategic Plan is Addressing the Cost of Living, and one of the identified tactics for 2021 is “coordinating or supporting community share/barter/cooperative economy for services and equipment.”
- *Banff's Environmental Master Plan*, adopted in 2019 after considerable public engagement, is a guiding document to advance the Town's goal to be a model environmental community. Priority actions include increasing waste prevention by developing more opportunities for circular economy programming and community education surrounding reuse/share/repair.

Town staff examined lending programs in other communities as an option to meet objectives in the plans. A lending program would have both an environmental and a social purpose:

- to develop a low-cost lending program that aligns with the Town of Banff's commitment to reducing community-wide waste and consumption, and
- to contribute to social inclusion, accessibility, and affordability for members of the community.

A lending program in Banff would have to be designed to meet demand, be sustainable and avoid negatively affecting any local businesses that offer for rental any of the items identified as in high demand for borrowing.

Testing the Idea

Every community has different qualities, challenges and opportunities. The lending program concept is proven to be beneficial in other jurisdictions, but Banff differs in terms of resources, space, population size and demographics, and other attributes that would affect the success of a program in Banff.

Most importantly, widespread community interest in participating in a lending program is critical to its success, and required for investment of public-funded staff and space for developing a program.

To gauge community interest in a lending program, and to determine opinions about certain operational aspects of a program, the Town of Banff surveyed residents.

Methodology

Online Survey Deployed on BanffViewpoints.ca survey platform. Due to continuing COVID-19 pandemic, the online engagement was selected as the only method of engagement on this narrow topic.

Survey duration: May 14 - June 10, 2021

Promoted to Banff residents on Town of Banff social media channels, Town Page advertisement in Rocky Mountain Outlook newspaper, weekly Town e-newsletter, and email to members of Banffviewpoints online engagement panel.

245 survey completions (54% of participants who visited project page responded)

Limitations of the public engagement include bias to participation mainly by people comfortable with online tools, and therefore exclusion of people without internet or technology access at home. The survey occurred during a period of high COVID cases in Banff, closed public facilities and community focus on the pandemic situation.



Survey Preamble

The following was provided on the project page introducing the survey:

The Town of Banff is exploring the concept of an equipment lending library for Banff residents. Participants would borrow items that may be rarely used, hard to store, or are expensive. A program could be launched as early as this year, depending on interest, funding and approval for safe operations during a pandemic.

The short-term access to shared items could include:

- woodworking tools,
- maintenance equipment,
- automotive tools,
- hobby or recreation items,
- household items, and
- sports equipment – items not accessible from local rental businesses.

A lending library may help reduce community-wide waste and consumption, and contribute to social inclusion, accessibility, and affordability for members of the community.

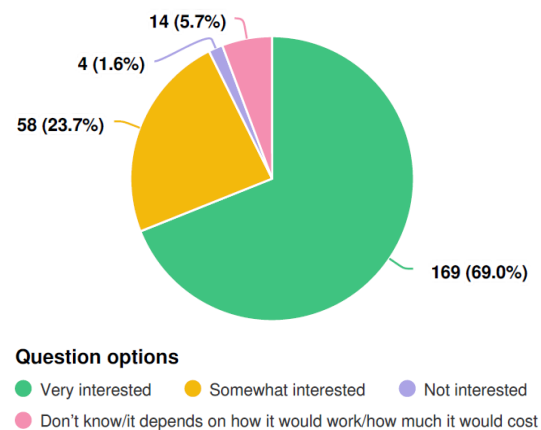
The initiative could be complemented by additional community programming such as training workshops, repair/fixit sessions, community events (sewing tutorials, vehicle maintenance workshops, etc.).

For details on the program and updates, visit banff.ca/libraryofthings

Summary of Survey Results

245 people responded to the survey, 88% of whom are residents of Banff.

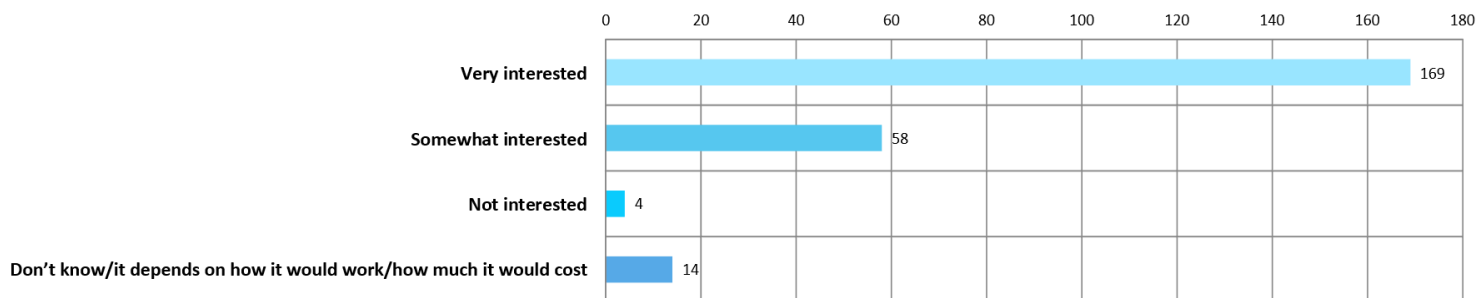
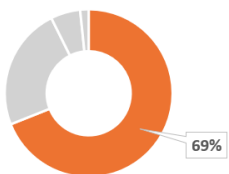
1. **93% of respondents were very interested or somewhat interested** in using a lending program.
2. 52% selected a pay-per-use model as the best option for people borrowing items, while 29% selected a combined model of pay-per-use and annual/monthly membership fee as the best model.
3. 61% of respondents indicated that an annual fee of \$40 would be a reasonable cost, while 35% indicated that it would be too expensive for them to participate.
4. 64% of respondents identified that a pay-per-use fee of \$3 per item would be a reasonable cost, while 31% indicated \$3 may be too inexpensive for people to take care of or return the loaned item.
5. Respondents submitted over 100 different items that they would be interested in seeing in a lending program. Respondents to the survey most frequently identified the following items:
 - a. General tools
 - b. Sewing machine
 - c. Drill
 - d. Auto maintenance tools
 - e. Ladder
 - f. Kayak/Canoe
6. The most-cited reasons respondents would consider joining a lending library were:
 - a. Saving money
 - b. Saving space in their home
 - c. Lessening their impact on the environment
 - d. Ability to try activities they would have never otherwise tried
7. The most frequently identified reasons that would prevent respondents from using a lending library were:
 - a. Product availability
 - b. Cost to borrow items or purchase a membership
 - c. Business hours of operation
 - d. Quality of items



8. Many respondents wrote that a lack of knowledge on how to use an item safely/effectively could prevent them from using the lending program.
9. 58 respondents indicated that they had items they would be interested in donating to the library.
10. Many respondents indicated that they would be interested in getting involved in a lending program:
 - a. 104 said that they would be interested in volunteering.
 - b. 48 said that they would be interested in serving in a decision-making roll such as a board of directors.
 - c. 28 said that they would be interested in helping repair or maintain equipment.
 - d. 21 said that they would be interested in teaching a workshop on a topic they are knowledgeable about.
11. The most common ways that respondents said they obtained second-hand items or got rid of unwanted items were:
 - a. Online buy and sell groups
 - b. Obtain or give to friends/roommates/colleagues
 - c. Crossway Thrift
 - d. Re-Use It Centre
12. The most significant reasons respondents purchase second-hand/reuse items were:
 - a. To save money
 - b. For the environment/sustainability benefits
 - c. To avoid travelling outside the Bow Valley to purchase items
13. Respondents said that the most difficult parts of finding second-hand/reuse items in Banff were:
 - a. Limited options at local thrift stores
 - b. Must leave Banff to find items
 - c. Most options require a vehicle to get to
14. Many respondents wrote that the quality of items available, the high demand for second-hand items, the limitations of social media for borrowing/purchasing second-hand items, and the need to access items as opposed to purchasing them were also difficult aspects of finding second-hand/reuse items in Banff.
15. When asked what would improve their ability to share/reuse items in Banff, key themes emerging in respondent answers were:
 - a. A lending library would improve their ability to share and reuse items, particularly with items they want to use once or on occasion
 - b. A centrally located place with consistent hours to access items from
 - c. Online forum or information dedicated to lending and sharing in Banff – the ability to see an inventory of what items are shareable in the community

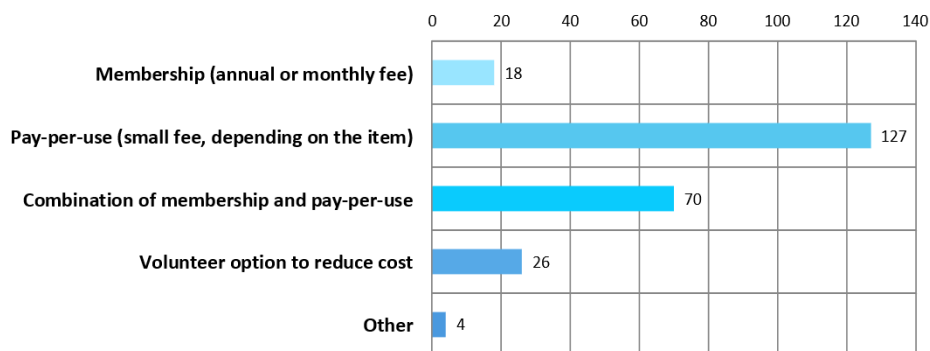
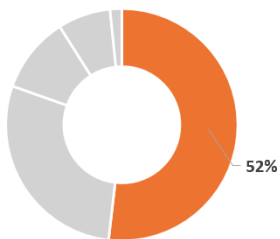
Full Survey Results

Q1 If Banff were to create this type of lending library, would you be interested in using it?



Very interested accounts for the majority of responses.

Q2 Some costs might be needed to cover maintenance, replacement and to ensure items are returned. What do you think would be the best option for people borrowing items?



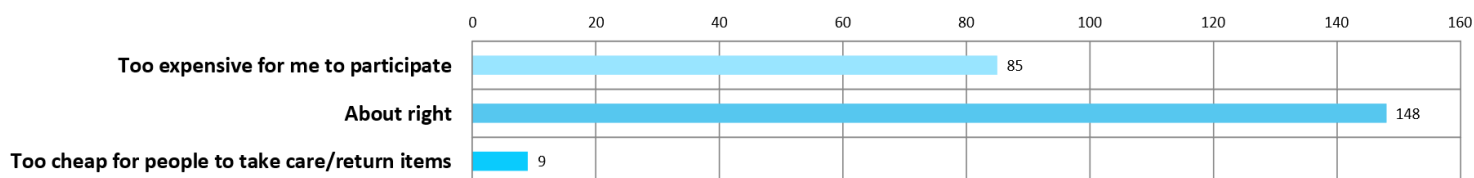
Pay-per-use (small fee, depending on the item) accounts for the majority of responses

Q3 Please specify what you think would be the best option for people borrowing items?

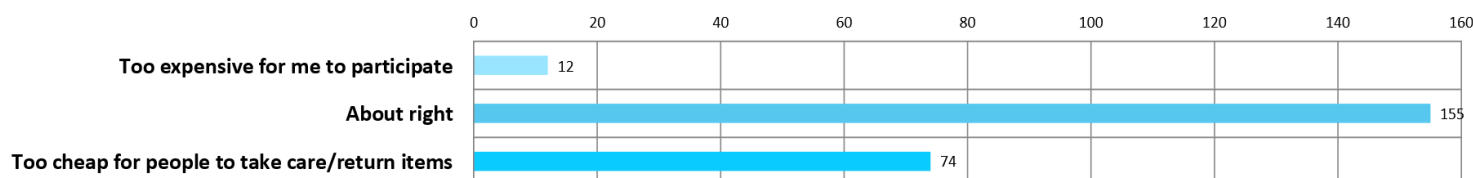
- “A membership for those who think they will use the items most, and a pay-per-use fee for those who will only occasionally use items.”
- “Pay what you can.”
- “Town should not spend money on employment/spec/equipment.”

Q4 Q5 What do you think is a reasonable cost?

Would an annual fee of \$40 be:



Would a pay-per-use fee of \$3 be:



Q6 Are there any specific items you would want to see at a lending library?

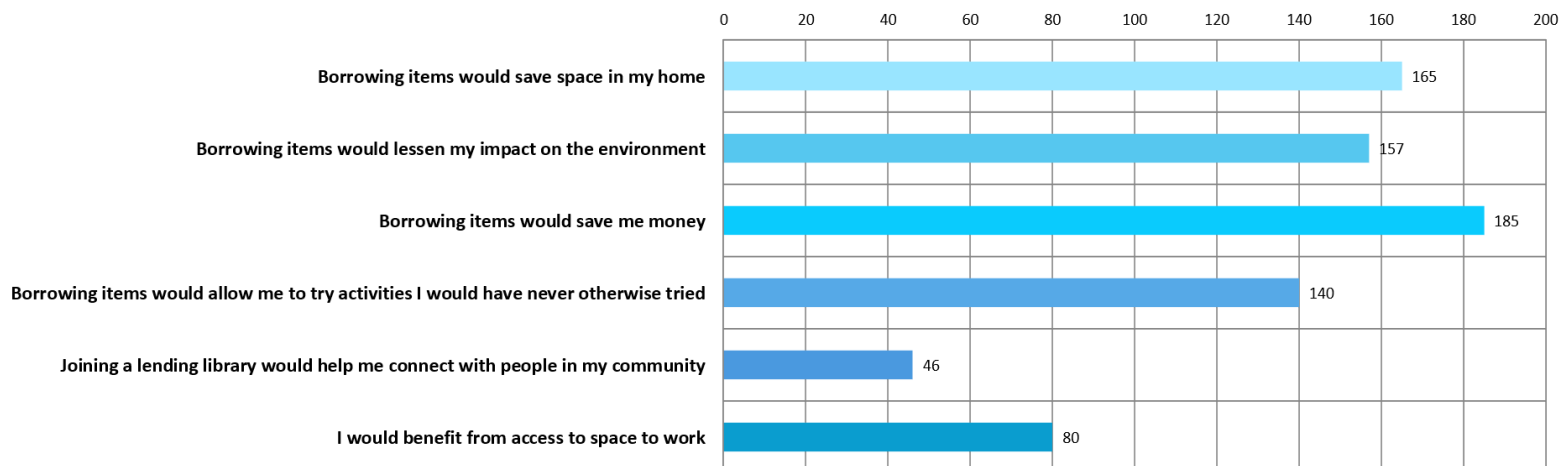
164 written responses were received.

100 different items were requested.

Most Highly Requested Items

Tools Requested	Number of Requests
General Tools	33
Sewing Machine	20
Drill	19
Auto Maintenance	14
Ladder	14
Kayak/Canoe	11
Carpet Cleaner	11
Saw - Table	10
Saw - Mitre	9
Gardening Tools	8
Car Jack / Lifts	8
Bike Maintenance	7
Lawn care	7
Saw - Circular	7

Q7 What are the most significant reasons you would consider joining a lending library?



Q8 Are there any other reasons you would consider joining a lending library?

48 responses – See appendix

Key themes in responses:

Cost: Residents would be able to access tools they wouldn't otherwise be able to afford or would not want to spend money on.

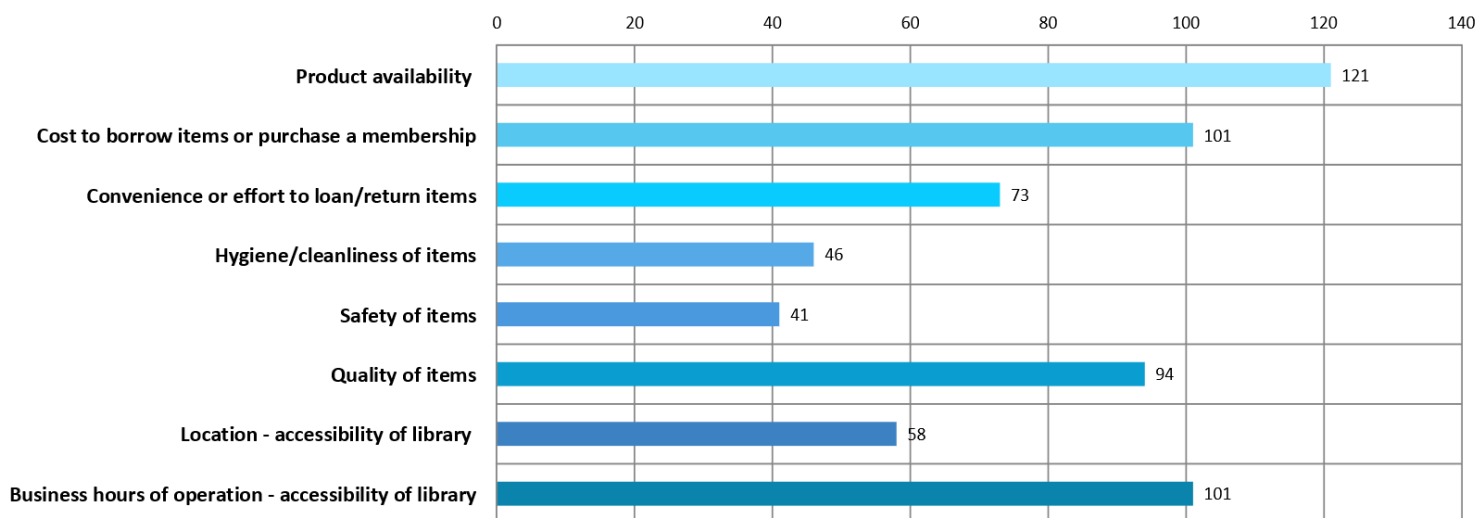
Access: Residents would have the opportunity to access items in order to try new hobbies or try items before purchasing. Short term residents benefit from access to items that are typically viewed as long term investments.

Social Benefit: Many respondents noted that a lending library would be an opportunity to learn new skills, give or receive knowledge about items, and build community connections by participating in a lending library.

Environmental Benefit: A lending library would have an impact on residents' consumption habits by allowing higher use of items that would otherwise be rarely used if personally owned.

Space: A lending library would allow residents to access items that they do not have space to store in their personal residences.

Q9 What would prevent you from using a lending library?



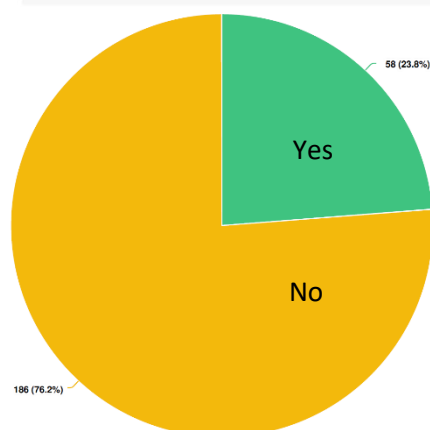
Q10 Are there any other reasons that would prevent you from using a lending library?

47 responses – See appendix

Common responses:

- If there was an annual fee
- Length of rental period
- Hours and location of lending library
- Difficulty with booking or reserving items
- If the quality of items is low, there is damage or items are unsafe
- Lack of understanding or knowledge on how to use items
- Responsibility of broken items
- Not being able to use the items at the location of the library

Q11 Do you have any items that you would be interested in donating to a neighbourhood lending library?

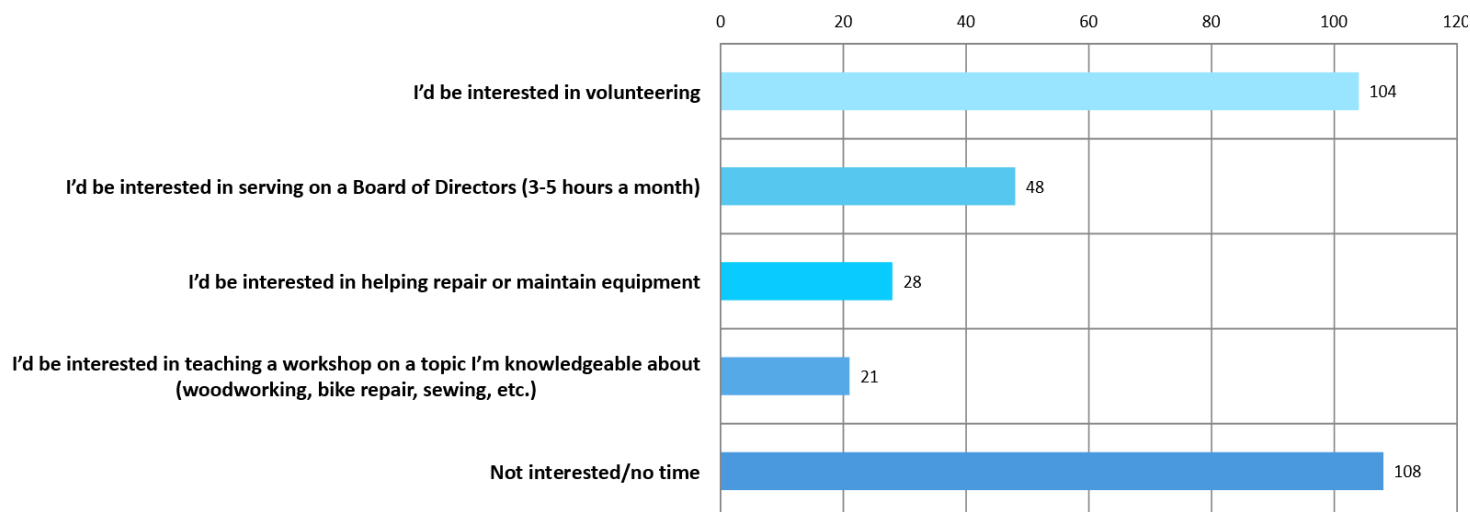


Q12: What items are you interested in donating to the lending library?

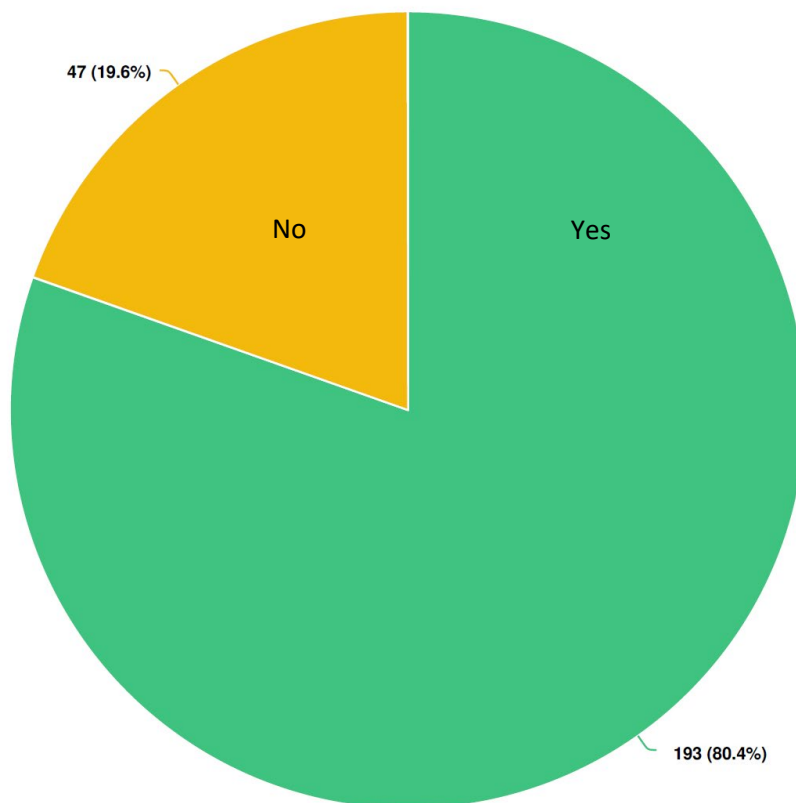
54 responses were received.

Jigsaw	Toaster	Drill Bits	Instruments
Saw	Mitre Saw	Soldering Kit	Circular Saw
Sports Equipment	Wrench	Juicer	Steam Cleaner
Canning Supplies	Puzzles	Air Fryer	Dehydrator
Tools	Socket Set	Gardening Tools	Socket Set
Angle Grinder	Rakes	Saw	Hammer
Screwdriver Set	Small Tools	Drill	
Folding Saw Horses	Bike Maintenance	Socket Set	
Table Saw	Mannequin	Kitchen Items	

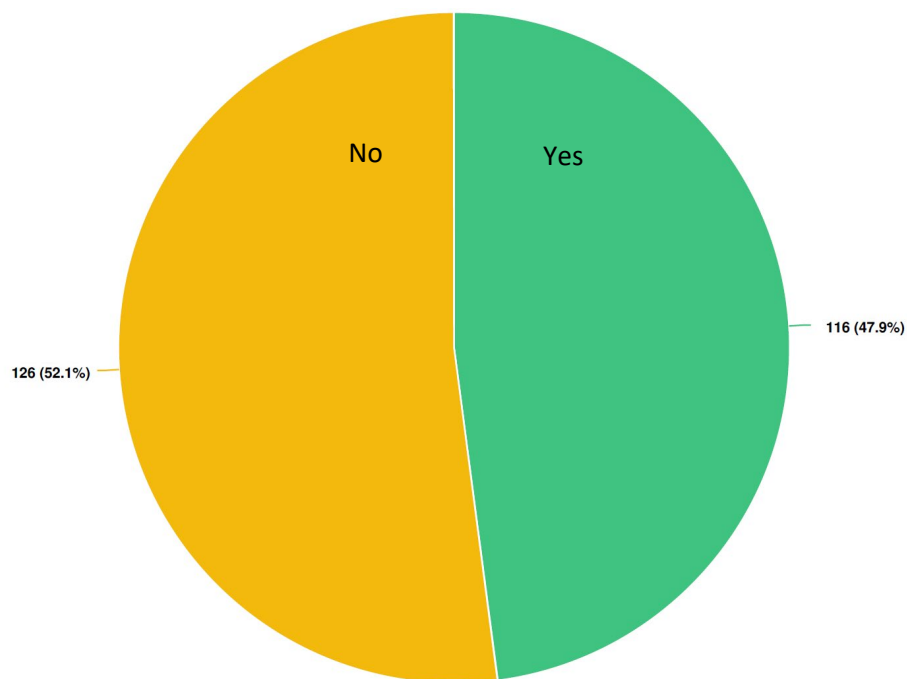
Q13 What are some ways you might be interested in getting involved at a neighbourhood lending library?



Q14 Would you like to receive more information about opportunities and updates about a lending library program in Banff?

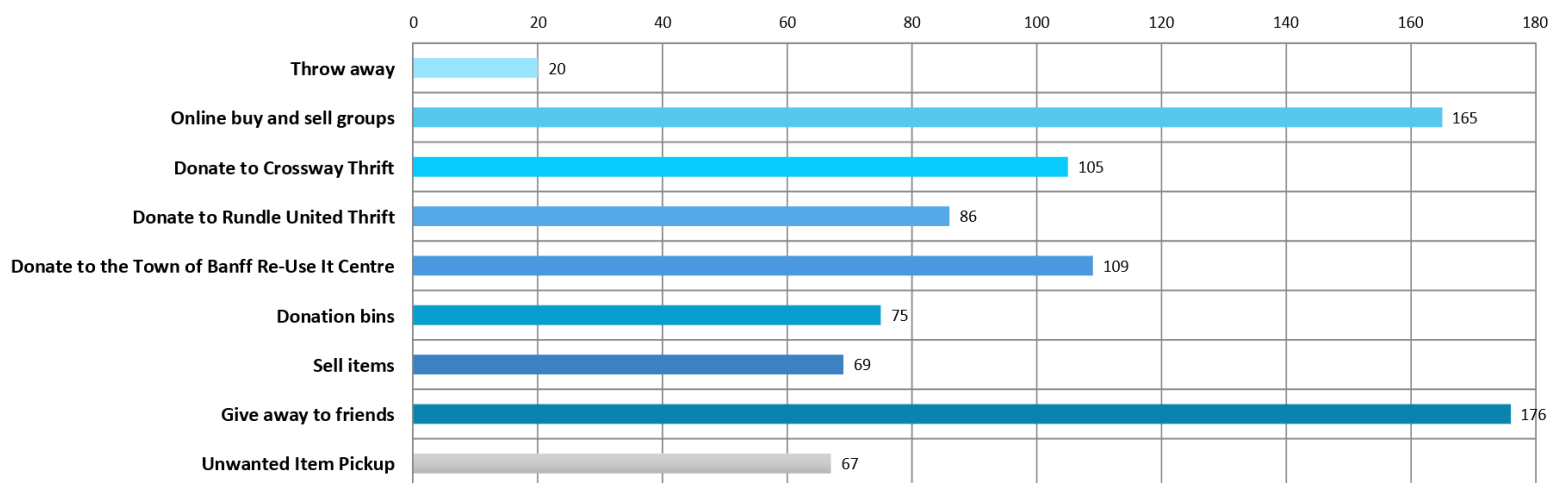


Q15 Would you like to subscribe to Banff's Zero Waste for residents newsletter?



Part 2 Re-Use Experience

Q16 How do you typically get rid of unwanted items, similar to the items we are considering having in the lending library?

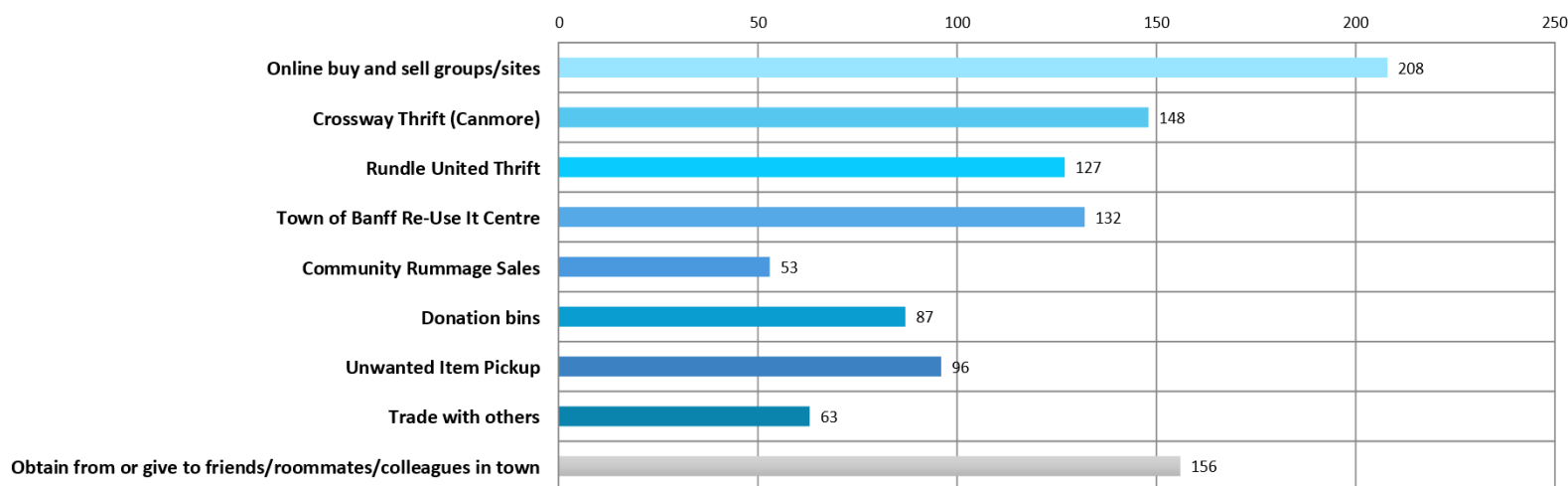


Q17 Are there any other ways you typically get rid of unwanted items, similar to the items we are considering having in the lending library?

Common responses:

- Donate items to thrift stores outside the Bow Valley such as Goodwill or freecycle.org
- Give away items to friends, family, coworkers or residents in staff housing
- Leave items beside the garbage bins
- "I don't have any kind of items that would be available at the lending library"

Q18 Which of these local sharing/reuse resources have you, or someone you know, used to get rid of or obtain items?

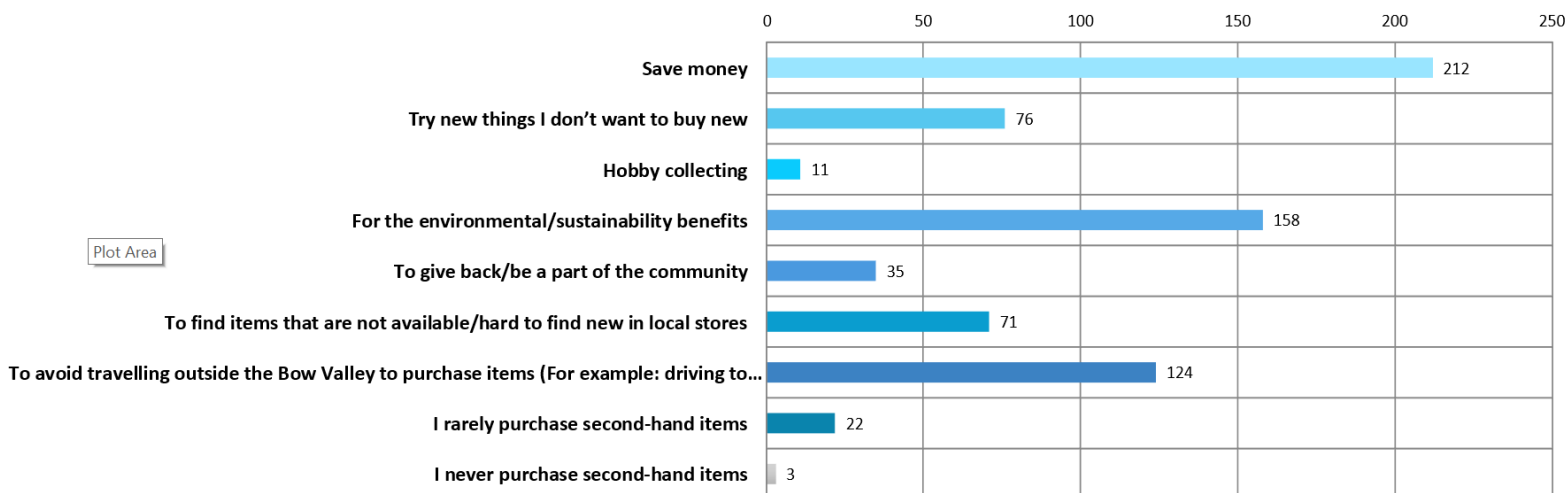


Q19 Are there any other local sharing/reuse resources you, or someone you know, used to get rid of or obtain items?

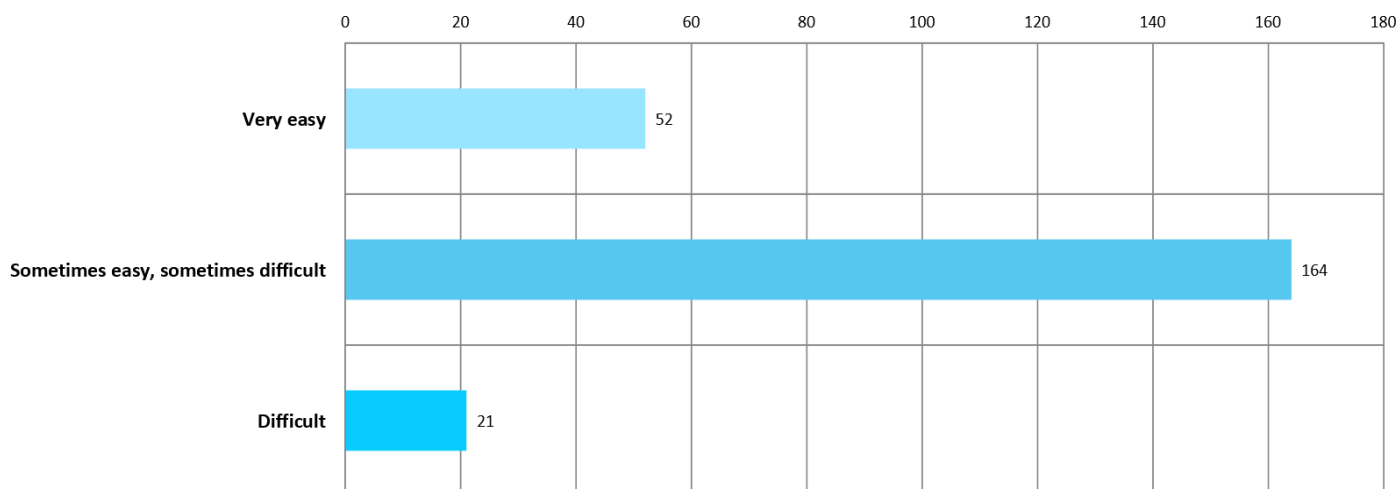
Common responses:

- Donate items to thrift stores outside the Bow Valley such as Goodwill or freecycle.org
- Give away items to friends, family, coworkers or residents in staff housing
- Leave items beside the garbage bins
- "I don't have any kind of items that would be available at the lending library"

Q20 What are the most significant reasons you purchase secondhand/reuse items?



Q21 How would you describe your overall experience purchasing items secondhand or finding reuse items in Banff?



Q22 What is the most difficult part of finding secondhand/reuse items in Banff?



Q23 Are there any other ways limiting you from finding secondhand/reuse items in Banff?

38 responses – See appendix

Key themes in responses:

- **Quality of Items Available:** It is difficult to find high quality items through secondhand/reuse resources.
- **Demand:** There is a high demand for certain items, making it difficult to find them. Purchasing secondhand items is often “opportunistic” meaning that it may take a while to source a specific item and requires searching regularly. High demand leads to high prices of secondhand items. It is also difficult to find items due to the speed at which they sell.
- **Limitation of Social Media for borrowing/purchasing secondhand:** Social Media such as Facebook are the most common places to buy and sell secondhand items. Many noted that they don’t want to be on Social Media but must be due to this being the most common place to find items. Many also expressed that purchasing items from an unknown individual can be difficult or frustrating.
- **Ownership vs Access:** Residents do not want to purchase or seek an item needed for one-time or rare usage. ▲

Q24 What would improve your ability to share/reuse items in Banff?

37 responses – See appendix

Topics identified by multiple respondents:

- A lending library would improve their ability to share or reuse items.
- Allowing drop ins at the Re-Use It Centre as well as making the Re-Use It Centre more accessible by not needing a vehicle to get to it.
- If there was a centrally located place to get items from
- A thrift store in Banff that sells furniture
- A thrift store in Banff with increased hours
- Online forum dedicated to lending/sharing within Banff. Many noted that having an online inventory of items available would be beneficial.
- Delivery of large items from reuse resources

Q25 Do you have any final comments about the lending library concept, reuse options in Banff or about this survey?

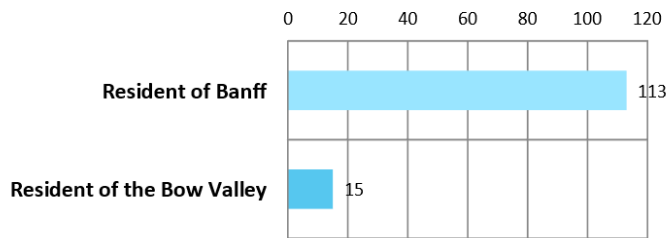
62 responses – See appendix

Sample:

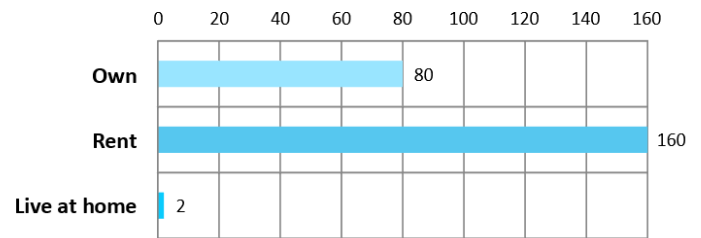
- "It is a very good idea and i do hope it can be realized one day so we can all be inspired to a movement to save social resources."
- "Items supplied for a lending library should be those that one typically needs to use every once in awhile but not necessarily want to purchase outright, for example if you want to paint your deck and need a sander would be far more convenient to rent than buy."
- "I have 60 years experience with hand and power tools. I have met younger (20-30 years) who haven't had any exposure or opportunity to learn to use tools. Some training classes may be welcome."
- "A lending library is a great idea! We would definitely use it! Could there be an option to pay for membership and then borrow items at a reduced price and a more expensive price to borrow if you are not a member. That way if you just need one tool once ever you don't have to join and if you want to borrow lots of things you can membership."
- "This is a great idea and I think a lot of people would use it as long as the hours worked with those of the hospitality industry."
- "I think a lending library is a great idea - a great way to break into new hobbies without an upfront cost, or even for people without the space to start those hobbies."
- "I love the idea, many people come and go to Banff and there is a lot to be reused and share, I hope that in one point the town of Banff can somehow develop a system to reuse bed clothing, like blankets, sheets, etc. I always see some in the garbage."
- "This is great! But will easily go sideways if some sort of accountability isn't imposed on people borrowing; there are a lot of immature people who don't care about their impact or the next person in line, in this town..."
- "Online booking/availability for items would be beneficial, especially for projects like building a deck and requiring use of a saw on a particular date."
- "I think this is a Fantastic concept!!! I did not fill in a lot of the sections because our household has so much stuff already! We are overflowing with stuff so probably would not be a regular user of this facility, but thoroughly support the idea."
- "Concern would be return of items that user has damaged and not owned up to. My history in sports rentals suggests this may be more common than you hope for."

Demographics

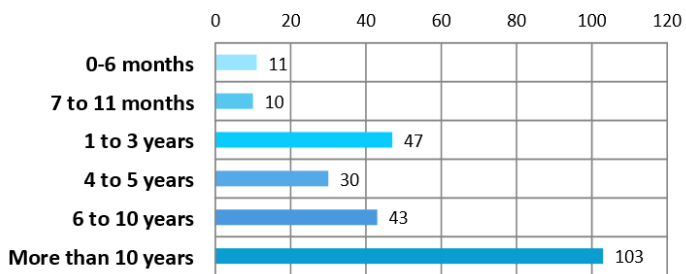
Where do you Live?



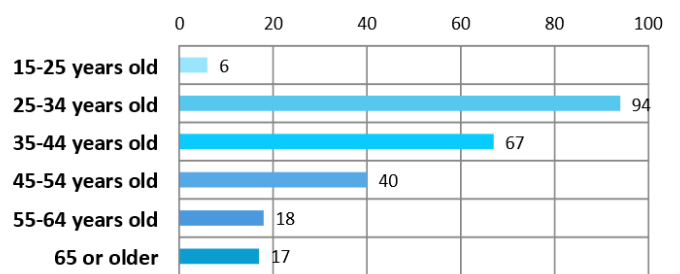
Regarding your residence, do you...



How long have you lived in Banff?



How old are you?



Appendix: Verbatim Comments

Q6: Are there any specific items you would want to see at a lending library?

- Tools
- Tools
- Tools for home and car.
- Sewing machine, stand mixer, chainsaw
- Hardware/power tools, laptops or iPads, and sports items, much like you already have
- Sewing machine
- Printing of important documents related to work, application, etc.
- Work tools mainly and maybe camping stuff
- Stand Up Paddle board, tennis racquet
- Car jack, jack stands, circular saw, drill
- Pressure washer, tall ladder, hammer drill, electric saws, sewing machine
- Mitre saw, table saw, brad nailer, socket wrench set, power drill, circular saw, jigsaw, reciprocating saw, multi tool, carpet cleaner, bike repair stand
- Tall ladders, various tools
- Not at this moment
- Food dehydrator, canning equipment, rug shampooer, power washer, sander, extension ladder, sound system, trailer, shop vac, projector and screen
- Camping items or wilderness
- Mitre saw, table saw, angle grinder, car repair jack, impact driver
- Tools, camping gear
- Sewing machine
- Power washer
- Reciprocating saw, post hole auger, chain saw,
- Sewing machines
- Anything for wood working, maybe a carpet cleaner, cleaner for car seat, maybe cooking supplies like a big pot or a slow cooker.
- Extension ladder, pressure washer, tile saw, laser level
- PEX plumbing pliers (for connecting PEX plumbing tubing)
- Window washing kit (long pole/squeegee)
- 3D Printer
- Belt Sander
- Wood working tools; different sizes, shapes and types of cake pans, food dehydrator, household maintenance items like sanders, saws, and drills, plumber's snake, extension ladder, wrenches and that sort of thing
- Sewing machines
- Canoes, kayaks, woodworking tools, lawn tools, automotive tools, bicycles, PA equipment,
- Kayak (you can't take local rentals anywhere besides the River unless that has changed), roof box, propane fire pit
- Depending on the space available, I'd like to see an area where you could use tools such as a table saw as I have no vehicle and even if I had perhaps, I couldn't use such a tool on my rental property. In that area, a volunteer to assist with the tools safely ect. I'd volunteer for such a position.
- Woodwork tools e.g., drills and power tools, uncommon sports equipment such as volleyball nets etc.
- Tile saw, ladder, wheelbarrow, portable bbq, car code reader, table saw
- Sewing kits, gardening tools, tools to tune gear (summer and winter), car and bike tools, tent repair, sock repair
- Woodworking tools, automobile tools
- Gardening tools, household tools, bike repair tools, car repair workshop and tools,
- Tools Inc: impact driver, nail gun, angle grinder, belt sander, chop saw/miter saw, circular saw, jigsaw, air compressor, lawnmower, trimmer, chainsaw, propane tanks
- Sewing machines, power washer, power saw
- Bike stand and repair tools, welding machine, ladder, hedge trimmer/other lawn tools
- Woodworking tools, ski-mountaineering equipment, touring kayak and kayak trolley
- Automotive tools, woodworking tools, odd cooking appliances, commercial kitchen size cookware
- Woodworking tools, a basic arc welder (no MIG, TIG, oxy-acetyline), some 'maker

- space' equipment (3D printer, small programmable laser cutter for thin materials, plywood, plastic, circuit board)
- Sewing machine and sewing tools (scissors, measuring tape, pins), woodworking tools, circular saw, heavy duty drill, electric sander, angle grinder, chisels, chop saw, auto tools, socket wrenches, torque wrench, bike kit - multiple sizes of spanner
- Sanders, electric drills
- Tools, gym equipment
- Car repair items, house repair items, gardening items, random kitchen items, outdoor adventure items
- Drills, saws, hiking equipment, outdoors sports equipment, arts supplies, different types of saws, drills, sanders, tile cutter
- Electric tools (drills, saws)
- Fondue set, ice skates, camping accessories (tent, chairs, stove etc.), kayak, barbecue, tools
- Kitchen items like dehydrator and recreation items
- Steam cleaner; wood working/carpentry tools/kit; power washer; large buckets
- Sewing machine
- Gardening equipment
- Three knife planner (e.g. DeWalt DW73 OR similar portable planner with a helical cutter head), 10" portable power saw (e.g. DeWalt DWE749 IRS), pneumatic 23ga pinner, pneumatic 18ga bradder, air compressor plus air hose, Festool Domino 500
- Steam cleaner, car maintenance tools (jack stands, spark plug wrench), power tools (jig saw, chain saw, drill), and sewing machine
- Mitre saw
- Kitchen appliances, waffle maker, cake mixer, sports equipment, construction tools, gardening items (lawnmower, weedwhacker).
- Carpentry tools
- Drill, saw
- Outdoor tools, home renovation tools (hand and power).
- Carpentry/woodworking tools; canoe
- Sewing machine, basic tools
- All equipment stuff
- Wood tools, sport equipment, and household items
- Drill, ladder.
- Power tools, board games, puzzles. Posts of who knows how to do certain things and would do it for a fee (drill, paint, change tires, etc, qualified help at a cheaper rate?)"
- Table saw, drill, sander
- Wood working tools, sewing machine, steam cleaner, sanding machine
- Mitre saw, table saw, impact wrench, welding equipment.
- Yard maintenance: wheelbarrow, fertilizer/grass seed spreader, etc.
- Plumbing basics: Snake, tool and woodworking tools
- Woodworking tools, jack stands, electric impact guns.
- Surger, embroidery machine, automotive computer (the ones that you plug into your car and it tells you what the issue is), table saw, circular saw, jigsaw, paint sprayer
- Full suite of house/living space maintenance tools.
- Automotive tools
- I used to use the Vancouver Public Library lending library to rent musical instruments. It was a great way to try out a new or slightly obscure instrument for a couple months. It would also be great if you rented watersport equipment (canoes, kayaks, etc) for those of us who might want to paddle on Lake Louise or Moraine Lake but can't afford \$120/hour.
- Car battery booster pack, drill, saw.
- Small tools, gardening tools (electric and larger items), ladders
- I like the idea of what is proposed on the Facebook post. Looks good.
- Nothing specific - but an array of specific tools such as levelers or drills, and as basic as ladders ranging in sizes
- Overhead projector, truck jack lif
- Paddle board, kayak, sewing machines, microscope, telescope, work lights, photographic lights on tripod, lawn mower (can be push-style), truck to haul things to the dump, electric bike.
- Camping equipment, canoe, kayaks
- Electric sander, nail gun, saws, painting equipment (drop cloths, trays, roller handles/extendors) - fair to not have actual rollers or brushes maybe since they might

- not last as long, PPE, wood carving tools, sewing machine, space in a kiln, studio space/space to work
- Cement mixer, canoe
- More expensive power tools that are once a year type of rentals, ie. wood splitter or chainsaw
- Tools, books
- Canoe!
- Power tools for woodwork, sporting equipment, sewing machines
- Cooking equipment, kids' activity items, repair tools for home, vehicle
- Glass cutting wheels.
- Household/car tools, outdoor equipment
- Automotive tools
- Mechanic tools or electric tools for fixing things around the house.
- Specialist tools
- Kayaks, Stand Up Paddleboards, avalanche equipment, cordless tools, i.e. hedge trimmers, mowers etc.
- Power saws, levels, sander, grinders, large impact gun
- Sport equipment, small workout equipment, tools to help locals convert vans to campers
- Portable or community access table saw, mitre saw, skill saw, reciprocating saw, biscuit joiner, clamps, corded drills, portable work benches, safety equipment (eye and ear)
- Lawn and gardening tools, sewing machines, repair items.
- Construction tools would be a huge lending item, especially being a snow resort town where a lot of internationals are coming to and building their travel vans. Massive help as they are very expensive and not worth buying for one use while we're here
- Larger garden and landscaping equipment (e.g. rototiller) plus small hand tools (e.g. shovels, rakes, etc.).
- Ladders, pressure washers, weedwhackers, table saws, hand tools, power tools
- Lawn mower, weedwhacker, pressure washer, power drill, ladder, I'll probably think of something later, so maybe a comment box on your website so when people think of something, they can put it in the "Lending Library Wish List"
- Tools for carpentry and simple vehicle maintenance
- Car maintenance tools
- Woodworking tools, dolly's/carts, power washer, generator
- Power tools, steamer, wet vac
- Pressure Cooker, power tools, fondue
- Basic household tools
- Sewing machine, tools
- You cannot maintain your tools for your price, and how do you pay your staff and logistics
- Bike stuff
- Musical instruments. I would happily donate a piano in good condition, just need someone to come get it.
- Gardening items (tiller, auger), large construction item like a jack hammer (large for residential purposes)
- Power tools, sewing machines
- Woodworking tools, car tools, watercrafts
- Woodworking tools, automotive, sports equipment, household , recreational and hobby items, boats, paddle board
- Any tools
- Camping gear, Floats/Rafts/Canoes, BBQs, Snowblowers
- Steam cleaner, long ladders, lawn mower, power drill, recreation equipment,
- Mechanic equipment and home improvement tools, gardening tools, electronics, sports equipment
- Ladder, drill, saw
- Sewing machine, tools... some great ideas here:
<https://calgary.myturn.com/library/inventory/browse>
- Automotive tools/power tools
- Router, Skil saw, drop saw, concrete hammer drill
- Vitamix blenders and composter, kitchen mixers and food processors or food dehydrators.
- Cooking equipment, party decorations (banners, etc.)
- Wood working and automotive.
- Carpentry tools, sewing machines
- Tools, outdoor furniture (picnic table)
- Thickness planer, drill press, biscuit jointer
- Woodworking - home renovation tools like painting, long ladders

- Gardening (shovel, trowel, rake, broadfork, rototiller, tilther, wheelbarrow, hoe), carpentry (jigsaw, table saw, mitre saw, circular saw, impact gun, drill), car (floor jack, socket sets, ratchets, pliers, wirecutters, wrenches, screwdriver sets, mallet)
- Ladders, tools, bins (moving), golf clubs, bikes, camping grill, foldable chair, axe
- Crafting materials! Not just construction equipment and power tools
- Bike tools, tools for car repair or home projects. The types of tools of things that people do not need often and therefore don't want to buy for themselves.
- Power tools and sports equipment would be top of my list.
- Tools - Hammer drill, Skill Saw, Leaf blower. Sports equipment - Canoe / Open kayaks, paddle boards.
- Basic tools (screwdrivers, saws etc.), some power tools(e.g. drills), car jacks, pressure washer, bike repair stand
- Drill, gardening equipment, pressure washer, sewing machine
- Small power tools, manual tools, car jack/ramps, bike repair stand, pressure washer
- A whole spread of tools for carpentry and automotive repair would be a godsend.
- Carpet Shampoo vacuum/extractor like a ""bissel little green machine,"" leaf blower, drill
- Vacuum cleaner
- Food dehydrator, canoe/kayak, food processor
- Power tools such as drills etc., specialized household items like steam cleaner, vacuum, etc., sports equipment like balls, bikes
- Drill, powered screwdriver, saws, socket set, sewing machine, polaroid camera, lawn games, bike tools
- Palm sander, table saw
- Sewing machine, food dehydrator, ice cream maker, Portable bbq and bbq tools e.g. <https://www.weber.com/CA/en/grills/portable-grills/smokey-joe-series/40020.html> (I live in an apartment with no outdoor storage available for bbq)
- Electric saw
- Musical instruments (woodwinds, stringed instruments), woodworking tools (saws, clamps, etc.), Fitness and recreation equipment like slack lines and hammocks
- Spray washer (for a deck), steam cleaner
- The costing depends, I think a flat fee is best for those who want to use things more frequently of on a regular basis. Pay per for those one-offs. I think sewing machines, art tools like linocut, carving tools, power tools, even some outdoor sporting equipment would be great too
- Carpet cleaning, tools for general maintenance, cooking equipment
- Drill, stud-finder, and lots of other things! :)
- Sewing machine, hardware tools
- Cordless drills
- Tools, gardening tools
- Concrete drill, saws, small selection of nails or picture hanging wore/hooks
- Sports equipment to try new activities, woodworking tools for home improvement
- Woodworking tools, gardening, and yard work tools, ski / snowboard repair and wax equipment, sewing machine"
- Sports equipment
- I think specialized cooking items would be very useful to people in staff housing who may not be able to afford or have the space for such items.
- Car jack, jack stands, torque wrench, socket set. Then I could swap my winter & summer tires on my car

Q8: Are there any other reasons you would consider joining a lending library?

- None so far
- Easy access of expensive tools without having to worry about selling/donating them
- This saves social resources. Very good innovation.
- Space is at a premium in this town and I'm sure many of us have equipment to share or donate to this
- To obtain an item without the cost of having to purchase for the occasional use of it

- Expense and environmental impact of buying something you will use rarely or perhaps only once.
- To learn new skills
- Community and learning new skills
- Access to tools that I might only need once for a project, or only occasionally.
- Although we have lived in Banff for 8 years, accumulating all the tools we would like to use is expensive and takes up a lot of space. We would be able to reuse, repair and do much more diy with access to more tools.
- There are items that I only use once that I do not want to buy and I don't want to hire someone to do that one task. Environmentally it would be much better.
- Save money
- Building community
- Save the environment, save money, less waste
- Borrowing items I used only once a year, instead of buying them and leave them somewhere in my house the rest of the time
- All the reasons above could be summarized by saying "items that I use too rarely to invest in and store, but that would be useful to have once in a while..."
- I can't afford the machinery to do the work and don't know who to borrow it from
- Advice on what tool to use for something
- Would love to see small how-to classes (obviously in a post-covid 19 life)
- To learn new skills, they I wouldn't be able without this equipment.
- Teach something I know
- It would really depend on what is available, overall availability of items needed in emergency situations
- Do a job properly.
- Access to tools equipment I do not have and would no buy for one time use.
- Primarily not wanting to buy items for one time use or very little use and having to storing them.
- I would be very keen to support this.
- In the hope that I learn more skills
- Don't always want to rent for a week to try something. Good for mental health to try new things, lending library makes it possible without breaking the bank, can spend more money once you figure out what you need.
- Access to equipment that I might be using just once.
- It is highly efficient, environmentally mindful, community driven, could create new opportunities to try new hobbies
- There are rental companies out there for tools and sport equipment. Why is the town interfering? Is it really a town issue to babysit our short-term residents?
- Donating suitable equipment
- I would be interested in contributing to this to help it work.
- Could use some type of instruction on proper use of the equipment being lent
- Decent quality tools are usually too pricey for a one-time-project so if this library can provide good equipment to people, then I'd like to be a part of it to help it succeed.
- Better for the environment! Great to support a community of sharers!
- There are some items I don't use regularly but would love having access to occasionally. Also, I was a lending library member in Hamilton, ON and found it very helpful. There model was an annual fee and a per use fee only for expensive items
- A way to have a real impact on how we consider our environment and to learn to share space and knowledge not only tools
- Not having to buy tools or rent from the city.
- To learn from others
- Use items I may only use once (ladder) but don't have space to store/money to buy. A combination of what I listed in Q6.
- It would be great for all community members to have affordable, equitable access to quality tools. High cost of living in the BV means that many people spend upward of 35% of their monthly income on rent and can't afford to own tools.
- Great Idea for the community as storage space is at a premium in our homes.
- Some items are used so rarely that it doesn't make sense to purchase my own. Allows me to remain in my community rather than borrowing items from Calgary

- I loved it at the Banff Centre and would love to see a greater expansion of this for the whole of the community
- Many people in Banff are here for a couple of years and therefore do not have tools etc. as they are more of a long-term investment.

Q10: Are there any other reasons that would prevent you from using a lending library?

- I would not be interested in participating if there was an annual fee. I would love to be able to borrow things for a fee each time.
- Booking systems can be frustrating when you need a tool there and then
- Can't think of any so far.
- Lack of experience on how to use equipment, how to use safely and not wreck it or use damaged equipment
- Broken or dangerous tools
- Transport home in some cases when I can no longer drive
- Length of rental period being too short.
- Transportation
- Tools will have safety and 'how to' instructions, so I have few concerns. Some tools may need instruction as a prerequisite to use, in which case perhaps a group lesson could be provided on an occasional basis. Many have little experience with tools.
- If the items I need to are not in the inventory, that we make me reconsider joining.
- Location
- Excessively complicated to reserve
- Not knowing how to use the equipment. Workshops would be helpful.
- Appropriate space to use items
- Carrying items home without transportation
- No, I think it is a great initiative.
- If there's no way to know what's on inventory or when things will be returned (like in a book library)
- This is a great idea...just wrapping my head around the amazing possibilities.
- Safety
- Products not available when needed.
- There is already business in Canmore renting out equipment

- I don't support an overall membership fee (at least in the first few years to see how the program develops).
- Usually with these kinds of projects the cost of equipment maintenance and upkeep far outweighs the revenue. The quality of the items tends to be low, and things get shabby very quickly.
- A viable workspace would greatly improve my chances of use
- Reliability - knowing the tool will work/perform
- Not enough equipment for demand
- How will the town guarantee the safety of the items ? Extra cost...
- Reasonable deposits & good online communications are very important.
- I'm lazy.
- No information on how to use certain equipment
- If there was an employee or volunteer to assist in using or teaching about some tools, machines etc. Would be helpful. Even if only one day a week
- No, I think it's a great initiative!
- Can I use the equipment there or do I have to bring it home and return it? Without a car it would be tough to bring any large items home and back.
- For some tools it would be nice to consider if people lending them really know how to use them
- Being responsible for broken items they may have been damaged by previous users
- I wouldn't commit to a membership unless I saw an obvious value in joining (good selection of tools, easy to use, etc)
- Mostly just hours and location. My work shifts can start and finish anywhere between 5am and 9pm, so hours and location play a big part.
- Long rules regulations or terms and conditions, silly red tape
- Mostly cost and accessibility. Workshop space may also be a large factor. I.e., bring my project to a sewing machine rather than taking it home to my studio would be great. Nice to have the option to do either or.
- I guess there should be registration system in place, so someone doesn't use it as personal workshop and hogs the space

Q12: What items are you interested in donating to the lending library?

- I'll check, but I have some tools (jigsaw, misc.) that I would be happy to donate.
- Saw
- Used sports equipment
- We might have spare tools, canning stuff
- Depends
- Something from our garage
- Angle grinder
- Sewing machine (rather heavy and old)
- Screwdriver Set, pair of folding saw horses, set of drill bits, soldering kit.
- Old laptop, juicer, air fryer
- Saw, some gardening tools
- A router
- Power drill
- Socket set
- Some tools
- Climbing harness
- Drill
- 10" jobsite table saw
- Toaster
- Mitre saw
- Sports equipment
- Hand tools and some home reno tools
- Screwdrivers, wrench
- Children's sled, puzzles
- I answered yes because I felt I would probably have stuff to contribute but not sure what may be wanted or needed.
- Small socket set
- Extra rakes, small tools.
- Probably some sporting equipment
- I would have to go through and see what I have, but positive I would be able to donate some things.
- Unsure at this time
- Tools I don't use, some sports equipment
- Depends on what the library will be composed of.
- Hard to say exactly, depends on program make up and details
- Dewalt 18v cordless drill
- Hand tools, possibly some power tools. Maybe more.
- Tools

- Various items I would need to talk my sweetie into letting go of. Generally, tools and small power tools he buys at Canadian Tire on sale
- Nothing in particular right now
- Small tools
- Bike stuff
- Musical instruments, sport equipment, puzzles and books
- Circular saw
- Toolbox
- Hockey stick, tools
- Potentially some automotive and woodworking tools
- Tools
- A drill
- Various tools
- Steam cleaner, dehydrator
- Power Tools
- I could probably donate yarn and some plastic knitting looks. I have extras of those I could give out
- Socket set, saw, hammer, tape measure
- A mannequin for clothing making or mending
- Kitchen items & books

Q17: Are there any other ways you typically get rid of unwanted items, similar to items we are considering having in the lending library?

- I honestly don't know what items you guys have in the lending library
- I gave away a lot of hand tools to Habitat For Humanity's store, Freecycle.org
- Donate them to staff housing
- Electronic recycling centres, women in need thrift stores in Calgary
- Reuse them in other ways
- Sometimes they end up beside the trash can
- Place in the ARMA electronics recycling program. Odd this was not an option above.
- Kijiji but it's very difficult for me and many others to use and monitor
- Old school three Rs in our house.
- Christmas presents to my siblings
- Put beside the garbage bin with a free sign
- Don't own too much - typically just sell/give away.
- I don't have many of the items a lending library would have, but if I get rid of stuff it's usually on Facebook Marketplace (even

though I really hate the attachment to FB, it is easily the most-used platform in town)

- I don't have these items
- Town pickup
- always try to rehome an object that is still useable rather than throwing it in the garbage
- Give to friends

Q19: Are there any other local sharing/reuse resource you, or someone you know, used to get rid of or obtain items?

- Goodwill donation bin Calgary
- Freecycle.org
- Yes. We have a shop where we can use some tools mainly for ski or bike maintenance
- Banff Buy and Sell
- Borrow from friends
- I borrow/lend items as much as I can in our neighborhood/among friends
- Inherited from roommate when left town
- Find by bins
- Banff garbage bins - just leave it beside the bin - someone will take it!
- As much as I hate seeing things left next to waste bins, I have found a lot of great things that way.
- freecycle.org
- Not that I can think of

Q23: Are there any other ways limiting you from finding secondhand/reuse items in Banff

- I'd rather not have a Facebook account
- Sometimes I just don't find what I'm looking for
- The quality of the items that I want to buy
- Time restrictions with thrift stores and having to book the Re-Use It Centre
- I'm new to Lake Louise and Alberta, so any piece of local information can help me to get used to the local community.
- I would like to see the Town's Re-use it Centre expand and get more organized
- Time and item quality
- Because demand seems to outweigh demand, even secondhand things can be expensive, especially in thrift stores, Bow Valley thrift prices are higher than elsewhere

- Knowledge of the item
- Odd working hours don't always mesh with business hours
- I don't necessarily want to own an item I only need once.
- Not always easy to find good quality items or price difference with brand new item is not much
- Buy and sell social pages can be difficult. Can be hard to deal with people. Sometimes feel like being scammed
- I find our local thrift store is very overpriced for thrift. I miss \$5 bag nights at the Jasper Thrift Store - where they know most items will come back again, anyway.
- I haven't figured out what the time the used store next to the church on Banff Avenue is open.
- Really specialized items, even hard to find in the city (weavers' loom, cotton yarn, ...)
- No storage for items
- Time
- Neat, clean facility close to usual errands, facility that is well organized and with truly usable products.
- I don't buy secondhand items unless antique
- Limited hours at Rundle Thrift
- Quality of secondhand items.
- Covid, Rundle Thrift is closed.
- Power tools are just not a smart purchase for short term residents as they are bulky and expensive when travelling and working
- Limited hours of local thrift
- If someone want to go or do of find something they can, like find a ride to the Skilift. If they now need to take a bus to Canmore, they can, but it sounds so different. Since when is a town / municipality a babysitter.
- Cost
- Trust of person purchasing from if it is a buy and sell item.
- Big cities just have more selection for used items naturally because of their large populations.
- Just hard to keep on top of stuff when it's posted on Facebook and sold 15 minutes later. I get the "early bird gets the worm" deal but it can be a huge disappointment sometimes.
- Closure of the Banff Re-Use It Centre

- Thrifting is a chance game. I cannot go to some places every day in hopes of possibly finding what I'm looking for
- It's opportunistic, you must wait for someone to sell that item. It can take a while and you must search regularly

Q24: What would improve your ability to share/reuse items in Banff?

- None at the moment
- Allow drop ins at Reuse It Centre.
- Knowing others will use them. Ability to still use occasionally after sharing. Ease of doing so.
- An option to borrow or rent a truck to pick up large items
- If there was a centrally located place to go get them from
- Making the Re-Use It Centre a little more accessible by not needing a vehicle to get to it, and not behind the fence/gate of the waste yard.
- Quality of items
- Items go too quickly
- Thrift stores that aren't tied to the church (that sell everything, not just clothes)
- Reliable access / availability of items from a lending library
- More availability
- Is the Re-Use It Centre open again? That is a good way to drop off items people may not want to buy but could still be useful to someone. Also, I have heard of re-purposing centres in Scandinavia where unwanted / not useful/ broken items get sent for repair or break down and re-purposing.
- Transportation
- Easy access
- Communication.
- Centralized place, clean items, online inventory
- A bigger vehicle
- Online inventory
- More antique items
- Less negativity on buy and sell Facebook pages.
- lending library :)
- Something like this library!
- Delivery of larger items
- Community online group

- More access to places like the Re-Use It Centre
- Online platform that is easier to use than Facebook groups.
- Nothing
- Mostly having an impartially regulated/supervised platform and organization to ensure accountability for sharing/borrowing/return. Important when sharing or reusing to have some form of accountability for people who choose to abuse the system. It can be a huge risk to buy secondhand stuff because people like to be dishonest and take advantage of others. Beyond that, sometimes people will upsell old/used stuff...I don't know. It's hard to handle when everyone is trying their best to get an advantage over their fellow man. Wish things like housing and groceries and utilities were less expensive so I could afford to actively participate in the local economy. Oh well. Such is existence in the 21st century!
- Delivery options.
- More locations available. A fully functioning thrift store in Banff
- Open the Banff Re-Use It Centre
- I think this program will improve. I'm already a high level thrifter / secondhand
- Convenient
- An online forum dedicated to lending / sharing with verified users
- More people on Buy and Sell maybe. Lending library would help

Q25: Do you have any final comments about the lending library concept, reuse options in Banff or about this survey?

- I think the lending library is a great idea
- Love the concept.
- It is a very good idea and I do hope it can be realized one day so we can all be inspired to a movement to save social resources.
- Go for it!
- Items supplied for a lending library should be those that one typically needs to use every once in a while but not necessarily want to purchase outright, for example if you want to paint your deck and need a

- sander would be far more convenient to rent than buy
- Love it! Hopefully this gains some traction!
 - Suggest low per use fee with a security deposit to ensure return of items.
 - I have 60 years of experience with hand and power tools. I have met younger (20-30 years) who haven't had any exposure or opportunity to learn to use tools. Some training classes may be welcome.
 - A lending library is a great idea! We would definitely use it! Could there be an option to pay for membership and then borrow items at a reduced price and a more expensive price to borrow if you are not a member? That way if you just need one tool once ever you don't have to join and if you want to borrow lots of things you can save money by paying for membership.
 - This is a great idea and I think a lot of people would use it as long as the hours worked with those of the hospitality industry
 - Love this idea and would really like to see it happen
 - This place is a great idea.
 - Love the idea for larger, more expensive items and items I use rarely so wouldn't want to buy it.
 - Fantastic idea! I hope that you have a successful launch.
 - It sounds like a great idea. I hope it works
 - Expensive item should have a deposit
 - I think a lending library is a great idea - a great way to break into new hobbies without an upfront cost, or even for people without the space to start those hobbies.
 - I love the idea, many people come and go to Banff and there is a lot to be reused and share, I hope that in one point the Town of Banff can somehow develop a system to reuse bed clothing, like blankets, sheets, etc., I always see some in the garbage.
 - This is great! But will easily go sideways if some sort of accountability isn't imposed on people borrowing; there are a lot of immature people who don't care about their impact or the next person in line, in this town.
 - PLEASE LET ME DIY
 - I think it's a great idea especially in Banff where people come for short periods of time
 - Consider lending fees appropriate to the cost of what is being borrowed, factoring in wear and tear/replacement, insurance
 - Online booking/availability for items would be beneficial, especially for projects like building a deck and requiring use of a saw on a particular date.
 - I think this is a fantastic idea!
 - Access to revenue generated from product stewardship programs (ARMA electronics program extension) to help fund well run lending library or similar services for electronic tools.
 - I love the concept - would be great to see.
 - No further comments.
 - I think this is a fantastic concept! I did not fill in a lot of the sections because our household has so much stuff already! We are overflowing with stuff so probably would not be a regular user of this facility, but thoroughly support the idea.
 - Concern would be return of items that user has damaged and not owned up to. My history in sports rentals suggests this may be more common than you hope for.
 - I think it is a good idea, even for board games and puzzles. Pricing could be tricky, and I think you'd have more luck with a pay per use scheme at first. Tricky with Bow Valley resident turn over, things might get forgotten/stolen. Might have to ask for a deposit or to hold their ID if lending for a short time. It would be nice to have space to work in with the woodwork items.
 - Banff has a high turnover of residents. It's in dire need of a consignment/ thrift store.
 - This may require a lot of work to do an equipment safety check as it gets returned to the library, remember, most users might be first time users and with power tools, we have to be aware if it was properly used by the previous borrower. If there is a small shack where the tools can be contained and a volunteer to over-see the use, it will also help guide the user on the proper operation and might gain a better buy-in for the library.

- Consider using a credit/deposit system to ensure care and return on borrowed tools
- Please consider disabled people, as well as people without thin privilege.
- I believe this is an amazing opportunity. I hope goes forward
- Love it, can't wait
- This is a fantastic idea. My fiancé and I are very on board. This would be great for Banff in so many ways.
- The town should not interfere with businesses.
- I hate doing the surveys for one reason only, I must put in my email and a password. I have 10 different passwords that I must remember so it usually kicks me out. I do not want to keep putting in passwords. I have talked to several locals who do not submit surveys anymore for the same reason. Please pass this along.
- I think it's a great idea — especially if part of the concept involves offering a space to use the tools
- I think this could be a very useful resource for us people in the Bow Valley. I would also be happy if we could have the option for access to the wood shop in the high school as that would allow people in town to get creative and build their own stuff."
- Great idea!
- This is a good idea. The library experimented briefly with this but not enough space, items, lack of focus etc. Really has to be a certain size/number of items to be useful.
- Would love to see community classes to learn how to repair items (clothing, small goods, etc.), or share new skills. Repair sessions where you can bring damaged/broken things to be repaired instead of thrown out :)
- It's a great idea. Computer and electronics could also be part of the lending library.
- A maker space would be excellent as well. Most people in Banff have very little space. A community maker space would be an excellent resource in addition to a lending library
- Love the idea and I hope it comes to fruition this year with community support.
- What happens if someone gets injured using your tools/equipment? Are uneducated people trained on how to use tools/equipment before they are allowed to borrow the items?
- I love the idea, and I think would especially help new locals who may have only come to Banff with a suitcase (like myself years ago). Limited access to certain items that could be available via this program would have been very helpful as I settled in. So, I would suggest bringing this idea to BLLT to engage new residents who are taking part in the Ambassador Program, which is in the works to potentially re-launch again soon!
- This would be a great community hub. I would hope that there would be workspace as well as tools. My fondest memories from living in big cities were my hours spent in community bike shops. People from all walks of life come and go constantly and it's a safe space to learn something new.
- I think it's a great idea. I would pay a lower membership than \$40 for a year, but individual items can be pay as you go depending on how expensive they are and the quality of the item. Some items could be free like tennis rackets, footballs etc., whereas expensive power tools or sports equipment can have a charge for them at a nominal cost. This can ensure their replacement as they get older.
- Please, please make the lending library a thing. And it would be so, so cool to have publicly-reservable workspaces for automotive work and carpentry. So many lease agreements forbid any kind of car work in parkades. After skimming the ToB Traffic Bylaw it doesn't appear that there are any regulations against repair work on the street (which is helpful compared to other places I've lived) but we all know how stupidly some people drive in town. Being able to do an oil change during a reservable time slot at a town-run shop facility would be a godsend.
- Should be free of charge, helping people
- Yes, every time I do one of these surveys I get to the end and then cannot submit. I have to go back to the home page, log in and then redo the survey. Very annoying. I

try to copy/paste my answers but sometimes I get them wrong and in my haste, I click the option that is not what I think/want.

- I love the idea! I live in a small space with limited indoor storage and no outside storage area so there are some items I'd like to use occasionally that I cannot own myself even if they are available second hand.
- Have been waiting for this to come to be! Looking forward to it!
- I think it's a good concept, but I worry about logistics, location, operating hours, and quality of equipment. Also, about people not returning it or spending too much time and using it as private workshop.
- Making sure the users of this type of facility are going to treat items with care and respect. I would worry that items may not return in the condition they were lent out in.
- I think a deposit or credit card details should be taken when borrowing from the lending library to ensure return of the item or the library's ability to replace that item