

# AGENDA

Tuesday June 11, 2024, 6:45pm | Hybrid Meeting

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1. Call to Order and Land Acknowledgment – M. Corbett
2. Chairperson’s Remarks
3. Declarations of Pecuniary Interest and the General Nature Thereof
4. Approval of the Agenda
5. Delegations
6. Approval of the minutes of the meeting of May 14, 2024
7. Business arising from the minutes
  - 7.1. Perth South update
8. Board Education
  - 8.1. Marketing and Communications – L. Anderson
9. Business of the Board
  - 9.1. Report from PCIN – E. Perin, M. Corbett
  - 9.2. Report from OLS – D. Mackey
  - 9.3. Report from City Council – J. Burbach
  - 9.4. Library Space Ad Hoc Committee
  - 9.5. CEO Performance Appraisal Ad Hoc Committee
  - 9.6. Policy Updates
    - 9.6.1. Library Board Governance Bylaws
    - 9.6.2. Library Staff Manual
10. CEO Reports
  - 10.1. Monitoring Report and Financial Report YTD
  - 10.2. Workplan Update and Statistics
  - 10.3. Impact of Perth South Funding Cut and Budget Implications
11. Closed Session
  - 11.1. Matters concerning the proposed or pending acquisition or disposition of land by the board to be discussed
12. Correspondence
13. Other Business
14. Confirmation of date and time of next meeting: September 10, 2024 at 6:45pm
15. Adjournment

# MINUTES

Tuesday, May 14, 2024 6:45pm | Hybrid Meeting



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## MEMBERS OF THE BOARD PRESENT

Laurie Brown, Jo-Dee Burbach, Philip Connolly, Michael Corbett, Mackenzie Kipfer, Kaitlyn Kochany, Patty Lewis, David Mackey, Emma Perin (zoom), Arnab Quadry, Chris Zonneville (zoom)

## REGRETS

## MEMBERS OF STAFF PRESENT

Krista Robinson, CEO; Cathy Perreault, Recording Secretary; Brandi Gillett, Community Engagement Supervisor; Jordan Bulbrook, Technology and Operations Manager

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1. Call to Order and Land Acknowledgment  
The meeting was called to order at the Stratford Public Library by Chair M. Corbett at 6:45 pm.
  2. Chairperson's Remarks  
Welcome and thank you for support
  3. Declarations of Pecuniary Interest and the General Nature Thereof  
None
  4. Approval of the Agenda  
2024-24 Moved by J. Burbach, seconded by K. Kochany to approve the agenda.  
CARRIED
  5. Delegations  
None
  6. Approval of the minutes  
2024-25 Moved by A. Quadry, seconded by P. Connolly that the minutes of the meeting of April 9, 2024 be approved.  
CARRIED
  7. Business arising from the minutes
  8. Board Education
    - 8.1. Brandi Gillett, Community Engagement Supervisor, provided an overview of the volunteer program at Stratford Public Library. This dedicated group supports professional librarians in areas of collection maintenance, technology support and programming.
  9. Business of the Board
    - 9.1. Report from PCIN: At the April 10<sup>th</sup> meeting there was discussion regarding Perth South and a joint letter from PCIN libraries was communicated. The Mission, Vision and Values statement has been revised for PCIN. Emma will present to the Board once completed.



- 9.2. Report from OLS: D. Mackey highlighted the three main takeaways from the May 2<sup>nd</sup> board assembly as being board succession, board budgets and finance and library board and municipal relationships. D. Mackey has also been elected to the OLS board for a 4-year term.
- 9.3. Report from City Council: J. Burbach reported that the library was awarded a Certificate of Appreciation in recognition for contributions to Stratford's climate action goals in the category of Waste Reduction and Diversion.
- 9.4. Space Sub Committee: The April 15<sup>th</sup> presentation to the Ad Hoc Grand Trunk Committee went well. An appraiser from Otto & Company will be on site May 16<sup>th</sup> to tour the library. Reminder of the upcoming advocacy session with Jamie Hardie of Hardie and Company on Saturday, May 25<sup>th</sup>.
- 9.5. CEO Performance Appraisal Ad Hoc Committee: P. Lewis reviewed the process and draft assessment tool. Final version to be presented at June meeting.
- 9.6. Contract with Perth South:

2024-26 Moved by D. Mackey, seconded by L. Brown that Stratford Public Library invoice Perth South Township for library services provided from January 1, 2024 to May 21, 2024.  
CARRIED

2024-27 Moved by A. Quadry, seconded by K. Kochany the Library Board will offer library services to Perth South residents through a non-resident card at the cost of \$120 effective May 21, 2024 to December 31, 2024. This service will cease as of December 31, 2024 unless a contract has been negotiated with Perth South Township.  
CARRIED

9.7. Update to Library Fees:

2024-28 Moved by J. Burbach, seconded by D. Mackey that the library user rate for non-resident cards and visitors be updated to reflect a non-resident rate of \$120/year and the visitor card rate \$10/month.

9.8 Policy Updates: Postponed to next meeting.

10. CEO Report

10.1 Monitoring Reports and Financials

2024-29 Moved by P. Lewis, seconded by K. Kochany to accept the CEO Monitoring Reports.  
CARRIED

10.2 Valuing Ontario Public Libraries:

2024-30 Moved by M. Kipfer, seconded by L. Brown to accept the VOLT report as information.  
CARRIED

10.3 SPL Commitment to Truth and Reconciliation: Our Priorities

2024-31 Moved by J. Burbach, seconded by P. Connolly to accept the Truth and Reconciliation report along with the priorities for 2024 for information AND authorize staff to revise the land acknowledgment to truthfully represent the original land stewards and treaties of the region.  
CARRIED

11. Correspondence: None.

12. Other Business:



13. Confirmation of date and time of next meeting: June 11, 2024 at 6:45pm

14. Adjournment

2024-31 Moved C. Zonneville that the meeting adjourned at 8:58pm.  
CARRIED

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Krista Robinson, CEO

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Michael Corbett, Chair

# LIBRARY SPACE ADHOC COMMITTEE MINUTES

Tuesday June 4, 5:00pm | In Person Meeting



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## MEMBERS OF THE COMMITTEE PRESENT

Philip Connolly, Michael Corbett, Kaitlyn Kochany, David Mackey

## MEMBERS OF STAFF PRESENT

Krista Robinson, CEO

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### 1. Delegation from Paul Brown, regarding Homecare in Stratford

P. Brown is a concerned citizen who is advocating for a presence of homecare organizations (Ontario Residential Care Association and ONE CARWE Home & Community Support Services) at the GRT site. He spoke to the committee regarding the benefits of being at the GTR and is looking for our support.

### 2. Business Arising from Previous Minutes

#### 2.1. Letter to the Municipality

The letter sent to the CAO was received and on March 25 was forwarded to Council. The staff recommendation Council to to hear the Library's presentation and then to forward our request to the GTRC for consideration.

#### 2.2. Presentation to City Council and the Grand Trunk Renewal Committee

K. Robinson provided a presentation to City Council on March 25 which was positively received. Council forwarded the Library to the Grand Trunk Renewal Committee for consideration. A presentation to the GTRC was done on April 15. It too was well received and the Chair will be having discussions with the YMCA and University. The Library is awaiting direction for next steps.

### 3. New Business

#### 3.1. Stratford Arts and Culture Collective

D. Mackey and K. Robinson attended a joint meeting with the YMCA and SACC to discuss joint needs.

D. Mackey and M. Corbett attended a joint meeting with the UMCA, SACC and the GTRC on June 4 to gauge the SACC memberships interest in the GTR.

Discussions on the two meetings were held.

#### 3.2. Property Valuation

Jay Patterson from Otto and Company has been hired to conduct a valuation of the Library property. Site visits have occurred and staff are awaiting the final report.

#### 3.3. Advocacy Session

The group discussed the advocacy session held for the Library Board and senior staff on May 25. Next steps will be the creation of a communications plan. K. Kochany and K. Robinson to work on this and share to the committee through email.

### 3.4. Grand Trunk Renewal Update

K. Robinson attended the Grand Trunk Renewal Committee meeting on February 20, March 17, and April 15. The next Grand Trunk Renewal Committee will be held on June 17 from 7-9.

K. Robinson also attended the Grand Trunk Dialogue on April 13. At that event, Kitchener and Guelph shared their experiences with renewal projects. In both communities, they discussed the benefit of a library presence.

Community engagement is underway with the GTRC seeking public input regarding their guiding principles. They are engaging the community at area events and locations, including the Library during Whale of a Tale storytime on June 24. Feedback is also being collected on the Engage Stratford website.

### 4. Next Steps

- Creation and roll out of a Communications Plan
- Staff will confirm the finances
- Staff will begin determining space needs and opportunities

### 5. Next Meeting

- TBD

### 6. Adjournment



# SPL Report to the Board



MEETING DATE: JUNE 11, 2024  
FROM: KRISTA ROBINSON, CEO | LIBRARY DIRECTOR  
SUBJECT: POLICY REVIEW JUNE 2024

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## Recommendation

**THAT** the Library Board approve the recommended changes to the Draft Library Governance Bylaws and direct staff to proceed with a legal review of the bylaws for Ontario Not for Profit Corporation Act (ONCA) compliance.

## Background

It is the responsibility of the Library Board to periodically review the policies that governs it, the CEO, and the Library. Prompted by the Board's schedule for evaluation of existing policies and its workplan for the creation of new policies, the Library Board Governance Bylaws were reviewed in June. The Bylaws were last updated in November 2018 when the Library Foundation and Library Board were combined.

## Report

The changes to the Board's Bylaws being proposed constitute a major revision. While much of the original content remains, there have been clauses referring to the Foundation which have been removed, and some clauses have been added to align with the recommendations by the Ontario Library Service. Additionally, the document has been reorganized for better flow, duplication removed, and some sections rewritten to provide clarity and accessibility.

There are three documents in this package to help communicate the changes:

1. The 2018 Library Bylaws  
This document shows the original content with comments as to where clauses were moved or removed, and why.
2. A Draft Reorganized Bylaws (unformatted)  
This document provided additional comments by the review committee
3. A Final Draft of the Bylaws (formatted)  
This document consolidates the comments, edits, and recommendations of the review committee seen in document 1 and 2. A number of new categories and sub categories have been added to help organize content.

Changes Recommended:

- Removed references to an Appendix A and clauses relating to the Library Foundation.
- Language of many clauses were rewritten for consistency and to reduce duplication.
- Updated language to remove gender.
- Under Statement of Authority, added a clause relating the requirements for the CRA as per OLS.
- Updated the language under the Board Treasure to reflect the new MOU with the City of Stratford.
- Updated the minimum number of meetings to the PLA minimum of 7 meetings.
- In-camera meetings have been renamed closed meetings.
- Order of Proceedings was simplified as processes may change depending on the decision being made.
- The Chair Conduct section was removed and committee members proposed that in the future a new policy be created.



- Under Delegations, added that a delegation may not appear more than *once per term* on the same issue unless approved by the Board.
- Under Amendments of Bylaws, added a point stating the bylaws can be amended in response to changes in legislation or circumstances.
- The policy committee recommended the Chair's Procedures to be removed and a new policy created.

## Next Steps

Before the bylaws are formally approved by the Board, it is recommended that we seek legal council to review the document for compliance with the Ontario Not for Profit Corporation Act (ONCA). The bylaws will then come back to the September meeting for approval.





**Stratford Public Library Board Governance By-laws**

**Legal References:** Public Libraries Act, R.S.O. 1990  
By-law 160-85 (as amended) of the Council of the City of Stratford  
Stratford Public Library Foundation By-laws 1998 (as amended)

**Policy References:** The Corporation of the City of Stratford Policy Manual, C.3 Council and Committees  
LB 04 Board Job Description  
LB 04 CEO Job Description  
LB 06 Board Members' Code of Conduct

WHEREAS the *Public Libraries Act*, R.S.O.1990, chapter P 44, (hereinafter called the "PLA") provides that public libraries shall be under the management and control of a Board, which is a corporation;

**Commented [1]:**  
Moved under Statement of Authority

AND WHEREAS, By-law # 160-85 (as amended) of the Council of the City of Stratford (hereinafter called the "Council") establishes the City of Stratford Public Library Board (hereinafter called the "Board");

**Commented [2]:**  
Moved under Statement of Authority

**1. General**

- 1.1. The Board's address shall be at the Stratford Public Library, 19 St. Andrew St. Stratford Ontario N5A 1A2.
- 1.2. The Stratford Public Library is a community-owned organization committed to the open provision of library resources and services that will enhance personal and community quality of life.
- 1.3. The Board's powers and duties shall be all those described in the PLA. Accordingly, the Board is responsible for operating one or more libraries in accordance with the PLA and regulation.

- 1.4. The provisions of the by-laws shall be interpreted in accordance with the glossary of terms, attached as Appendix "A."

**Commented [3]:**  
Removed – we did not have a glossary of terms or an Appendix A with these bylaws

- 1.5. The members of the Library Board shall also be the members of the Stratford Public Library Foundation, per the SPL Foundation by-laws passed September 29, 1998 and amended January 1, 2018.

**Commented [4]:**  
Removed – no longer have a Foundation

## 2. Board Composition

2.1. The Board shall consist of a minimum of nine and a maximum of eleven trustees, of whom a maximum of four shall be a member of the said Council and the remainder shall be citizen appointees who are representative of the community served. (City By-Law 160-85 as amended)

**Commented [5]:**  
Added under Board Composition > Number of Members  
Reworded

2.2. The Board shall be appointed by the municipal Council of the City of Stratford. (PLA, s.9)

**Commented [6]:**  
Added under Board Composition > Number of Members  
Reworded

2.3. The current Chair, Vice Chair and C.E.O. will review the applications for appointment to the Board; and, may interview applicants as deemed appropriate by the Chair, Vice Chair and C.E.O.; and, will provide recommendations for Council's consideration. (City of Stratford Policy C3.8)

**Commented [7]:**  
I recommend that we keep it. If the City changes its policy at any time, the bylaw would remain. The Board and the CEO would need to monitor changes in City policies regularly to ensure that there is no conflict.

**Commented [8R7]:**  
I agree with Arnab.

2.4. Citizen appointees must meet the qualifications set out in Section 10 (1) of the PLA.

**Commented [9]:**  
Necessary? It is noted in City Policy

2.5. A Board member shall hold office for a term concurrent with the Council term, or until a successor is appointed. (PLA, s.10(3))

**Commented [10]:**  
Added under Board Composition > Eligibility  
Reworded

**Commented [11]:**  
Added under Board Composition > Term of Appointment

2.6. A Board member may be reappointed for one term plus if applicable, a second term in those cases where a Board member is initially appointed mid-term to fill a vacancy. (City of Stratford Policy C3.1)

**Commented [12]:**  
Added under Board Composition > Term of Appointment

2.7. If a vacancy arises in Board membership, Council shall appoint a person to fill the vacancy and to hold office for the unexpired term, except if the unexpired term is less than 45 days. (PLA, s.12)

**Commented [13]:**  
Added under Board Composition > Resignations, Disqualifications & Vacancies.

2.8. If a Board member is disqualified the member's seat becomes vacant and the remaining members shall forthwith declare the seat vacant and notify Council accordingly.(PLA, s.13). A Board member is disqualified if the person:

**Commented [14]:**  
Added under Board Composition > Resignations, Disqualifications & Vacancies.  
Reworded

(a)is convicted of an indictable offence;

(b)becomes incapacitated;

(c)is absent from the meetings of the board for three consecutive months without being authorized by a board resolution;

- (d) ceases to be qualified for membership under PLA s.10(1)(c); or
- (e) otherwise forfeits his or her seat,

### 3. Board Officers

3.1. The Board shall elect the Chair for a two-year term and he/she shall hold office until a successor is elected.

**Commented [15]:**  
Added under Officers of the Board. Term added under Chair

3.2. The Board shall elect the Vice-Chair for a two-year term and he/she shall hold office until a successor is elected.

**Commented [16]:**  
Added under Officers of the Board. Term added under Vice Chair

3.3. In the absence of the Chair, the Vice-Chair shall preside and shall have all of the Chair's powers and responsibilities.

**Commented [17]:**  
Added under Officers of the Board > Vice Chair Reworded

3.4. The Board shall appoint a Secretary. Typically, that shall be the CEO or the CEO's designate.

**Commented [18]:**  
Added under Officers of the Board

3.5. The Board Secretary shall prepare meeting minutes; provide notice of meetings; and conduct the Board's official correspondence.

**Commented [19]:**  
Added under Officers of the Board. Term added under Secretary

~~3.6. The City Treasurer is the legal Treasurer of the Board.~~

**Commented [KR20]:** Removed (updated later on in bylaws)

~~3.7.~~ 3.6. The Director of the Stratford Public Library is the Chief Executive Officer (CEO) under PLA s.15(1), who shall be known in these by-laws as the "CEO." As CEO, the Director is responsible to the Board for general supervision over and direction of the operations of the public library and its staff.

~~3.8.~~ 3.7. The CEO is entitled to notice of and to attend each meeting of the Board and every committee of the Board, but the Board may require the CEO to withdraw from any part of a meeting at which the Board or a committee of the Board intends to consider a matter related to the remuneration or the performance of the duties of the CEO.

**Commented [KR21]:** Moved to Attendance

### 4. Board Meetings

4.1. All Board meetings shall be open to the public except for In-Camera Meetings under s. 4.15 of this by-law. (PLA, s.16.1(1))

**Commented [22]:**  
Added under Board Meetings > Public Meetings Reworded

4.2. The PLA, Section 14 (1) and (2) and the City of Stratford By-law #160-85 (as amended) authorize the CEO to call the first Board Meeting in each new term.

**Commented [23]:**  
Added under Board Meetings > Public Meetings  
Reworded

4.3. The Annual General Meeting shall be held in January of each year, except the year following a municipal election, in which the Annual General Meeting shall be the first meeting subsequent to receipt of appoint confirmation from the City Clerk.

**Commented [24]:**  
Removed- from the Foundation

4.4. The CEO calls the Annual General Meeting to order and conducts the elections for the Chair and Vice-Chair positions.

**Commented [25]:**  
Added under Board Meetings > Public Meetings  
Reworded

4.5. Once the Chair and Vice-Chair are elected, the Chair presides over the remainder of the meeting.

**Commented [26]:**  
Removed

4.6. The Board shall hold regular meetings once a month for at least 10 months each year.

**Commented [27]:**  
Added under Board Meetings > Public Meetings  
Reworded

4.7. The Board shall not hold a Board meeting that falls on a municipal, provincial or federal election date.

**Commented [28]:**  
Added under Board Meetings > Public Meetings  
Reworded

4.8. As per City policy, during the year of a Municipal Election, the current Board shall continue to meet and make decisions until a new Board is appointed by City Council.

**Commented [29]:**  
Added under Board Meetings > Public Meetings  
Reworded

4.9. The Board Secretary shall provide to each member at least four days in advance written notice of all regular and special meetings, together with the proposed agenda and the minutes from the previous meeting.

**Commented [30]:**  
Added under Officers of the Board. Term added under Secretary

4.10. Lack of receipt of notice for a regular meeting shall not affect the validity of holding the meeting or any action taken thereat, provided a quorum is obtained.

4.11. The order of business at regular meetings shall be as follows:

**Commented [31]:**  
Added under Board Meetings > Agenda

1.Call to order

2.Chairperson's remarks

- 3.Approval of agenda
- 4.Delegations
- 5.Approval of the minutes of previous meeting(s)
- 6.Business arising from the minutes
- 7.Board education
- 8.Business of the board
- 9.CEO monitoring reports
- 10.Correspondence
- 11.Other business
- 12 Confirmation of date and time of next meeting
- 13.Adjournment

4.12. The Chair or any two members may summon a special meeting at any time with four days' notice. The Meeting's purpose must be stated in the notice and no other business will be transacted without the consent of a Board majority. (PLA, s.16(2))

**Commented [32]:**  
Added under Board Meetings > Special Meetings  
Reworded

4.13. Notwithstanding section 4.12, special emergency meetings may be called with 24 hours' notice.

**Commented [33]:**  
Added under Board Meetings > Public Meetings  
Reworded

4.14. Lack of receipt of notice for special meetings shall not affect the validity of holding the meeting or any action taken thereat, provided a quorum is obtained.

4.15. The Chair will preside at all Board meetings, maintain order, decide whether motions are in order, and rule on all procedural matters.

**Commented [34]:**  
Added under Officers of the Board. Term added under Chair  
Reworded and expanded  
-

4.16. If the Chair is not present at the time for the meeting to begin, the Vice-Chair will call the meeting to order and will preside for that meeting or until the Chair arrives.

**Commented [35]:**  
Added under Board Meetings > order of proceedings

4.17. If both the Chair and Vice-Chair are not present within fifteen minutes after the time for the meeting to begin, the CEO will call the meeting to order and will preside for the election of an Acting Chair. While presiding, the Acting

**Commented [36]:**  
Added under Board Meetings > order of proceedings

Chair will have all the Chair's rights, duties, and responsibilities.

4.18. Members shall notify the Board Secretary if they are unable to attend the regular meeting. Meeting attendance shall be recorded.

**Commented [37]:**  
Added under Board Meetings > order of proceedings

4.19. For absence from Board meetings for two consecutive months, the Board Chair will speak to the member.

**Commented [38]:**  
Added under Board Meetings > attendance

4.20. For absence from Board meetings for three consecutive months without a recorded Board resolution authorizing the absence, see section 2.7 Disqualification.

**Commented [39]:**  
Added under Board Meetings > Attendance

4.21. The Municipal Conflict of Interest Act, R.S.O. 1990, Chapter M.50 as amended, shall govern the Board, and the agenda shall include provision for members to disclose a direct or indirect pecuniary interest in a matter and the general nature thereof.

**Commented [40]:**  
Necessary?

**Commented [41R40]:**  
Yes, in some form. Pecuniary Interest should be defined.

**Commented [KR42R40]:** TY - Added

**5. In-Camera Meetings**

5.1. When the Board determines that matters should be dealt with in the absence of the public, a motion to move into an in-camera session must be moved, seconded, and approved by majority vote, prior to the meeting being closed. Motions to move in-camera are not debatable.

**Commented [43]:**  
Added under Board Meetings > Closed Meetings Reworded

5.2. The following subjects may be discussed at properly constituted closed meetings:

**Commented [44]:**  
Added under Board Meetings > Closed Meetings Reworded

5.2.1. Debate as to whether or not an item is properly in-camera or not if, in the Chair's opinion, such discussion would be prejudicial if discussed at an open meeting;

5.2.2. The security of the Board's property;

5.2.3. Personal matters about an identifiable individual;

5.2.4. A proposed or pending acquisition or disposition of land by the Board;

5.2.5. Labour relations or employee negotiations;

5.2.6. Litigation or potential litigation, including matters before any Court or Administrative Tribunal, affecting the Board;

5.2.7. Advice that is subject to solicitor-client privilege, including communications necessary for that purpose;

5.2.8. A matter in respect of which a Board or Board committee may hold a closed meeting under another Act; and

5.2.9. A request under the Municipal Freedom of Information and Protection

of Privacy Act. (PLA, ss. 16.1(4) & 16.1(5))

5.3. A Meeting may be closed to the public during a vote only if:

5.3.1. Conditions permitting or requiring the meeting to be closed to the public exist; and

5.3.2. The vote is for a procedural matter or for giving directions or instructions to Board officers, employees or agents or Board committee or persons retained by or under contract with the Board. (PLA, s.16.1(8))

**Commented [45]:**  
Added under Board Meetings > Closed Meetings

6. **Delegations**

6.1. Residents and community association representatives may attend and address the Board as a delegation at any regular meeting.

6.2. In order to appear as a delegation, the following conditions must be met:

6.2.1. Written request to speak as a delegation must be submitted, in person or by fax or e-mail, at least one week prior to the date of the meeting. The request must include the issue(s) to be presented, naming the organization or interested parties to be represented, and any intended materials for distribution;

6.2.2. The Board reserves the right to request any additional information regarding a particular issue or association;

6.2.3. The Board will provide delegations with a maximum of 15 minutes to make a presentation, unless extended by Board motion;

6.2.4. The Board reserves the right to limit the number of delegations per meeting;

6.2.5. A delegation may not appear before the Board on the same issue a second time, unless approved by Board motion;

6.2.6. Delegations may choose to remain for the balance of the public meeting, but may not speak to other agenda items; and

6.2.7. Through the CEO, the Board will communicate its decision to the delegation in writing. The Board is not obligated to respond or make a decision at the time of the presentation.

**Commented [46]:**  
Section added under Delegations  
Some rewording

7. **Quorum**

7.1. A quorum shall be a simple majority of the Board. (PLA, s.16(5)). As soon as there is a quorum present, the Chair shall call the meeting to order.

7.2. Where a quorum is not present within 30 minutes after the hour fixed for a

**Commented [47]:**  
Added under Board Meetings > Quorum



meeting, the Board Secretary shall record the names of the members present. In the absence of a quorum, the meeting may continue; however, no motion may be made or passed.

**8. Voting**

- 8.1. The Chair or Acting Chair may vote with the other members upon all questions. The Chair or Acting Chair shall cast a vote after all members have voted. (PLA, s.16(6))
- 8.2. Any question on which there is a tie vote shall be deemed to be negative. (PLA, s.16(6))
- 8.3. Voting shall be by a show of hands, unless otherwise requested. Upon the request of a member who is present when a question is stated, a recorded vote shall be taken.

**Commented [48]:**  
Added under Board Meetings > Voting  
Reworded

**9. Rules of Order**

- 9.1. The Board shall use *Robert's Rules of Order* as a tool to govern proceedings and member conduct.

**Commented [49]:**  
Added under Board Meetings > order of proceedings

**10. Chair's Procedures**

- 10.1. The Chair will:
  - 10.1.1. Open Meetings by calling the meeting to order;
  - 10.1.2. Determine the presence of a quorum;
  - 10.1.3. Maintain a list of members who have signaled the Chair that they wish to speak or ask questions;
  - 10.1.4. Recognize members in the order in which they signaled that they wished to speak or ask questions;
  - 10.1.5. Receive and submit, in the proper manner, all motions presented by the members, unless a motion is contrary to the Board's By-laws;
  - 10.1.6. Decide all questions of order;
  - 10.1.7. State and put to a vote all motions, which are moved and seconded in the course of proceedings, and announce the results;
  - 10.1.8. Expedite business;

**Commented [50]:**  
Necessary? Covered under Order of Proceedings & Roberts Rules

**Commented [51]:**  
I recommend that we remove this from the bylaws and have a policy instead, if necessary

**Commented [52R51]:**  
I agree with Arnab; not necessary in the bylaws.

**Commented [53]:**  
Added under Meetings > Order of proceedings

- 10.1.9. Ensure appropriate conduct of members and the public;
- 10.1.10. Sign on behalf of the Board, where applicable;
- 10.1.11. Ensure the decisions of the Board are in conformity with the laws and by-laws governing Board activities; and
- 10.1.12. Declare the meeting adjourned when the Board so votes.

**11. Board Conduct**

- 11.1. A member who wishes to speak will signal the Chair and wait for the Chair's recognition.
- 11.2. A member will address to the Chair all remarks and questions, including questions intended for another member or staff.
- 11.3. A member will be courteous and respectful. A member will not engage in any action that disturbs the meeting.
- 11.4. A member will not:
  - 11.4.1. Use un-parliamentary or offensive language, including any expression or statements in debate or in question that attributes false or undeclared motives to another member, charge another member with being dishonest, be abusive or insulting, or cause disorder;
  - 11.4.2. Make any noise or disturbance that prevents members from being able to participate in a meeting.
  - 11.4.3. Speak beside the debated question;
  - 11.4.4. Reflect upon any prior Board determination, except to conclude such remarks with a motion to rescind such determination;
  - 11.4.5. Interrupt a member who is speaking, except to raise a matter of privilege or a point of order;
  - 11.4.6. Disobey Board By-laws; and
  - 11.4.7. Disobey the Chair's decision on questions of order or practice or on the interpretation of Board By-laws.
  - 11.4.8. The Chair may expel any person for improper conduct at a meeting. (PLA, s.16.1(3))

**Commented [54]:**  
Not necessary to be included in the ByLaws, although I can see arguments for both sides

**Commented [55R54]:**  
I don't think this needs to be in the bylaws, but similar to above, maybe it can be added into a policy.

**Commented [KR56R54]:** In the end I have kept it – reviewed the Board Code of Conduct policy and it refers that the board must adhere to conduct laid out in the bylaws

**Commented [57]:**  
Necessary? Covered under Order of Proceedings & Roberts Rules and Board's Code of Conduct.

**12. Public Conduct**

- 12.1. Members of the public will be courteous and will not engage in any action that disturbs the meeting.
- 12.2. Members of the public will not:
  - 12.2.1. Make any noise or disturbance that prevents members from being able to participate in a meeting;
  - 12.2.2. Address the Board without a prior appointment, or without Board permission at a meeting; and

**Commented [58]:**  
I recommend that we include it in the ByLaws, for ease of reference and emphasis

**Commented [59R58]:**  
Agree with Arnab.

**Commented [60]:**  
Necessary? Covered under Order of Proceedings & Roberts Rules?

12.2.3. Use un-parliamentary or offensive language.

12.3. The Chair may expel any person for improper conduct at a meeting. (PLA, s.16.1(3))

### 13. Decisions

13.1. All formal Board decisions will be made on the basis of motions. To make a motion, a member must first have the floor.

13.2. A motion properly moved before the Board must be dealt with before any other motion can be received, except a motion to amend or adjourn, or on a matter of privilege.

13.3. Every motion must be seconded by a different member than the mover.

13.4. A motion will not be debated until it has been moved and seconded and put on the floor by the Chair.

13.5. The Chair will not put any matter to the vote, and a member will not move a procedural motion to have the vote taken, until every member who wishes to speak has spoken at least once.

13.6. Members who have already spoken may speak again only after all other members have been given the opportunity to speak.

13.7. A member may not speak more than twice on an issue without a Board resolution. After members debate a motion, the Chair puts the question to a vote and announces the voting result.

13.8. Any member may require the question or motion under discussion to be read at any time during the debate.

13.9. There will only be one substantive motion before the Board at any one time.

13.10. An amendment may be made to a motion, but may not negate the initial motion or materially alter its intent.

13.11. Only one motion to amend the main motion shall be allowed.

13.12. A motion to adjourn is not debatable, cannot be amended and, if resolved in the negative, cannot be made again until after the Board shall have completed some intermediate proceeding.

### 14. Minutes and Agendas

14.1. The Board Chair, in consultation with the CEO, shall prepare the agenda.

**Commented [61]:**  
Necessary? Covered under Order of Proceedings & Roberts Rules?

**Commented [62]:**  
I recommend that we keep this.

**Commented [63R62]:**  
I agree with Amab.

**Commented [64]:**  
Added under Board Meetings > Agenda

14.2. At the beginning of any regular meeting, Board members may propose additional items to be added to the agenda. Such requests shall then be considered at the Chair's discretion.

**Commented [65]:**  
Not necessary

**Commented [66R65]:**  
I agree with Arnab.

**Commented [67]:**  
Necessary? Assumed under Approval of Agenda??

**Commented [68]:**  
Added under Board Meeting > Agendas and Minutes  
Reworded

14.3. Regular Board meeting agendas and minutes are public information. A person may, during ordinary business hours, inspect any records, books, accounts and documents in the possession or control of the CEO.

**Commented [69]:**  
Necessary? Not in OLS

**Commented [70R69]:**  
I don't think it's necessary in the Library Bylaws since it's already covered in the PLA clause 28.

14.4. The CEO shall refuse to allow such an inspection in circumstances in which the CEO must refuse disclosure under any of sections 6 to 16 of the Municipal Freedom of Information and Protection of Privacy Act, and the CEO may refuse to allow such an inspection in circumstances in which the CEO may refuse disclosure under any of those sections of that Act (PLA, ss. 28(1) & (2)).

14.5. Copies of all approved regular meeting and committee meeting minutes are retained in an official minute book filed in the administration centre and posted on the Stratford Public Library website.

**Commented [71]:**  
Added under Board Meeting > Minutes  
Reworded

14.6. Copies of approved minutes of in-camera sessions are to be kept separate and are not to be posted or accessible.

**Commented [72]:**  
Added under Board Meeting > Minutes  
Reworded

14.7. The Board Secretary shall prepare minutes of all meetings. The minutes shall be approved at the following regular or special meeting. Minutes shall be kept for all committee meetings and submitted to the Board Secretary.

**Commented [73]:**  
Added under Board Meeting > Minutes  
Reworded

15. In-Camera Meeting Minutes

15.1. The Board Secretary takes the minutes of in-camera meetings unless excused by the Board for reasons of confidential discussions.

Commented [74]: Added under Board meetings > Closed meetings

15.2. Minutes are kept brief and do not contain the discussions at the in-camera meeting. Motions passed in-camera are to be ratified when the Board returns to its regular meeting.

Commented [75]: Added under Board Meetings > Minutes

Commented [76]: Added under Board meetings > closed meetings

15.3. Minutes are approved at a subsequent in-camera meeting. Minutes are circulated to the Board and appropriate staff.

Commented [77]: Necessary?

15.4. Through a motion made while in regular session, the Board may declare that In-Camera minutes are not to be filed in the official minute book to become part of the public record. If such a motion is passed, the minutes, once approved, will be returned to the Board Secretary by each member for destruction.

Commented [78R77]: I'm not sure. Good question. Maybe we can get feedback from Michael.

Commented [KR79R77]: Spoke with Michael, recommended to update to current practice of approval happens at subsequent public meeting. Remove 15.4

15.5. 15.4. Where minutes are to be excluded from the official minute book, the original minutes and approved minutes are separated from the regular Board minutes and kept in a locked cabinet within the CEO permanent files. Neither staff nor the public is permitted to review them and they do not become part of the public record.

Commented [80]: Added under Board Meetings > Minutes Reworded

16. Review and Amendments to By-law

16.1. In the event of a conflict between this By-law and the provision of the Public Libraries Act or any other applicable legislation of the Legislature of Ontario, the PLA or other legislation will prevail. NOTE that, as well as the PLA, many "municipal" acts apply to the Stratford Public Library Board due to the fact that the acts apply to "local boards" including in many cases (but not all), public library boards. Also, note that the Corporations Act, especially Part III "Corporations without Share Capital" and Part VII "Corporations – General", applies to library boards by virtue of the fact that the library board is a corporation.

Commented [81]: Not necessary. The reference to the Corporations Act is irrelevant anyway

Commented [82R81]: Agree with Arnab.

Commented [83]: Necessary? Not in OLS sample policy

16.2. In the event of conflict between the PLA and the Corporations Act or between the PLA and municipal legislation, the PLA prevails.

16.3. Revisions to any of the guiding authorities (Public Libraries Act, other legislation, and City of Stratford By-laws) may necessitate a review of these By-laws.

Commented [84]: Added under Amendments of By-laws

16.4. By-law amendments require a two-thirds majority vote by the members. These By-laws or amendments are effective at the time of approval by Board motion.

**Commented [85]:**  
Added under Amendments of By-laws

**Commented [86]:**  
I'm ok with this, but would like to solicit feedback about whether we need "two-thirds" or a "simple majority". We should also consider a term that a copy of the ByLaws shall be maintained either physically onsite at the SPL or easily electronically

**Commented [87R86]:**  
I agree with Arnab.

**Commented [KR88R86]:** According to ONCA, any changes to articles require a special resolution which require a 2/3 majority – recommend to keep

## Purpose

The Stratford Public Library Board bears legal responsibility for the library by ensuring it operates in accordance with the Public Libraries Act, R.S.O.1990, c. P 44. These bylaws define the legal authority of the Board and regulate the business of the Board.

**Commented [1]:**  
New Section to provide clarity of purpose

## Statement of Authority

In accordance with the Public Libraries Act, Section 3 (1), the Council of the City of Stratford has established the Stratford Public Library Board by the adoption of municipal bylaw #160-85 (as amended). This document is the Establishing Bylaw for the Stratford Public Library.

**Commented [2]:**  
Renamed section from General

In accordance with the Public Libraries Act, Section 3 (3) P.44 the Stratford Public Library shall be under the management and control of the Stratford Public Library Board, which is a corporation. Together with the Establishing Bylaw (above), this section of the PLA provides evidence of incorporation under Canadian Revenue Agency (CRA) rules for charitable organizations.

**Commented [3]:**  
Added CRA note as per OLS sample policy

The Stratford Public Library, as a charitable organization within the CRA framework, will be operated without purpose of gain for its members, and any profits or other assets of the organization will be used solely to promote its objectives. Should the library board dissolve, the directions provided under Section 42 of PLA will be followed, with assets distributed to other charitable organizations, including, for example, the municipality

**Commented [4]:**  
Added per OLS sample policy (and ONCA)

The Board is a registered Canadian charity and as such, is exempt from income tax under the Canadian Income Tax Act and may issue charitable tax receipts to donors.

The Board's address shall be the following: Stratford Public Library, 19 St. Andrew Street, Stratford Ontario, N5A 1A2.

**Commented [5]:**  
New clause (Barrie PL)

## Board Composition

The Board adheres to the Public Libraries Act, R.S.O. 1990, c. P44 as it relates to the composition of the Board and the election and appointment of officers.

**Commented [6]:**  
New clause

### Number of Members

In accordance with the Public Libraries Act, Section 10(4), Municipal Council will appoint all Board members at the first regular meeting of council in each term.

The Board is comprised of a minimum of nine and a maximum of eleven members, as outlined in City By-Law 160-85 (as amended):

- a maximum of four members of Municipal Council
- the remainder representing the citizenship at large



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### Term of Appointment

A Board member shall hold office for a term concurrent with the Council term, or until a successor is appointed.

In accordance with the City of Stratford Policy C3.1, a Board member may be reappointed for a second term, plus if applicable, a third term in those cases where a Board member is initially appointed mid-term to fill a vacancy.

### Eligibility

A person is qualified to be appointed to the Library Board who is a member of Stratford City Council or who is:

- at least 18 years old
- a Canadian citizen or a permanent resident of Canada
- a resident of Stratford or a municipality that has a contract with the Library Board

### Resignations, Disqualifications and Vacancies

If circumstances outlined in Section 13 of the Public Libraries Act, 1990 c. P44 occur, the CEO as Secretary of the Library Board is authorized to declare the seat vacant and notify Municipal Council accordingly.

Disqualification of a Board member shall occur in the following circumstances:

- is convicted of an indictable offence
- becomes incapacitated
- is absent from the meetings of the board for three consecutive months without being authorized by a board motion
- ceases to be qualified as a resident
- otherwise forfeits their seat

If a vacancy arises in Board membership, Municipal Council shall appoint a person to fill the vacancy and to hold office for the unexpired term, except if the unexpired term is less than 45 days. (PLA, s.12)

### Officers of the Board

In accordance with the Public Libraries Act, Section 14, at the first meeting of the new term, members of the library board shall elect the Chair from among the members.

At the first meeting of the term, members of the library board shall elect the Vice-chair

**Commented [7]:**  
Do we want to add this? Perth South?

**Commented [8R7]:**  
Don't need this; stick with resident of Stratford only

**Commented [9]:**  
New category

**Commented [10]:**  
Spelling ... should be "Ceases"

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from among the members.

In accordance with the Public Libraries Act, Section 15, the Board shall appoint a Chief Executive Officer (CEO), who shall also be Secretary and Treasurer of the Board.

**Commented [11]:**  
To be confirmed – the City is our Treasurer as well

If an Officer's position becomes vacant during their term, the Board must immediately elect or appoint a new officer.

**Commented [12]:**  
New clause as per OLS

**Chair**

**Commented [13]:**  
New category

The Chair leads the Board, acts as an official representative of the Library, ensures the proper functioning of the Board and the proper conduct of Board business, in accordance with appropriate legislation and prescribed rules of procedure adopted by the Board.

**Commented [14]:**  
New clause

The term of office for the Chair shall be for two years.

**The Chair will:**

**Commented [15]:**  
Added as per OLS

- preside at regular and special meetings of the library board
- set the agenda in consultation with the CEO
- ensure that business is dealt with expeditiously and help the library board work as a team
- in accordance with Public Libraries Act, section 16(6), vote on all questions
- act as an authorized signing officer of all documents pertaining to board business
- co-ordinate the CEO evaluation process
- share with the CEO the responsibility for conducting board orientation
- co-ordinate the library board's evaluation process
- represent the library board, alone or with other members of the library board, at any public or private meetings for the purpose of conducting, promoting, or completing the business of the library board
- not commit the library board to any course of action in the absence of the specific authority of the library board
- advise the Vice-chair if, for any reason, the Chair is temporarily unable to perform these functions.

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Vice-Chair

The term of office for the Vice-Chair shall be for two years.

The Vice-Chair will:

- in the absence of the Chair, be vested with all the powers and perform all the duties of the Chair
- be assigned by the Board other powers and duties from time to time.

**Commented [16]:**  
New Category

Secretary - Treasurer

As permitted by the Public Libraries Act, section 15(5), the CEO of the Library shall serve as the Secretary-Treasurer of the board.

In the role of the Secretary, the CEO will:

- designate a recorder for each Board meeting
- prepare the agenda prior to each Board meeting, in cooperation with the Chair
- distribute the agenda, with all reports and enclosures, to all Board members prior to the relevant Board meeting
- distribute the minutes to all Board members prior to the next Board meeting
- conduct the board's official correspondence
- keep minutes of every meeting of the Board.

**Commented [17]:**  
New Category

**Commented [18]:**  
As per OLS

In the role of the Treasurer, the CEO will:

- monitor the financial activities of the Library and shall ensure that complete and accurate records are kept in accordance with generally accepted accounting practices
- receive and account for the Board's money
- open an account or accounts in the name of the Board in a chartered bank, trust company or credit union approved by the Board
- deposit all money received on the Board's behalf to the credit of that account or accounts

**Commented [19]:**  
As per OLS

## SPL - Draft Updated Bylaws

- disburse the money as the Board directs
- act as an authorized signing officer of all documents pertaining to the financial business of the Board

The City of Stratford's Treasurer is the legal Treasurer of the Board.

### Chief Executive Officer

In accordance with the Public Libraries Act, Section 15(2), the library board appoints the CEO. The CEO shall hold office until the Board rescinds the appointment or a new appointment is made.

The CEO shall be responsible, under the supervision of the Board, for the general conduct and management of the Stratford Public Library and is authorized to act as Board Spokesperson for statements to the media regarding the Library's operations.

As a non-voting officer of the library board, the CEO:

- acts as the secretary/treasurer to the Board
- does not vote on Board business
- sits ex-officio on any committees of the Board and acts as a resource person
- assists and supports the Board at the presentation of the library budget before Municipal Council
- reports directly to the board on the affairs of the Library and makes recommendations as necessary
- interprets and communicates the board's decisions to the staff

### Confidentiality

It is the responsibility of all Board members and Officers of the Board to maintain the strictest confidentiality in all matters of Board business that pertain to information of an intimate financial or personal nature concerning Library patrons, staff members or other Board members.

### Board Meetings

Board members must meet regularly to ensure the proper governance of the Library and to conduct the business of the Board. Since the Board 'as a whole' has the authority to act, and not individual members, the Board meeting is the majority opportunity for the Board to do its work – to make decisions, solve problems, educate Board members, and review monitoring or revaluation materials provided by staff members.

#### Commented [20]:

How to we account for this?  
According to the City's MOU, "will provide accounting services with respect to the recording and external reporting of all financial transactions for the Library"

#### Commented [21R20]:

Did you have an opportunity to discuss this with the City's Treasurer yet? I'd encourage you to do so before adding them as the Board's Treasurer.

#### Commented [22R20]:

I don't think it's a good idea to identify the City Treasurer to be the legal Treasurer of the Board. I feel the Library CEO should remain the sole legal Treasurer of the board. I do think we can replace this last sentence with a reference to the MOU with the City ... something like ... "The Board may subcontract some financial responsibilities of the Treasurer to the City of Stratford using a Memorandum of Understanding."

#### Commented [23]:

New Section

#### Commented [24]:

New paragraph – from OLS

### Public Meetings

In accordance with the Public Libraries Act, Section 16.1 (2), Board meetings will be open to the public unless the subject matter falls within the parameters of the PLA section 16.1(4), in which cases, a closed meeting is permitted.

**Commented [25]:**  
New sub category

The Board shall hold at least **seven** regular meetings in each year, and at such other times as it considers necessary.

**Commented [26]:**  
Our current bylaws say 10 meeting, 1 per month – PLA states a minimum of 7 – if we note a minimum, we have flexibility if there are issues with Quorum or scheduling.

In accordance with the Public Libraries Act and Municipal By-Law, the first meeting shall be called by the CEO, in each new term, upon receipt of the confirmation of appointments are made by municipal council. At the first meeting, the CEO oversees the election of the officers. The elections begin with the position of the Chair.

**Commented [27R26]:**  
This is great. I'd go with a minimum of seven.

The Board shall not hold a Board meeting that falls on a municipal, provincial or federal election date.

**Commented [28R26]:**  
I agree with Arnab.

In accordance with the Public Libraries Act and Municipal By-Law during the year of a Municipal Election, the current Board will continue to meet and make decisions until a new Board is appointed by City Council.

**Commented [29]:**  
Move to Term of Appointment?

### Closed Meetings

A meeting, or part of a meeting may be closed to the public if the subject matter being considered is:

**Commented [30R29]:**  
I would leave this statement here.

- the security of the property of the Board
- personal matters about an identifiable individual
- a proposed or pending acquisition or disposition of land by the Board
- labour relations or employee negotiations
- litigation or potential litigation, including matters before administrative tribunals, affecting the Board
- advice that is subject to solicitor-client privilege, including communications necessary for that purpose
- a matter in respect of which a Board or committee of a Board may hold a closed meeting under another Act.

**Commented [31]:**  
Renamed from In-Camera

**Commented [32R31]:**  
I would make a similar edit to LB-02

A meeting shall be closed to the public if the subject matter relates to the consideration of a request under the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M56.

**Commented [33]:**  
New clause as per OLS

Before holding a meeting or part of a meeting that is to be closed to the public, the Board or committee of the Board shall state by motion:

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- the fact of the holding of the closed meeting
- the general nature of the matter to be considered at the closed meeting

The motions will not always be reported in the public minutes, as the subject may have to remain confidential. The times will not be noted in the public minutes. The phrase “this portion of the was a closed session” will be used. The closed meeting minutes will specify times in and out of closed session and those present at each session. Motions passed ~~in-camera~~ in a closed meeting are to be ratified when the Board returns to its regular meeting.

**Commented [34]:**

**Commented [35R34]:**  
Edit made to remove in camera

The CEO and Recording Secretary shall generally be present at the discretion of the Board unless excused by the Board for reason of confidential discussions.

A meeting may be closed to the public during a vote only if:

- Conditions permitting or requiring the meeting to be closed to the public exist; and
- The vote is for a procedural matter or for giving directions or instructions to Board officers, employees or agents or Board committee or persons retained by or under contract with the Board. (PLA, s.16.1(8))

### Special Meetings

In accordance with the Public Libraries Act, Section 16(2), the Chair or any two members of the Library Board may summon a special meeting by giving each member reasonable notice in writing, specifying the purpose for which the meeting is called, which shall be the sole business transacted at the meeting.

Special emergency meetings may be called with 24 hours 'notice.

**Commented [36]:**  
New sub category

### Virtual Meetings

Board members may attend Library Board meetings remotely via teleconference or Internet video conferencing call.

- As all Board meetings are open to the public, these meetings must be conducted in such a way that all members participating can hear each other, at the same time, and that the public can also hear the deliberations
- A member of the Board or a committee may attend, participate and vote at an open or closed meeting remotely, if the member is prevented from physically attending because of:
  - personal illness or disability
  - employment or the business of the public good
  - a family or other emergency

**Commented [37]:**  
New Sub category  
As per OLS and Barrie PL examples

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- Members who wish to attend a meeting remotely must give notice two hours before the commencement of the meeting to the Secretary so that the equipment can be made ready
- Meeting minutes will reflect that a member is participating remotely
- If the Chair of the Library Board attends the meeting remotely, then the Vice-Chair chairs the in-person meeting
- Quorum applies to the members attending in person and remotely

### Order of Proceedings

The **rules** contained in the current edition of Robert's Rules of Order Newly Revised shall govern the proceedings and member conduct.

Meetings shall be called to order by the Chair on the hour fixed for the meeting. In the absence of the Chair, the Vice-Chair will preside over the meeting.

If both the Chair and Vice-Chair are not present within fifteen minutes after the time for the meeting to begin, the CEO will call the meeting to order and will preside for the election of an Acting Chair. While presiding, the Acting Chair will have all the Chair's duties, rights, and responsibilities.

**Commented [38]:**  
As per OLS and the current set of bylaws Recommendation is to keep it simple and not go into detail with full process as it may change depending on type of decision being made

**Commented [39R38]:**  
Agreed

**Commented [40R38]:**  
Agreed

### Quorum

- In accordance with the Public Libraries Act, Section 16(5), the presence of a majority of the Board is necessary for the transaction of business at a meeting.
- Where a quorum is not present within 30 minutes of the hour fixed for a meeting, the Secretary shall record the names of the Board members present and the meeting may continue; however, no motion may be made or passed.
- **If** notified by a majority of Board members of their anticipated absence from a meeting, the Secretary shall notify all members of the Board that the meeting is cancelled

**Commented [41]:**  
New point

### Attendance

**Board** Members are expected to attend all scheduled meetings of the Board. Any member who must be absent from a regular meeting must advise the Secretary in advance.

**Commented [42]:**  
New Sub category

**Commented [43]:**  
New sentence

For absence from two consecutive meetings, the Chair will speak to the member.

In accordance with the Public Libraries Act, Section 13, should a member be absent for three consecutive meetings, the Board, shall:

- consider the member disqualified from the Board and notify Council that the seat is vacant, or

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- consider the circumstances of the absence and pass a motion authorizing that person to continue as a Board member

Agenda

**Commented [44]:**  
New sub category

The Agenda shall:

**Commented [45]:**  
New clause

- focus the discussion in order to make good use of the Board's time
- be prepared by the CEO in consultation with the Chair
- include material to be reviewed by Board members prior to the meeting
- be distributed to Board members within a reasonable time before the meeting
- be posted on the library's website and made publicly available

The order of business for all regular meetings of the Board will be as follows:

1. Call to order and Land Acknowledgement
2. Chairperson's remarks
3. Declarations of Pecuniary Interest and the General Nature Thereof
4. Approval of the Agenda
5. Delegations
6. Approval of the minutes of previous meeting(s)
7. Business arising from the minutes
8. Board education
9. Business of the board
10. CEO monitoring reports
11. Correspondence
12. Other business
13. Confirmation of date and time of next meeting
14. Adjournment

**Commented [46]:**  
Added

**Commented [47]:**  
Added

**Commented [48R47]:**  
I think we need a reference to the definition of Pecuniary Interest. It would be good to reference "Conflict of Interest" in the Municipal Conflict of Interest Act (see comment in previous bylaw LB02)

Minutes

- Minutes are to be distributed to Board members within a reasonable time before the next meeting
- Minutes are approved at the next meeting of the Board and signed by the Chair and the Secretary
- Once approved, minutes of meetings are the official record of decisions and provide direction for officers and employees in their subsequent actions



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- Minutes (excluding closed session minutes) are public documents and shall be made available to the public
- Minutes of closed meetings are kept separately and held to be confidential
- Minutes of closed meetings are kept brief and do not contain details of discussions at the in-camera meeting. Motions passed in-camera are to be ratified when the Board returns to its regular meeting.

### Voting

All motions at Board meetings, except those approving or amending the bylaws, are decided by a majority of votes cast.

A motion to add, amend or remove a bylaw shall require a majority vote of at least two thirds of the members to be carried.

In accordance with the Public Libraries Act, s. 16(6), the Chair may vote with the other members of the Board upon all questions. Any question on which there is an equality of votes shall be deemed to be negative.

### Delegations

Residents and community association representatives may attend and address the Board as a delegation at any regular meeting.

- Any delegation wishing to address the Board may direct written requests to the Chair of the Board through the CEO, setting out the issue to be presented to the Board at least 7 days prior to the Board meeting.
- Delegations will be limited to 15 minutes unless approval of the Board is obtained by the Chair to extend or limit the speaking time.
- Upon the completion of a presentation to the Board by a delegation, any discourse between Board members and the delegation shall be limited to Board members asking questions for clarification and obtaining additional relevant information only. Board members shall not engage in debate with the delegation with respect to the presentation.
- The Board reserves the right to limit the number of delegations per meeting
- A delegation may not appear before the Board on the same issue a second time, unless approved by Board **motion**.
- Delegations may choose to remain for the balance of the public meeting, but may not speak to other agenda items.
- Through the CEO, the Board will communicate its decision to the delegation in writing. The Board is not obligated to respond or make a decision at the time of the presentation.

**Commented [49]:**  
Ever? Or Per term?

**Commented [50R49]:**  
I would recommend per term.

**Commented [51R49]:**  
Agree with Arnab -> per term

**Commented [KR52R49]:** Added

### Amendments of By-laws

By-laws are the fundamental governing rules of the Library Board.

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- By-laws may be amended in response to legislation or when circumstances change.
- At a Board meeting any member can propose a review or an amendment of clause within the by-law.
- By-law amendments require a two-thirds majority vote by the members. These By-laws or amendments are effective at the time of approval by Board motion.
- As the Stratford Public Library has charitable status under the Canada Revenue Agency (CRA), the CEO will ensure that the CRA receives a copy of the amended Board By-laws.

**Commented [53]:**  
New point from OLS sample

**Commented [54R53]:**  
I think this is helpful. I have seen other instances where By-Laws can only be amended at an AGM but that is not necessary here

**Commented [55R53]:**  
Agree with Arnab

**Commented [56]:**  
New point from OLS sample

**Commented [57]:**  
New point as per OLS sample



POLICY: <b>Library Board Governance Bylaws</b>		POLICY NO: <b>LB 02</b>
POLICY LEVEL: <b>Library Board</b>	LAST REVIEW / REVISION DATE: June 11, 2024	SCHEDULED REVIEW DATE: June 2028

# Library Board Governance Bylaws

## 1. Purpose

The Stratford Public Library Board bears legal responsibility for the Library by ensuring it operates in accordance with the Public Libraries Act, R.S.O.1990, c. P 44. These bylaws define the legal authority of the Board and regulate the business of the Board.

## 2. Statement of Authority

In accordance with the Public Libraries Act, Section 3 (1), the Council of the City of Stratford has established the Stratford Public Library Board by the adoption of municipal bylaw #160-85 (as amended). This document is the Establishing Bylaw for the Stratford Public Library.

In accordance with the Public Libraries Act, Section 3 (3) P.44 the Stratford Public Library shall be under the management and control of the Stratford Public Library Board, which is a corporation. Together with the Establishing Bylaw (above), this section of the PLA provides evidence of incorporation under Canadian Revenue Agency (CRA) rules for charitable organizations.

The Stratford Public Library, as a charitable organization within the CRA framework, will be operated without purpose of gain for its members, and any profits or other assets of the organization will be used solely to promote its objectives. Should the Library Board dissolve, the directions provided under Section 42 of PLA will be followed, with assets distributed to other charitable organizations, including, for example, the municipality.

The Board is a registered Canadian charity and as such, is exempt from income tax under the Canadian Income Tax Act and may issue charitable tax receipts to donors.

The Board's address shall be the following: Stratford Public Library, 19 St. Andrew Street, Stratford Ontario, N5A 1A2.

## 3. Board Composition

The Board adheres to the Public Libraries Act, R.S.O. 1990, c. P44 as it relates to the composition of the Board and the election and appointment of officers.

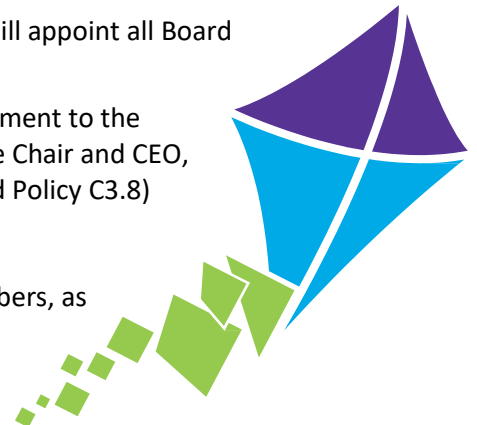
### Appointment of Members

In accordance with the Public Libraries Act, Section 10(4), Municipal Council will appoint all Board members at the first regular meeting of council in each term.

The current Chair, Vice Chair, and CEO will review the applications for appointment to the Board, and may interview applicants as deemed appropriate by the Chair, Vice Chair and CEO, and will provide recommendations for Council consideration. (City of Stratford Policy C3.8)

### Number of Members

The Board is comprised of a minimum of nine and a maximum of eleven members, as outlined in Municipal Bylaw 160-85 (as amended):





- a maximum of four members of Municipal Council
- the remainder representing the citizenship at large

### **Term of Appointment**

A Board member shall hold office for a term concurrent with the Municipal Council term, or until a successor is appointed.

In accordance with the City of Stratford Policy C3.1, a Board member may be reappointed for a second term, plus if applicable, a third term in those cases where a Board member is initially appointed mid-term to fill a vacancy.

### **Eligibility**

A person is qualified to be appointed to the Library Board who is a member of Stratford City Council or who is:

- at least 18 years old
- a Canadian citizen or a permanent resident of Canada
- a resident of Stratford

### **Resignations, Disqualifications and Vacancies**

If circumstances outlined in Section 13 of the Public Libraries Act, 1990 c. P44 occur, the CEO as Secretary of the Library Board is authorized to declare the seat vacant and notify Municipal Council accordingly.

Disqualification of a Board member shall occur in the following circumstances:

- is convicted of an indictable offence
- becomes incapacitated
- is absent from the meetings of the Board for three consecutive months without being authorized by a Board motion
- ceases to be qualified as a resident
- otherwise forfeits their seat

If a vacancy arises in Board membership, Municipal Council shall appoint a person to fill the vacancy and to hold office for the unexpired term, except if the unexpired term is less than 45 days. (PLA, s.12)

## **4. Officers of the Board**

In accordance with the Public Libraries Act, Section 14, at the first meeting of the new term, members of the Library Board shall elect the Chair from among the members.

At the first meeting of the term, members of the Library Board shall elect the Vice-chair from among the members.

In accordance with the Public Libraries Act, Section 15, the Board shall appoint a Chief Executive Officer (CEO), who shall also be Secretary and Treasurer of the Board.

If an Officer's position becomes vacant during their term, the Board must immediately elect or appoint a new officer.

### **Chair**

Chair leads the Board, acts as an official representative of the Library, ensures the proper functioning of the Board and the proper conduct of Board business, in accordance with appropriate legislation and prescribed rules of procedure adopted by the Board.

The term of office for the Chair shall be for two years.



The Chair will:

- preside at regular and special meetings of the Board
- set the agenda in consultation with the CEO
- ensure that business is dealt with expeditiously and help the Board work as a team
- in accordance with Public Libraries Act, section 16(6), vote on all questions
- act as an authorized signing officer of all documents pertaining to Board business
- co-ordinate the CEO evaluation process
- share with the CEO the responsibility for conducting Board orientation
- co-ordinate the Board's evaluation process
- represent the Library Board, alone or with other members of the Board, at any public or private meetings for the purpose of conducting, promoting, or completing the business of the Library Board
- not commit the Board to any course of action in the absence of the specific authority of the Library Board
- advise the Vice-chair if, for any reason, the Chair is temporarily unable to perform these functions.

### **Vice Chair**

The term of office for the Vice-Chair shall be for two years.

The Vice-Chair will:

- in the absence of the Chair, be vested with all the powers and perform all the duties of the Chair
- be assigned by the Board other powers and duties from time to time.

### **Secretary - Treasurer**

As permitted by the Public Libraries Act, section 15(5), the CEO of the Library shall serve as the Secretary-Treasurer of the Board.

In the role of the Secretary, the CEO will:

- designate a recorder for each Board meeting
- set the agenda in consultation with the Chair
- distribute the agenda, with all reports and enclosures, to all Board members prior to the relevant Board meeting
- distribute the minutes to all Board members prior to the next Board meeting
- conduct the Board's official correspondence
- keep minutes of every meeting of the Board.

In the role of the Treasurer, the CEO will:

- monitor the financial activities of the Library and shall ensure that complete and accurate records are kept in accordance with generally accepted accounting practices
- receive and account for the Board's money
- open an account or accounts in the name of the Board in a chartered bank, trust company or credit union approved by the Board
- deposit all money received on the Board's behalf to the credit of that account or accounts
- disburse the money as the Board directs
- act as an authorized signing officer of all documents pertaining to the financial business of the Board

The Library may delegate some financial responsibilities of the Treasurer to the City of Stratford using a Memorandum of Understanding.



## 5. Conflict of Interest

A conflict of interest is a conflict between a Board member's personal interest and the interest of the Board and their responsibility as a member of the Board. The conflict might be actual or perceived. A conflict may exist whether or not there is a financial benefit to the Board member. It is the responsibility of each Board member to be aware of conflict of interest as detailed in the Municipal Conflict of Interest Act, R. S. O. 1990. C. M.50

## 6. Confidentiality

It is the responsibility of all Board members and Officers of the Board to maintain the strictest confidentiality in all matters of Board business that pertain to information of an intimate financial or personal nature concerning Library patrons, staff members or other Board members.

## 7. Board Meetings

Board members must meet regularly to ensure the proper governance of the Library and to conduct the business of the Board. Since the Board 'as a whole' has the authority to act, and not individual members, the Board meeting is the majority opportunity for the Board to do its work – to make decisions, solve problems, educate Board members, and review monitoring or revaluation materials provided by staff members.

### Public Meetings

In accordance with the Public Libraries Act, Section 16.1 (2), Board meetings will be open to the public unless the subject matter falls within the parameters of the PLA section 16.1(4), in which cases, a closed meeting is permitted.

The Board shall hold a minimum of seven regular meetings in each year, and at such other times as it considers necessary.

In accordance with the Public Libraries Act and Municipal Bylaw, the first meeting shall be called by the CEO, in each new term, upon receipt of the confirmation of appointments are made by municipal council. At the first meeting, the CEO oversees the election of the officers. The elections begin with the position of the Chair.

The Board shall not hold a Board meeting that falls on a municipal, provincial or federal election date.

In accordance with the Public Libraries Act and Municipal Bylaw during the year of a Municipal Election, the current Board will continue to meet and make decisions until a new Board is appointed by City Council.

### Closed Meetings

A meeting, or part of a meeting may be closed to the public if the subject matter being considered is:

- the security of the property of the Board
- personal matters about an identifiable individual
- a proposed or pending acquisition or disposition of land by the Board
- labour relations or employee negotiations
- litigation or potential litigation, including matters before administrative tribunals,
- affecting the Board
- advice that is subject to solicitor-client privilege, including communications necessary for that purpose
- a matter in respect of which a Board or committee of a Board may hold a closed meeting under another Act.

A meeting shall be closed to the public if the subject matter relates to the consideration of a request under the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M56.



Before holding a meeting or part of a meeting that is to be closed to the public, the Board or committee of the Board shall state by motion:

- the fact of the holding of the closed meeting
- the general nature of the matter to be considered at the closed meeting.

The motions will not always be reported in the public minutes, as the subject may have to remain confidential. The times will not be noted in the public minutes. The phrase “this portion of the meeting was a closed session” will be used. The closed meeting minutes will specify times in and out of closed session and those present at each session. Motions passed in a closed meeting are to be ratified when the Board returns to its regular meeting.

The CEO and Recording Secretary shall generally be present at the discretion of the Board unless excused by the Board for reason of confidential discussions.

A meeting may be closed to the public during a vote only if:

- conditions permitting or requiring the meeting to be closed to the public exist; and
- the vote is for a procedural matter or for giving directions or instructions to Board officers, employees or agents or Board committee or persons retained by or under contract with the Board. (PLA, s.16.1(8))

### **Special Meetings**

In accordance with the Public Libraries Act, Section 16(2), the Chair or any two members of the Library Board may summon a special meeting by giving each member reasonable notice in writing, specifying the purpose for which the meeting is called, which shall be the sole business transacted at the meeting.

Special emergency meetings may be called with 24 hours’ notice.

### **Virtual Meetings**

Board members may attend Library Board meetings remotely via teleconference or Internet video conferencing call.

- As all Board meetings are open to the public, these meetings must be conducted in such a way that all members participating can hear each other, at the same time, and that the public can also hear the deliberations.
- A member of the Board or a committee may attend, participate and vote at an open or closed meeting remotely, if the member is prevented from physically attending because of:
  - personal illness or disability
  - employment or the business of the public good
  - a family or other emergency
- Members who wish to attend a meeting remotely must give notice two hours before the commencement of the meeting to the Secretary so that the equipment can be made ready
- Meeting minutes will reflect that a member is participating remotely
- If the Chair of the Library Board attends the meeting remotely, then the Vice-Chair chairs the in-person meeting
- Quorum applies to the members attending in person and remotely.

### **Order of Proceedings**

The rules contained in the current edition of Robert's Rules of Order Newly Revised shall govern the proceedings and member conduct.



Meetings shall be called to order by the Chair on the hour fixed for the meeting. In the absence of the Chair, the Vice-Chair will preside over the meeting.

If both the Chair and Vice-Chair are not present within fifteen minutes after the time for the meeting to begin, the CEO will call the meeting to order and will preside for the election of an Acting Chair. While presiding, the Acting Chair will have all the Chair's duties, rights, and responsibilities.

### **Quorum**

In accordance with the Public Libraries Act, Section 16(5), the presence of a majority of the Board is necessary for the transaction of business at a meeting.

- Where a quorum is not present within 30 minutes of the hour fixed for a meeting, the Secretary shall record the names of the Board members present and the meeting may continue; however, no motion may be made or passed.
- If notified by a majority of Board members of their anticipated absence from a meeting, the Secretary shall notify all members of the Board that the meeting is cancelled

### **Attendance**

Board Members are expected to attend all scheduled meetings of the Board. Any member who must be absent from a regular meeting must advise the Secretary in advance.

For absence from two consecutive meetings, the Chair will speak to the member.

In accordance with the Public Libraries Act, Section 13, should a member be absent for three consecutive meetings, the Board, shall:

- consider the member disqualified from the Board and notify Council that the seat is vacant, or
- consider the circumstances of the absence and pass a motion authorizing that person to continue as a Board member

The CEO is entitled to notice of and to attend each meeting of the Board and every committee of the Board. The Board may require the CEO to withdraw from any part of a meeting at which the Board or a committee of the Board intends to consider a matter related to the remuneration or the performance of the duties of the CEO.

### **Agenda**

The Agenda shall:

- focus the discussion in order to make good use of the Board's time
- be prepared by the CEO in consultation with the Chair
- include material to be reviewed by Board members prior to the meeting
- be distributed to Board members within a reasonable time before the meeting
- be posted on the Library's website and made publicly available.

The order of business for all regular meetings of the Board will be as follows:

1. Call to order and Land Acknowledgement
2. Chairperson's remarks
3. Declarations of Pecuniary Interest and the General Nature Thereof
4. Approval of the Agenda
5. Delegations





6. Approval of the minutes of previous meeting(s)
7. Business arising from the minutes
8. Board education
9. Business of the Board
10. CEO monitoring reports
11. Correspondence
12. Other business
13. Confirmation of date and time of next meeting
14. Adjournment

## **Minutes**

Minutes are kept of all Board and Committee meetings and shall:

- be distributed to Board members within a reasonable time before the next meeting
- be approved at the next meeting of the Board and signed by the Chair and the Secretary
- become the official record of decisions and provide direction for officers and employees in their subsequent actions
- become public documents and shall be made available to the public

Minutes of closed meetings shall:

- be distributed to Board members within a reasonable time before the next meeting
- be approved at the next meeting of the Board and signed by the Chair and the Secretary
- be kept separately and held to be confidential
- be kept brief and not contain details of discussions at the in-camera meeting. Motions passed in-camera are to be ratified when the Board returns to its regular meeting.

## **Delegations**

Residents and community association representatives may attend and address the Board as a delegation at any regular meeting.

- Any delegation wishing to address the Board may direct written requests to the Chair of the Board through the CEO, setting out the issue to be presented to the Board at least 7 days prior to the Board meeting.
- Delegations will be limited to 15 minutes unless approval of the Board is obtained by the Chair to extend or limit the speaking time.
- Upon the completion of a presentation to the Board by a delegation, any discourse between Board members and the delegation shall be limited to Board members asking questions for clarification and obtaining additional relevant information only. Board members shall not engage in debate with the delegation with respect to the presentation.
- The Board reserves the right to limit the number of delegations per meeting
- A delegation may not appear before the Board on the same issue a second time in the same term, unless approved by Board motion.
- Delegations may choose to remain for the balance of the public meeting, but may not speak to other agenda items.



- Through the CEO, the Board will communicate its decision to the delegation in writing. The Board is not obligated to respond or make a decision at the time of the presentation.

## **Board Conduct**

During Board meetings, committee meetings, or other special purpose meetings, members will conduct themselves with decorum. Respect for delegations, staff, and Board members, requires that all Board members show courtesy and not distract from the business of the Board during presentations and meetings.

- A member who wishes to speak will signal the Chair and wait for the Chair's recognition.
- A member will address to the Chair all remarks and questions, including questions intended for another member or staff.
- A member will be courteous and respectful. A member will not engage in any action that disturbs the meeting.
- A member will not:
  - use un-parliamentary or offensive language, including any expression or statements in debate or in question that attributes false or undeclared motives to another member, charge another member with being dishonest, be abusive or insulting, or cause disorder
  - make any noise or disturbance that prevents members from being able to participate in a meeting
  - speak beside the debated question
  - reflect upon any prior Board determination, except to conclude such remarks with a motion to rescind such determination
  - interrupt a member who is speaking, except to raise a matter of privilege or a point of order
  - disobey Board By-laws
  - disobey the Chair's decision on questions of order or practice or on the interpretation of Board By-laws.
- The Chair may expel any person for improper conduct at a meeting. (PLA, s.16.1(3))

## **Public Conduct**

Members of the public will be courteous and will not engage in any action that disturbs the meeting.

- Members of the public will not:
  - make any noise or disturbance that prevents members from being able to participate in a meeting.
  - address the Board without a prior appointment, or without Board permission at a meeting.
  - use un-parliamentary or offensive language.
- The Chair may expel any person for improper conduct at a meeting. (PLA, s.16.1(3))

## **Decisions**

All formal Board decisions will be made on the basis of motions.

- To make a motion, a member must first have the floor.
- A motion properly moved before the Board must be dealt with before any other motion can be received, except a motion to amend or adjourn, or on a matter of privilege.
- Every motion must be seconded by a different member than the mover.



- A motion will not be debated until it has been moved and seconded and put on the floor by the Chair.
- The Chair will not put any matter to the vote, and a member will not move a procedural motion to have the vote taken, until every member who wishes to speak has spoken at least once.
- Members who have already spoken may speak again only after all other members have been given the opportunity to speak.
- A member may not speak more than twice on an issue without a Board resolution. After members debate a motion, the Chair puts the question to a vote and announces the voting result.
- Any member may require the question or motion under discussion to be read at any time during the debate.
- There will only be one substantive motion before the Board at any one time.
- An amendment may be made to a motion, but may not negate the initial motion or materially alter its intent.
- Only one motion to amend the main motion shall be allowed.
- A motion to adjourn is not debatable, cannot be amended and, if resolved in the negative, cannot be made again until after the Board shall have completed some intermediate proceeding.

### Voting

All motions at Board meetings, except those approving or amending the bylaws, are decided by a majority of votes cast.

In accordance with the Public Libraries Act, s. 16(6), the Chair may vote with the other members of the Board upon all questions. Any question on which there is an equality of votes shall be deemed to be negative.

## 8. Amendments of Bylaws

Bylaws are the fundamental governing rules of the Library Board.

- Bylaws may be amended in response to legislation or when circumstances change.
- At a Board meeting any member can propose a review or an amendment of a clause within the bylaw.
- Bylaw amendments require a two-thirds majority vote by the members. These bylaws or amendments are effective at the time of approval by Board motion.
- As the Stratford Public Library has charitable status under the Canada Revenue Agency (CRA), the CEO will ensure that the CRA receives a copy of the amended Board Bylaws.

### Related Documents

- Public Libraries Act, R.S.O. 1990
- By-law 160-85 (as amended) of the Council of the City of Stratford
- The Corporation of the City of Stratford Policy Manual, C.3 Council and Committees
- LB 04 Board Job Description
- LB 04 Job Description of the Chief Executive Officer / Library Director
- LB 06 Board Members’ Code of Conduct

ORIGINAL DATE ADOPTED	May 6, 2006	Review Cycle	4 Years
REVIEW/APPROVAL HISTORY	March 16, 2010, December 9, 2014, November 6, 2018		

# SPL Report to the Board



MEETING DATE: JUNE 11, 2024  
FROM: KRISTA ROBINSON, CEO | LIBRARY DIRECTOR  
SUBJECT: STAFF MANUAL REVIEW JUNE 2024

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## Recommendation

**THAT** the Library Board approve the recommended changes to the Staff Manual.

## Background

It is the responsibility of the Library Board to periodically review the policies that governs it, the CEO, and the Library. Prompted by the Board's schedule for evaluation of existing policies and its workplan for the creation of new policies, the Staff Manual was reviewed in May by the Policy Review Committee. The Staff Manual was last updated in June 2022.

## Report

The following changes to the Staff Manual are being proposed:

### General Changes:

- Staff titles have been updated to reflect current actuals.
- Forms and policy titles have been updated to reflect actuals
- Terminology has been updated to use the terms staff and employee, removing worker unless it is in reference to Health and Safety.
- Some sentences have been reworded for clarification and consistency in terminology.
- Page numbering and spacing will be updated once completed.

### Staff Selection and Assignment:

- Section 2, Point 2: Added a line that the library reimburses the cost of a police cheque and the potential need for the completion of an attestation form.
- Section 2, Point 10: Updated the letter of employment to employment contract as per current process
- Section 6, Point 3: Added a new clause to highlight process of compensating casual staff who hold multiple contracts on all staff development days.

### Terms and Conditions of Employment:

- Section 3, Point 6: Removed the last sentence about lieu time not carrying over year to year. We recommend sticking with requiring staff to take any accrued lieu time within three months which may flow into the following year.
- Section 5: The Dress section has been completely updated and rewritten to provide more clarity, but also flexibility in dress. The new policy now allows for jeans to be worn.
- Section 11, Point 5e: Removed the limit for staff having a second job during library hours. Updated to state there should not be conflict with the employee's scheduled hours at the library.

### **Vacation, Public Holidays, and Leave**

- Section 2, Point 8: Added that approvals for specific times may be limited to ensure required coverage.
- Section 3, Point 4: Updated to reflect actual practice.
- Section 3, Point 14: Added the date qualifier for non-payout of personal days for full time staff.

### **Performance and Discipline**

- Section 1, Point 3a: Added a new clause to reflect the tool managers use when compiling a Performance Appraisal.

### **Health and Safety**

- Point 4d: Added that the management position will now be held by the Manager of Operations and Technology in perpetuity.

### **Expenses**

- Section 2, Point 4: Updated the coverage for personal vehicles to be a minimum of \$5,000,000.
- Section 3, Point 2: Added financial coverage for those with specific cultural or dietary needs.
- Section 6, Point 1a: Updated the CEO expense approval process as per current process.



# Staff Manual

Approved by the Stratford Public Library Board on June 7, 2022

Commented [KR1]: Update date when approved.

**It is a condition of employment that all staff follow the procedures described within this manual.**

**The procedural components of all policies in this Staff Manual are subject to change without notice at the discretion of the CEO based on the need, policies, and requirements of the Library and applicable law.**

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## Human Resources Management

In accordance with the **Public Libraries Act**, R.S.O. 1990, c. P44, s. 15(1). *A Board may appoint and remove such employees as it considers necessary, determine the terms of their employment, fix their remuneration and prescribe their duties.* As the employer of all Library staff, the Library Board seeks to create and maintain a work environment conducive to attaining its vision and mission.

### Section 1: Responsibility

The Stratford Public Library Board delegates operational decisions regarding the recruitment, hiring, management, and dismissal of Stratford Public Library (SPL or the Library) employees to the SPL's Chief Executive Officer (CEO).

Decisions made by the CEO must be made within the framework of the Board's strategic plan and SPL Policies in the best interests of both the SPL and its customers and meet any legal requirements.

Such decisions will be reported to the Board as part of the CEO's regular Board-monitoring report to the Board or in a closed session as appropriate.

### Recruitment and Hiring

To ensure transparency in hiring and to avoid the appearance of favouritism to employees or Board members, conflicts of interest or the potential for creating an adverse effect on supervision or morale, the CEO shall establish procedures for the recruitment and hiring of staff, which:

- a. Advertise any position in a manner and to the extent appropriate to attract the interest of suitable candidates.
- b. Ensure that the successful candidate has the characteristics and skills necessary to succeed in the position to be filled.
- c. Do not consider applications for employment or promotion from any Board member currently sitting on the Board who has not withdrawn from Board activity as prescribed in LB 06 Board Members' Code of Conduct.
- d. Avoid potential or real conflicts of interest with candidates who are relatives of current employees, and
- e. Are in accordance with applicable legislation and Board policies.

### Management of Staff *(see also: p.16 Complaints, p.29-30 Performance & Discipline)*

- a. When necessary, issues affecting the management of staff shall be brought to the attention of the Board through the CEO's management-monitoring report to the Board.
- b. Disagreements regarding the treatment of staff which are not resolved at the staff level may be referred through the Chair to the Board for final and binding decisions.

The Board reserves the right to consult with any necessary third-party experts, such as, and not limited to, HR professionals, lawyers, the Ministry of Labour, and independent investigators, to ensure the issue is addressed appropriately and in line with applicable laws and legislation.

### Terms and Conditions of Employment

- a. The Board of the SPL determines the terms and conditions of its employees.

**Commented [KR2]:** Update page number and section name when edits are complete

- b. The Board shall review the terms and conditions of its employees periodically.
- c. The Board shall approve all changes to the terms and conditions of its employees.

## Section 2: Staff Records

The Library maintains current, confidential information for each staff member to meet statutory requirements such as income tax, Canada Pension, and employment insurance benefits. Information is kept providing documentation to substantiate decisions on hiring, promotion, compensation, benefits, disciplinary action, and termination. A record of emergency contact information for each staff member is also maintained.

1. Staff records are kept in a locked filing cabinet in a secure location. All electronic records are secured through file permissions.
2. Staff members have access to their records by making a written request to the CEO at least 24 hours in advance. Employees will view their files in a designated office and are not permitted to physically remove or add anything to the file's content. Staff members cannot take pictures or make copies of the documents without written approval from the CEO or as required by law.
3. Each record contains basic administrative information, including emergency contact numbers; benefits; salary and tax-related information; employment contracts, performance appraisals, and skills development information.
4. Staff should advise the employer promptly of any change to the information retained in their record.
5. Staff records that are no longer required are destroyed securely. Records are retained according to the Library's records management policy [and MFIPPA](#).
6. Any breach of privacy should be reported immediately to the CEO.

## Staff Selection and Assignment

The Stratford Public Library seeks to hire the most appropriate staff based on individual merit and ability to achieve its mission. SPL proactively attempts to identify and remove barriers that could prevent people from having a fair chance to participate and succeed in the workplace.

### Section 1: Job Descriptions

1. A current job description is completed for each position. The job description includes:
  - a. Duties, tasks, and responsibilities of the position.
  - b. The importance of the position with regard to the mission of the Library.
  - c. Minimum skills/experience/education required to do the work.
  - d. The reporting relationship.
  - e. Competencies that identify markers of successful performance.
2. Job descriptions are reviewed annually to ensure that they are aligned with the mission and goals of the Library.
3. Changes to the job description defined as significant by the CEO may trigger a review of the compensation rate.

## Section 2: Recruitment Procedures and Selection

1. To be eligible to work at the Stratford Public Library, an applicant must have the following:

- a. A valid social insurance number.
- b. Canadian citizenship, landed immigrant status or valid work permit, and
- c. The qualifications as outlined in the job posting.

2. In addition, a Criminal Reference Check, including a Vulnerable Sector police check is required. The cost of the police check will be reimbursed by the library. The presence of any criminal conviction indicating a behaviour that may put at risk the safety of Library users would disqualify a candidate from working for the Stratford Public Library. Criminal convictions that may disqualify a candidate include, but are not limited to, assault, sexual assault, harassment, uttering threats, and any charges of a violent nature or involving children. Employees are expected to maintain a clean criminal reference check and vulnerable sector check throughout their employment and comply with requests for renewed checks or with the completion of an attestation form.

If an employee is criminally charged or convicted, the Library will consider the nature of the conviction and the position of the employee to determine whether an employment relationship can continue or whether the employee will be terminated, on a with or without cause basis. The focus of the review of a criminal conviction will be towards protecting the health and safety of other employees and Library patrons.

3-3. The Library is committed to promoting a diverse and inclusive workplace and will consider alternative qualifications at the discretion of the CEO to achieve this.

3-4. A family member of a current employee is permitted to apply for positions at SPL, provided that the position would not be under the formal management or supervision of the current employee and the family member's employment would not represent a conflict of interest (see page 16).

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4-5. The Stratford Public Library is committed to making reasonable efforts to accommodate the needs of people with disabilities throughout the employment cycle. Accommodation for disabilities is available for all parts of the recruitment process. Applicants are asked to make their needs known in advance.

5-6. The decision to post a position, either internally or externally, shall be at the discretion of the CEO. It will be based on an assessment of the needs of the organization in comparison to the recorded skill sets and performance of potential internal candidates.

- a. The same selection procedures and standards shall be applied for all competitions, whether internally or externally posted.
- b. All internal candidates are welcome to apply for any positions posted externally.

6-7. When a new position is created, or a vacancy is to be filled externally, either salaried or contracted, the position is posted on the Library's website. The position may also be advertised in the local newspaper and/or posted to online library job boards. The posting includes the key area of responsibilities, qualifications, hours of work, and the deadline for applications.

7-8. Criteria used to select the appropriate individual will be documented and applied consistently. The selection may also include testing for skills required for the job.

8-9. Normally, at least two references are contacted for the preferred candidate.

~~9-10.~~ An individual offered a position signs an ~~letter of employment~~ employment contract that includes a copy of the terms of employment, which outlines the working relationship between the individual and the Library, ~~and functions as the job contract~~. The employee's contract acknowledgement ~~letter of employment~~ is signed and returned to the Library before the commencement of work.

~~10-11.~~ Once the signed ~~letter of employment-employment contract~~ has acknowledgement ~~has~~ been received, other candidates interviewed are advised of the decision and thanked for their interest.

~~11-12.~~ Treatment of information collected throughout the selection process conforms with privacy legislation. It must be used for the purposes for which it was collected and kept for ~~two-seven~~ seven years.

### Section 3: Probation

A probation period allows for assessment by both the incumbent and the CEO/supervisor of the suitability of the staff member for the new role. The probationary period is three months in length (455 hours worked for Full-time staff and 255 hours worked for Part-time staff). During the probationary period:

- a. Training, coaching, and feedback are provided.
- b. A performance review is completed at three months.
- c. The probationary period may be extended at the discretion of the CEO.
- d. The staff member may be terminated should the quality of the work performed not be satisfactory. A staff member terminated during the ~~first three months of the~~ probationary period is not entitled to notice of termination, unless otherwise required ~~at by~~ by law.

### Section 4: Acting Positions

The CEO may appoint a staff member to assume the duties of another during an absence. If the appointment is for longer than three weeks, the salary will be adjusted if the acting position is at a higher pay level than the staff member's normal rate of pay.

## Section 5: Multiple Positions

1. It is not permitted for an employee to hold two separate, permanent job contracts at the Library.
2. It is permitted for an employee to hold one permanent part-time position and one casual, on-call position in a different capacity. For example, a person employed as a permanent part-time Page may also have a contract for a casual on-call Library Assistant.
3. Employees in full-time permanent positions are not eligible to be employed under a second contract.

## Section 6: Casual Employees

1. The Library may employ casual, on-call part-time employees to cover illness and vacation of permanent staff from time to time. No hours are guaranteed, and hours are variable, subject to the needs of the Library.
2. Casual employment contracts may also be offered to qualified part-time staff as a skills development opportunity. This contract is considered secondary to their permanent position and does not guarantee them a permanent position in the other job category when a position becomes vacant.
- ~~2-3.~~ During all-staff training, employees holding a casual as well as a permanent position will be remunerated at the pay rate of their permanent position. Employees holding no permanent position, but more than one casual position, will be paid at the rate of the position they have occupied the longest.
- ~~3-4.~~ Casual employees receive vacation pay and leave stipulated by the Ontario Employment Standards Act. Paid ~~sick time~~ personal time is not provided for casual employees, as outlined for permanent staff is not provided.

## Section 7: Orientation

A new staff member receives an orientation about their role and the mission and services of the Library. The orientation includes:

- a. A review of the job description, core competencies, Staff Manual, and terms of employment.
- b. Explanation of expected performance standards and Public Service standards, management practices, and how employees can communicate with their supervisor.
- c. A review of Library policies and procedures, including relevant staff member processes such as payroll processing dates, time off request process, benefit plans, and training information.
- d. Training specific to the successful completion of duties.
- e. Accessibility for Ontarians with Disabilities Act (AODA), Health and Safety; ~~Workplace Violence; Harassment and Sexual Harassment~~ Respect in the Workplace training.
- f. Explanation of essential legislation.
- g. Information about the various departments and processes in the Library.
- h. A conversation with the CEO regarding the goals and strategic directions of the Library.

## Code of Conduct

### Section 1: Purpose, Interpretation, and Application

1. The Code of Conduct, hereinafter the “Code,” has been established to ensure that employees adhere to the highest standards of conduct and prevent both employees and SPL from placing the organization at risk. This policy does not address every situation and represents general standards and expectations for all employees.
2. ~~Stratford Public Library (SPL, or the Library)~~ is committed to maintaining the highest standards of excellence. Employee conduct should demonstrate integrity, transparency, and respect. Employees are expected to display behaviour that can withstand public scrutiny.
3. Each employee is obligated to ensure compliance with the Code, which is a condition of employment. Failure to comply with the Code may result in disciplinary action, up to and including termination.
4. The Code clarifies SPL’s expectations for all employees by establishing clear and reasonable standards of conduct required of all employees and guides the actual determination of appropriate behaviour in the workplace.
5. The Code supports but does not replace the use of good judgment regarding personal and job-related conduct. The absence of a specific policy or regulation, or Code provision does not dismiss any employee from the responsibility of exercising the highest standards of conduct in all situations.
6. Matters requiring interpretation of the Code are to be referred to the CEO. Matters requiring interpretation of the Code where the CEO’s actions are in question are referred to the Library Board.

### Section 2: Compliance with Laws and Regulations

All employees must comply with all laws and legislation and avoid situations where they become a party to a breach, evasion, or subversion of the law.

### Section 3: General Principles

All employees must strive to:

1. Conduct themselves in a manner that protects the Library’s reputation and ensures continued confidence in the Library system.
2. Treat all persons honestly and fairly and with proper regard for their rights, entitlements, duties and obligations, and act responsibly to perform their duties.
3. Be respectful and courteous in dealing with fellow employees, Board members, City of Stratford employees, Mayor and Councilors, customers, and all public members and resolve any work-related disagreements maturely, based on reasonable expectations.
4. Carry out their duties in a fair, impartial, and transparent manner.
5. Promote the health and safety of themselves and others.
6. Avoid using their position improperly for personal advantage.
7. Avoid using insider information, internal protocols, or procedures for personal gain.
8. Resolve any conflict between personal interests and public duty in favour of the public interest

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9. Ensure that they take all steps to ascertain that Personal Information and Confidential Information obtained in the course of their employment is safeguarded and protected in accordance with the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) or as required by other laws.

#### **Section 4: Behaviour**

Employees interact with customers in receipt of Library services or programs, community agencies, contractors, suppliers, and the public daily. Employees are viewed as ambassadors of the Library and are expected to demonstrate respectful and courteous behaviour. Employees do this by being conscious of the Library's public duty and conducting themselves with the highest degree of ethical behaviour and integrity. When interacting with co-workers, employees must be respectful towards one another at all times; this includes respecting the property of others.

1. Employees of Stratford Public Library will speak and behave respectfully and courteously towards all persons, whether a customer, peer, subordinate or superior.
2. Employees of Stratford Public Library will take responsibility for their behaviour, including responding appropriately to constructive feedback and exhibiting efforts to improve performance.
3. Employees will not allow personal relationships to affect Library-related relationships.
4. Librarians and other information workers are strictly committed to an informed and unbiased stance regarding the collection, access, and service. Employees of SPL distinguish between their personal convictions and job-related duties. They do not advance private interests or personal beliefs at the expense of the community's needs for collections, access, and services that meets their diverse needs.
5. Should there be uncertainty about the ethical issues around conduct or a decision, staff should consider the following:
  - Is the behaviour or decision lawful?
  - Is the conduct or decision consistent with Library policy, the Public Libraries Act, the Library's objectives, and the Code of Conduct?
  - Will the outcome of the decision or conduct provide a private benefit for the individual, family, friends, or business interests?
  - Can the decision or conduct be justified in terms of public interest, and would it withstand public scrutiny?

#### **Section 5: Confidential and Personal Information**

Maintaining the security and privacy of the information stored by the Stratford Public Library is of utmost importance in complying with legislation, retaining the community's trust, and enabling the Library as an organization to function cohesively.

All staff are required to sign an Oath of Confidentiality to confirm their understanding of, and agreement to, the principles of maintaining confidential and personal information. Employees will ensure that they adhere to the principles below.

- ~~1.~~—Ensure that they take all steps to ascertain that personal information and confidential information obtained in the course of their employment are safeguarded and protected in accordance with the



Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) or as required by other laws.

2. At times, employees may be privy to confidential information and/or personal information concerning the Library's affairs, City employees, other Library employees, or community members. Employees are not to discuss or pass on confidential or private information unless the exchange is necessary for a sanctioned business purpose or enforced by law. Adherence to this practice will reduce the chances of the inadvertent release of information.
3. In keeping with MFIPPA, personal information pertaining to Library employees is confidential. Access is limited to authorized employees and to the employee to whom the information relates. Personal data associated with Library employees shall not be made available to any other person except pursuant to such process, order, or subpoena as may be authorized by law.

### Section 6: Media Conduct

1. The Library is committed to keeping its community informed, and messages to the media must be clear, consistent, and accurate.
2. All information requests from media outlets received by employees shall be forwarded to, and fielded by, the CEO or designate.
3. The Chair of the Board ~~and the CEO, and the Director of Public Service~~ are the designated spokespersons permitted to speak on behalf of the Library. No one else is authorized to speak to the media without prior authorization from the CEO or designate.

### Terms and Conditions of Employment

The Library Board's terms and conditions of employment meet or exceed ~~the Ontario's~~ **Employment Standards Act S.O. 2000, Chapter 41**.

#### Section 1: Hours and Shifts

1. The Library's hours of operation are set by the Board in response to community needs and include morning, afternoon, and evening hours throughout the week and weekends. As such, Library employees' work hours are scheduled to support the delivery of Library services to the public.
2. Any employee of the Library may be required to work off-site. The Library and its employees follow Health and Safety regulations and protocols in off-site locations.
3. The schedule of any employee may change, subject to advance notice.
4. Occasional shift switches with a staff member of equivalent skills may occur. Switching requires mutual consent by both parties, and staff must have prior approval from the immediate supervisor. Switches may not ~~happen~~ be approved before the schedule is posted.
5. In accordance with legislation, all employees shall be scheduled for a minimum shift length of 3 hours.
6. All breaks, including rest and lunch breaks, are scheduled by the Library.
7. Staff are entitled to a 30-minute break free from work, taken within 5 hours of the start of the shift. ~~If staff~~ scheduled for a ~~7-5~~ hour or longer shift, staff will be provided with a 1-hour unpaid meal break.
8. Paid 15-minute breaks will be provided, subject to service requirements. Employees must stay on-site for paid breaks.

## Section 2: Location of Work; Working from Home

1. Employees are required to follow all SPL Health and Safety regulations at all their places of work. The Library will support ~~workers-employees~~ in working safely at alternate locations.
2. The primary work location is the Stratford Public Library building.
3. The single branch of the SPL notwithstanding, staff members often work offsite, for example, to deliver programs, attend meetings, or attend training.
4. Employees may be permitted to work from home, subject to the approval of the CEO. Telecommuting is an employee privilege and not a guarantee or entitlement. Due to service delivery needs or the nature of the work, work-from-home arrangements cannot be implemented for all positions.
5. Where practical to do so without compromising the efficiency and effectiveness of the Library, SPL will support the following types of work from home arrangements:
  - a. Infrequent or ~~Projectproject~~-based: to support the completion of specific tasks in a timely manner, decided on a case-by-case basis.
  - b. Modified duties: The Library will participate in a modified duty assignment if medically necessary. These arrangements would be considered temporary as part of a “return to work” program or other required medical accommodation.
  - c. Emergency: when the environmental situation (i.e., fire, flood, pandemic) prevents the employee from working in their normal location, the CEO will authorize the ability to work from home, as able, depending on the type of work being performed.
6. If an employee is permitted to work from home, they shall use Library-owned technology to access the Library network and follow the Library’s regulations regarding the safe and appropriate use of Library-owned technology. Employees should refer to the Library’s Work From Home policy and procedure for further information.

## Section 3: Overtime and Time Off in Lieu

1. The Library does not pay overtime wages but recognizes worked overtime with time off in lieu.
2. Permanent full-time staff will work an average of 35 hours per week over a full rotation of the service schedule. Employees working more than 35 hours per week will be provided with paid time off in lieu of overtime pay as per the Employment Standards Act, 2000.
3. Lieu time for ~~Permanent-permanent~~ full-time employees will be calculated based on the average number of hours worked over a scheduled period, which is three weeks. If the employee worked more than 35 hours a week, they would accrue lieu time at the rate of one hour for every additional hour worked up to 9 additional hours. For every hour worked above the nine additional hours, lieu time will accrue at the rate of 1.5 hours for every hour worked.
4. All lieu time shall be pre-approved and tracked by the appropriate supervisor.
5. ~~The~~ employee shall take Lieu-lieu time within three months of earning. An employee may request that it be taken within six months. Approval of such requests must be in writing and signed by the CEO and the employee.

~~6.5.~~ The supervisor and employee shall determine a mutually agreeable time for the employee to take the lieu time that does not interfere with the normal operations of the Library.

~~7.6.~~ While the Library encourages all employees to book and take earned lieu time, the Library reserves the right to schedule lieu time for employees who are not requesting time off to ensure that lieu time accruals remain reasonable. ~~Lieu time may not be carried over from year to year without prior written permission.~~

#### Section 4: Attendance

1. Staff are responsible for communicating any absences or anticipated lateness before the start of their shift, per the operational procedure set out by the Library.
2. Repeated attendance problems are a cause for formal discipline. Examples include, but are not limited to, patterns of absence not related to documented medical needs, chronic lateness to the start of shifts, and non-attendance at shifts without notice.

#### Section 5: Dress

~~SPL encourages all employees to bring their authentic selves to work, dress comfortably and foster a professional image that upholds public confidence, in accordance with the duties performed. The professional image includes good personal hygiene and grooming.~~

~~Employees shall exercise good faith and judgement in determining the appropriate clothing suitable for performing their duties and presenting a professional demeanor. The following guidelines will serve as a guide in making appropriate choices for a workplace wardrobe.~~

~~1. The Library strives to Staff must present a tidy and approachable image to users and visitors. The underlying standard for SPL's dress code is "business casual". Staff members must wear business or business casual attire.~~

~~1. Clothing and footwear must be clean and in good repair.~~

~~2. Clothing should provide enough coverage to allow you to sit, bend, move and lift easily and comfortably.~~

~~3. Clothes should suit the work staff are doing and their visibility by the public. Duties may vary over the course of the day, as such, staff may consider bringing a change of clothing if performing physical or messy work.~~

~~4. Clothing must be safe for the workplace; clothing that presents a hazard for tripping or being caught in equipment may not be worn.~~

~~5. Casual clothing is not permitted includes. This includes jeans, athletic wear (sweatpants, yoga pants, sport shorts, spaghetti straps/tops, muscle shirts), short shorts, tank tops, etc.~~

~~2.~~

~~3.1. Clothing must be safe for the workplace; clothing that presents a hazard for tripping or being caught in equipment may not be worn.~~

~~4. The clothing must be clean and in good condition.~~

~~6. Shoes with both closed toes and closed heels are required.~~

~~5.7. Tattoos that are vulgar, obscene or intentionally offensive in content must be covered.~~

~~6-8.~~ Name tags must be worn.

~~7-9.~~ Keys must always be carried to ensure access to all areas of the Library in case of an emergency.

### Section 6: Parking

The Library has a limited amount of parking available on-site. The rear lot is shared with the neighbouring St. Andrews Presbyterian Church through a formal partnership agreement which requires both parties to agree on the use of the lot to obtain access through the joint property boundaries.

1. To preserve public access to the Library and the Church, it is not permitted for staff to park their personal vehicles on-site during their scheduled shifts. Library-owned vehicles may use the parking spaces as needed during the day to conduct Library business.
2. Exceptions include:
  - Picking up or dropping off Library-related equipment
  - Health-related accommodations made on an individual basis through the approval of the CEO
3. There are multiple parking options available to staff within close proximity to the building, with sidewalk pathways and overhead street lighting.
  - a) Paid
    - Metered parking spaces are available on Church Street and St Andrew Street, immediately adjacent to the Library.
    - The ~~Kalbfleisch Lot Erie St municipal parking lot~~ is located at the corner of Erie Street and St Patrick Street.
  - b) Free
    - The Cooper ~~Site Lot municipal parking lot~~ provides free parking, with the nearest entrance on St Patrick Street.
4. The cost of getting to work and back home at the beginning and end of the day is a personal, not a travel expense and will not be reimbursed. Further instructions regarding reimbursement of travel expenses can be found in the Expenses section.

### Section 7: Illegal & Controlled Substance Use

The Library is committed to the health and safety of its employees and the public and makes every reasonable effort to minimize the risks associated with its operation. The Library will not tolerate an employee's inappropriate use or abuse of an illegal or controlled substance. The Library reserves the right to discipline an employee, up to and including termination for cause for any employee who fails to disclose their use of an illegal or controlled substance and thereby puts the public or other employees at risk.

### Section 8: Inclement Weather and Unscheduled Library Closing

1. Occasionally the Library will be closed due to inclement weather or maintenance issues. If the CEO decides to close the Library, the staff scheduled to work that shift will be paid. Staff will not be paid

should they be unable or unwilling to reach the Library in inclement weather when the Library is open unless they use a vacation day or accrued lieu time.

2. When the weather deteriorates, or a maintenance issue occurs during the workday that requires the Library to close, staff sent home will be paid for the remainder of their shift.
3. For employees unable to travel to work due to other unforeseen events, such as but not limited to roadworks or excessive traffic, they will be required to use a vacation day or accrued lieu time; else, it will be an unpaid day. Personal days are not eligible to be used for inclement weather.

### Section 9: Skills Development

Skills development is a shared responsibility of the Stratford Public Library and the staff. Skills development allows staff to enhance their skills and meet the evolving needs of the Library.

1. Employees are encouraged to become personal members of the Library and related sector associations. The Library does not reimburse employees for personal memberships.
2. At the Library's discretion and subject to budgetary constraints, employees will be provided with the opportunity to participate in conferences, seminars, and workshops. The Library will pay the registration fees and reasonable expenses for these educational opportunities. [\(see -Expenses section on page \)](#)
3. Permission to attend such staff development shall be granted with the understanding that the pay received for a staff development day shall not exceed the pay received for a normal day of work, i.e., 7 hours.
4. If the Library requires, as a condition of continued employment, participation in training or other education related to the job, the Library shall pay the full tuition and approved expenses. The employee shall be paid for their time to attend the required education. The pay received for required training shall not exceed the pay received for a normal day of work, i.e., 7 hours.
5. In recognition of the benefits of ongoing staff development, the Board agrees to close the Library for a minimum of one day each year and budget for the annual staff development event. All staff are required to attend.
6. If an employee wishes to enroll in a course independent of the regular opportunities provided through the Library, they may apply in writing to the CEO to receive up to 50% of the tuition reimbursed. The decision to reimburse the employee for tuition expenses is at the sole discretion of the CEO.
  - a. For reimbursement to occur, the following conditions must be met:
    - i. The employee must ~~be a permanent employee full time~~ and must have completed the probationary period.
    - ii. The course must have direct benefits with respect to the incumbent's current duties or must be a prerequisite to admission to such a course; and
    - iii. Evidence of a passing grade or completion (as applicable) must be submitted.
  - b. Travel costs and other expenses are the responsibility of the employee. Employees will attend courses on their own time. Supervisors will adjust work schedules where possible to allow the employee to attend the course.

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## Section 10: Complaints

Situations may occur where an employee believes that a published policy's fair and consistent application affecting them has not been followed. A complaint is a claim that the Library has violated a published policy regarding how an employee was treated.

The Library has a specific policy to address complaints related to violence, harassment, and sexual harassment in the workplace, which is found in the Health and Safety section of this manual.

All parties involved in a complaint process must maintain complete confidentiality and act responsibly throughout the process.

Every effort shall be made to address the complaint fairly and promptly in the following manner:

**Step 1.** Employees must verbally discuss issues or problems in the work environment with the pertinent supervisor within a mutually agreed time. If the mutually agreed interval has lapsed and/or the issue is not resolved, the employee must submit the matter in writing to their immediate supervisor for discussion and resolution within a reasonable time. A verbal response will be given in 5 business days. A written record of the response will be prepared. If the issue is related to the direct supervisor, the employee may schedule a meeting with the CEO.

**Step 2.** If the matter is not resolved in Step 1, the employee may proceed by submitting a written statement to the CEO within five (5) business days of receiving the verbal response for Step 1. This statement should outline the relevant facts that form the basis of the complaint, indicating the allegedly violated policy and stating the resolution sought. Upon receiving the written complaint, the CEO will investigate and provide the employee with a written decision within ten (10) business days.

**Appeal.** If the employee is unsatisfied with the response from the CEO, the employee can submit a written request to the Board Chair for a hearing before the Board. The Board will hear the complaint and provide direction to the CEO based on the stipulated facts and evidence presented at the hearing. The Board's decision will be final and delivered to the employee in writing.

## Section 11: Conflict of Interest

1. Conflict of interest refers to a situation in which private interests or personal considerations may affect an employee's judgment in acting in the best interests of the Library. Conflict of interest may exist when a monetary gain has been conferred on an individual and includes actual and perceived conflicts. Direct monetary interest is when a staff member or their family could benefit from a decision while a larger group of people could not. Conflict includes any social, business, personal or organizational affiliation that interferes or appears to interfere with a staff member's responsibility to the Library.
2. As a public sector employer, the Library must ensure that its activities are consistent with the public interest. Conflict of interest is a matter of personal responsibility and integrity and should be guided by the principles of service to the public and common sense.
3. A staff member must disclose circumstances that may represent an actual, perceived, or potential conflict of interest to the CEO or their direct supervisor as soon as it arises. This includes disclosing financial interests in any entity known to conduct business, directly or indirectly, with the Library.

4. Having identified an apparent conflict of interest at the Library, the CEO shall consult with the individual involved to resolve the apparent conflict in a manner consistent with the best interests of the Library and the rights of the individual while maintaining the highest ethical standards.
5. Before staff engage in outside employment or business, they must ensure that it will not:
  - a. Conflict or ought reasonably to be known to conflict with official duties.
  - b. Interfere with Library work.
  - c. Involve the use of confidential information or resources obtained through their work for the Library.
  - d. Require work during ~~Library hours~~ the employee's scheduled hours at the Library.
  - e. Discredit or disadvantage the Library or the Board.
  - f. Result in holding any property or interest which may conflict with the employee's duties to the Library.

### Section 12: Seniority

1. At Stratford Public Library, seniority refers only to the length of service accrued by an individual employee.
2. Length of service is used to determine vacation entitlement and progression through the steps of the salary range assigned to each position.
3. Length of service shall not be used to assign priority to any individual employee in the operation of the Library, including, but not limited to:
  - Assignment of shifts.
  - Approval of vacation requests. Vacations will be approved subject to the ability of the service department to replace those absent. In cases where there are more vacation requests than available coverage, requests will be approved by lottery (by department). See the "Vacation, Public Holidays, and Leave" section for further details.
  - Provision of skills development opportunities.
  - Internal competitions for vacant job positions. No individual shall be given preference for any vacant position solely based on their length of service. Internal and external job competitions are subject to the same selection procedures and standards.
  - Layoffs and recalls. See Section 14: Temporary Layoffs and Recalls for further information.

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### Section 13: Resignation

1. The Library expects a staff member who is leaving to cooperate in a smooth transfer of responsibilities.
2. The Library requires any staff member who wishes to resign to give two weeks' written notice. Longer notice is appreciated.
3. On the last day of employment, the employee is to return all keys, name tags, and other Library property to the Library.



#### Section 14: Temporary Layoffs and Recalls

1. Temporary layoffs may occur at the discretion of the Library. Any temporary layoffs and recalls will follow the requirements laid out in the Ontario Employment Standards Act. Such temporary layoffs will not be considered termination ~~at common law of employment~~, so long as they comply with the provisions of the Ontario Employment Standards Act.
2. As the length of service with SPL, or “seniority,” is not a factor in assigning priority to any individual staff person in any other employment matter, it will not be used to determine which positions will be laid off.
3. Decisions regarding layoffs and recalls will be made using the following criteria:
  - a. Budget restrictions.
  - b. Amount and type of work available.
  - c. Individual skill levels concerning the kind of work available.

#### Section 15: Termination

1. The Library values a secure employment relationship with its staff; however, in circumstances where this relationship must be terminated, the Library provides fair and reasonable treatment in accordance with the Ontario Employment Standards Act.
2. The Library considers the following grounds for termination with cause:
  - Continual absence without appropriate notification.
  - Failure to meet satisfactory performance standards after access to training, repeated warnings or suspensions as set out in the section on performance and discipline.
  - An act of willful misconduct, disobedience, or neglect of duty.
  - Other significant actions warranting termination as per the Employment Standards Act, 2000, at the discretion of the CEO.

In cases of termination with cause as defined by the Employment Standards Act, 2000, notice of termination and/or termination pay will not be provided unless otherwise required at law.

3. Following the completion of the probationary period, the Library may terminate an employee’s employment at any time by providing them with minimum notice or pay in lieu of notice of termination and severance pay (if any) to which they are entitled to under the Employment Standards Act, 2000 or any amended or replacement legislation plus any other rights, benefits, compensation and entitlement that they are entitled to pursuant the Employment Standards Act, 2000, including its regulations and any amending or successor legislation. Employees agree that the above is reasonable, and that their entitlement resulting from dismissal, including dismissal without cause at common law, shall be strictly limited to the minimum period of notice, or pay-in-lieu of notice, and any other entitlements and compensation that may be required by the Employment Standards Act.
4. Terminations are to be treated confidentially and courteously by all concerned. Prompt notification to the staff and the appropriate employees regarding the immediate dismissal of a Library employee shall be the responsibility of the CEO.

## Section 16: Employment Verification and References

From time to time, a third party may require personal information. Perhaps a landlord or lender is looking to verify employment or income, or someone is looking to verify past employment.

Stratford Public Library respects the privacy of employees' personal information. Except as otherwise required by law, the Library will only release information to third-parties when specifically requested by employees. If an employee requires employment or income verification, they need to email the CEO requesting an employment verification letter and clearly state the information the letter should contain (i.e., current compensation, hire date, and job title). The Library will not share the information without their written approval and will only share the specific information they have authorized.

Employees are not authorized to disclose any employment-related information of current or former Library staff members, including verifying employment.

If an employee leaves Stratford Public Library and wishes to use the Library as a reference for future employment, employees will need to sign a ~~form~~ [Release of Information form](#) giving their supervisor and the Library written permission to speak to potential employers.

## Compensation

In accordance with the **Public Libraries Act**, R.S.O. 1990, c. P44, s. 15(1), *A Board may appoint and remove such employees as it considers necessary, determine the terms of their employment, fix their remuneration and prescribe their duties.*

The Library provides competitive compensation by establishing job classes and setting wage rates and ranges of pay for those job classes. This begins with compliance with pay equity legislation and an ongoing review of market competitiveness to ensure that the Library can recruit qualified employees by offering competitive pay rates.

### Section 1: Pay Equity Legislation

1. The Library has a Pay Equity Plan following Ontario Pay Equity legislation.
2. The Library follows current pay equity legislation to score all jobs and place them into appropriate job classes.
3. At Stratford Public Library, jobs are evaluated using the following methodology:

Factors	Sub-Factors
<b>Education</b>	Formal education
<b>Experience</b>	Years of experience
<b>Physical Skill and Effort</b>	Frequency, intensity, duration, and type of physical skill
<b>Mental Skill and Effort</b>	Level of decision-making, problem-solving, creativity, and judgment required
<b>Operations and Program Delivery</b>	Level of responsibility, control, and authority
<b>Managing Business Relationships</b>	Internal and external relationships; level of communication skills
<b>Human Resources</b>	Responsibility for directing, supervising, and evaluating the work of others
<b>Material and Information Resources</b>	Storage, maintenance, confidentiality, and security of resources
<b>Spending, Budgets, and Internal Controls</b>	Responsibility and related skills for management of budgets and related internal controls
<b>Physical Working Conditions</b>	Type of working environment, including hazards
<b>Mental Working Conditions</b>	Frequency/intensity of unpredictable situations, overtime, travel

4. The Library maintains the pay equity plan as positions are created or altered. Significant changes to job responsibilities for an individual will trigger a review of the compensation for the individual position.

### Section 2: Salary Reviews

1. All wage rates and ranges for job classes will be reviewed and updated at a minimum of once every five years to assess market competitiveness with other libraries.

2. Changes to wages and salary ranges will be subject to the passage of the annual budget by both the Stratford Public Library Board and Stratford City Council.

### Section 3: Increases

1. Upon hiring, all staff will be assigned the lowest applicable step in the salary range for their job class. Exceptions may be made at the discretion of the CEO.
2. Following a satisfactory annual performance review, staff members shall receive merit increases of one step in the salary range for their job classes until the maximum salary range has been reached.
3. A staff member's date of hire becomes their anniversary date. Anniversary dates are used to determine the timing for performance reviews and merit increases.
4. The Library Board may also recommend salary reviews related to inflation and increased cost of living. These increases are subject to inclusion, and the passage of the annual budget and review of salary increases are linked to inflation in the cost of living. The assignment of these increases is subject to the passing of the annual budget.

### Section 4: Benefits

1. The Library contributes to the following legislated insurance plans for all full-time and part-time staff:
  - Workplace Safety and Insurance
  - Employment Insurance
  - Canada Pension Plan
2. The Library provides access to an Employee Assistance Program (EAP) through a third-party service provider for all employees. The ~~EAP Program~~ includes access to counselling and wellness support services.
3. To assist staff in preparing for a secure retirement, the Library co-contributes with staff to the Ontario Municipal Employees Retirement System (OMERS). Enrolment in OMERS is mandatory for all full-time employees. Part-time staff may choose to enroll once eligibility requirements are met. For more information, employees can log into their account at [www.omers.com](http://www.omers.com).
4. The Library provides a group insurance benefits program for full-time staff. Permanent part-time staff will have access to a Health Spending Account (HSA) that can be used for expenses related to healthcare.
5. For all permanent full-time staff members, the Library provides the following group insurance coverage as a package with premiums to be shared by the Library and staff members:
  - Accidental death and dismemberment
  - Extended health care insurance
  - Dental coverage
  - Life insurance
  - Long term disability

## Vacation, Public Holidays, and Leave

The Stratford Public Library Board's terms and conditions of employment concerning vacations, public holidays, and leave follow the **Ontario Employment Standards Act**.

### Section 1: Public Holidays

The Library will observe these holidays and will be closed on the following days:

- New Year's Day
- Family Day
- Good Friday
- Easter Sunday
- Easter Monday
- Victoria Day
- Canada Day
- Civic Holiday
- Labour Day
- Thanksgiving Day
- Remembrance Day
- ½ day on Christmas Eve
- Christmas Day
- Boxing Day
- ½ day on New Year's Eve

The Library Board may, at its discretion, choose to close the Library on the Sunday before a public holiday.

1. All employees will be paid public holiday pay. The amount of public holiday pay to which an employee is entitled is all the *regular wages earned* by the employee in the four work weeks before the work week with the public holiday *plus* all the *vacation pay payable* to the employee with respect to the four work weeks before the work week with the public holiday, *divided by 20*. The actual procedure for paying for these holidays will follow the instructions contained within the Ontario Employment Standards Act.
2. Staff who wish to observe religious holidays that fall on dates other than those listed may request a leave of absence at least two weeks in advance of the time requested. ~~The type of leave must be determined in consultation with the appropriate management staff in each case.~~

At the employee's option, the leave of absence may be unpaid, use vacation credits, or use accrued lieu time.

### Section 2: Annual Vacation Time Entitlement and Vacation Pay

1. All active employees are entitled to an annual vacation with pay. Vacation requests will be approved based on operational requirements. Paid vacation is earned through active service.
2. Permanent, full-time ~~(salaried)~~ employees working an average of 35 hours or more per week will receive annual *vacation time*, while permanent part-time ~~(hourly)~~ and contract employees will receive *vacation pay* in their regular paycheck.

3. Permanent part-time (hourly) and contract employees are provided with vacation pay calculated at 6% of the employee's earnings in every pay period. The Library offers part-time and contract employees the equivalent number of hours of time off per year. The exact number of hours depends on how many hours the individual employee is working but will be the equivalent of the number of hours worked in a 3-week period. Part-time employees wishing to take additional time off during the year may do so without pay, subject to the department's needs.

4. The following schedule reflects the amount of vacation time granted to full-time employees based on length of service:

5.4. \_\_\_\_\_

Years of Service	Annual Vacation Entitlement
Less than one year	Prorated 15 days
1 – 4	15 days
5 - 9	20 days
10 - 14	25 days
15+	30 days

6.5. Employees in their first calendar year of employment are entitled to fifteen (15) prorated days of paid vacation after successfully completing the probationary period.

7.6. Vacation time is eligible for use on the first day of the year in which it is earned.

8.7. Employees are required to take their vacation within the year it is earned.

9.8. Employees must submit a vacation request for approval. Vacations are ~~which is~~ not confirmed until ~~authorized approval~~ by the CEO or designate. ~~Due to service delivery needs, limits may be made to the number of people off per department at one time.~~

10.9. Vacation to which an employee is entitled may be taken in one unbroken period or several periods, at minimum in half-day increments; however, the CEO has the right to schedule vacations in accordance with operational needs. Staff who request to use their vacation in periods shorter than one week must do so in writing to comply with the Ontario Employment Standards Act.

11.10. If a public holiday falls during a staff member's vacation period, they are entitled to another day off, i.e., the public holiday is not counted as a vacation day.

12.11. Should a staff member fall ill during their vacation, sick leave may substitute for vacation time upon presenting a doctor's note.

13.12. Should an employee be on extended Sick Leave or Long-Term Disability, they shall accrue only the minimum vacation entitlement provided in the Ontario Employment Standards Act during their leave period. This clause does not apply to part-time employees.

14.13. Should the employee experience bereavement during their vacation, the compassionate leave will be substituted for the vacation time.

15.14. When an employee leaves the Library, either voluntarily or involuntarily, all unused accrued vacation time will be paid in the employee's final pay cheque. If a full-time staff member has taken more vacation than earned and leaves the Library, payment to cover the unearned vacation will be deducted from their final pay. This clause does not apply to part-time employees.

16.15. Upon request, the CEO may grant permission to carry over, or use in advance, up to one-third of earned vacation time to the next calendar year. Total vacation carryover, plus entitlement, must be taken in the following calendar year. This clause does not apply to part-time employees.

17.16. Staff who move from a part-time or casual position into a full-time position will have their part-time years of service credited toward their annual vacation entitlement on a 1-for-1 basis. For example, if a part-time staff member works for five years and is hired in a full-time position, they will automatically move to 4 weeks of vacation time.

~~18-17.~~ Staff who move from a full-time to a part-time role will retain their vacation entitlement, paid as vacation time instead of vacation pay for the remainder of the calendar year. Effective January 1 of the following calendar year, the staff member will move to receive vacation pay in every pay period, as outlined in Point 3.

~~19-18.~~ The CEO, Manager of Operations and Technology, Supervisor of Community Engagement, and Supervisor of Public Service ~~Director of Public Service, and Systems Librarian~~ are entitled to the following vacation time:

Full-Time Years of Service	Annual Vacation Entitlement
1 - 5	20 days
6 - 10	25 days
11+	30 days

~~20-19.~~ Employees in their first year of employment will be granted a prorated number of paid vacation days in that year, depending on their date of hire. ~~(i.e., a person hired on June 30<sup>th</sup> would receive ten days of vacation for the rest of that calendar year).~~

The chart below details the vacation approval deadlines each year.

Request Deadline	Approval Date	Vacation Period
January 1	January 15	May
February 1	February 15	June
March 1	March 15	July
April 1	April 15	August
May 1	May 15	September
June 1	June 15	October
July 1	July 15	November
August 1	August 15	December
September 1	September 15	January
October 1	October 15	February
November 1	November 15	March

~~21-20.~~ For the period December 15th to 31st, vacation requests will be approved on a rotational basis so that all employees may have the regular opportunity to take a vacation. Staff granted vacation between December 15th to 31st in the year prior may submit vacation requests; however, their request will not be considered until all other staff who wish to take a vacation and did not do so in the year prior have been accommodated.

~~22-21.~~ Once every two years, an employee may request to have a portion of their vacation entitlement approved in advance of the approval deadlines. The request may be made up to a maximum of 12 months before the date of the requested vacation. No more than ten days of the employee's entitlement may be requested. The employee must make the request in writing, and approval is subject to the discretion of the CEO.



### Section 3: Personal Days, Emergency Family Care, and Preventative Medicine

Stratford Public Library supports and encourages work-life balance. While the expectation is that employees will be able to attend every scheduled shift, the Library understands that life is not always predictable and that days will need to be spent away from work for various reasons. These reasons can include, but are not limited to:

- Personal illness and injury
  - Appointments for themselves and/or family members
  - Care/support for children/spouse/family member
  - Extension of compassionate leave
  - Time to deal with a personal matter that cannot be addressed outside of work hours
1. Full-time salaried staff will earn the equivalent of 10.5 dayhours of paid personal days per month of active service, up to 18 days per year.
  2. In lieu of a Short-Term Disability plan, unused personal days ~~shall are be~~ banked for future use, up to a maximum of 260 working days or 1820 hours.
  3. Part-time staff earn 10 hours of paid personal time per 140 hours worked. These credits are banked on a 12-month rolling basis.
  4. If an employee transfers from ~~full~~part-time to ~~part~~full-time, they will immediately start accruing personal days as per point 3.1. ~~Any credits accrued from their part-time position will be honoured, although they will expire on the rolling 12-month basis as per the normal process in point 3.~~
  5. Personal days cannot be taken before they are earned. If an employee requires time off from work due to a personal matter, as outlined above, or due to personal illness or injury, the employee may choose to use accrued vacation time or remain unpaid for the time taken.
  6. Personal days will accrue during the probationary period and can be used for both full-time salaried and part-time employees.
  7. Staff are to advise their supervisor of their need to take a personal day before the beginning of their shift as per the Staff Absences from Work procedure. Employees ~~will be~~are required to give at least one week's notice for the use of personal days exceeding five consecutive days, including the reason for use, except for personal illness or injury. The Library reserves the right to request supporting documentation and/or request that the personal days are used on other days, based on the business continuation needs of the Library and the nature of the request. Please note that personal days cannot be used to extend pre-approved vacation time.
  8. Employees who use more than ~~five~~5 consecutive days for personal illness or injury must provide the Library with practical information about their illness/injury, including the expected return date and provide medical documentation to support their absence if requested. All requests for information will comply with the Ontario Employment Standards Act.
  9. Employees who use 20 consecutive personal days due to personal illness/injury may be asked to provide a completed Functional Abilities form and/or participate in a ~~third party~~third-party medical assessment to assist the Library and employee in an accommodation discussion and return-to-work plan or a transition to a Long-Term Disability application and process.

10. Upon submission of an official invoice, the Library will reimburse employees up to \$40.00 for the cost of obtaining a doctor's note/form. Notes will be accepted from the Ontario Medical Association members, a Nurse Practitioner, or a Doctor of Dental Surgery.
11. If a staff member needs to leave in the middle of their shift due to illness or a personal matter, they must communicate with their supervisor and aid in finding coverage of their duties if possible.
12. Personal days are not meant to replace other legislated leaves as per the Ontario Employment Standards Act, 2000. Personal days can be combined with these leaves, subject to specific leave requirements.
13. Employees who do not cooperate in requests for supporting information or documentation, including participating in a third-party medical assessment, may be subject to disciplinary action, including termination of employment.
14. For full-time employees hired after January 1, 2018, upon resignation, retirement, termination, retirement, or death, unused, accrued personal days will not be paid out.
15. For full-time employees hired before January 1, 2018: upon resignation, retirement, or a not-for-cause involuntary termination, 50% of accumulated personal leave days, up to a maximum of 6 months' base salary, will be paid to the employee. In the event of the death of a full-time employee, the value of all accrued personal days shall be paid to the employee's Estate. The Library reserves the right to pay these days as salary continuance, lump sum, or a combination of both. Employees who are terminated for cause are not eligible to receive this payout. Full-time employees hired after January 1, 2018, are not eligible for these benefits. Part-time employees are not eligible for these benefits.

#### Section 4: Long Term Illness/Disability and Return to Work

Prolonged absences require reasonable medical documentation and confirmation of an anticipated return to work date, as is reasonably possible. The Library will accommodate medical requirements to the point of undue hardship.

1. After 40 consecutive workdays off, the employee will be asked to turn in their key and access to the building's security code, and email functions will be temporarily disabled. This clause may not be enforced at the CEO's discretion if there is a defined plan for the employee's return to work on or around 40 days.
2. In instances of prolonged absences or concerning patterns of absence due to personal illness or injury, the Library reserves the right to request a ~~3<sup>rd</sup>~~ ~~third~~-party medical assessment to assist them in determining the potential length of the absence due to personal illness or injury and a return-to-work and accommodation plan. This process intends to return the employee to work while protecting their medical privacy.
3. After 120 calendar days (4 months), full-time employees who pay into the Long-Term Disability (LTD) plan become eligible to access LTD benefits. Employees will be able to use their banked personal days for 120 calendar days, at which point they are required to apply for the LTD benefits. Ongoing use of any remaining available banked personal days is secured by initiating the LTD application. Employees who do not pay into the LTD plan may continue to use their accrued personal days. Employees without LTD insurance or accrued personal days will be removed from

active payroll and will be issued a Record of Employment (ROE) to allow them to apply for any income protection benefits they may be eligible for.

4. When returning to work after a prolonged absence, the Library will make every reasonable effort to provide accommodations if modified duties are required. Employees are expected to cooperate in requests for reasonable information to support the accommodation request.
5. Requests for modified duties or other accommodations will be discussed before returning to work and confirmed in writing. The Library may request that the employee provide further medical documentation during this process to determine appropriate modifications. This may include obtaining a third-party medical assessment, as noted above, a completed Functional Abilities form or any other reasonable documentation required to assess proper accommodations.
6. If an employee does not return to full duties, the Library requires an updated Functional Abilities form to be provided every month until the employee resumes full responsibilities. The Library reserves the right to request that an employee obtain a third-party medical assessment to assist with the return-to-work plan.
7. Staff members on LTD are not considered to be active employees. They are not entitled to the accrual of vacation entitlement and personal days, except for as required under the Ontario Employment Standards Act.

#### Section 5: Compassionate Leave

1. The Library will assist bereaved staff with paid leave of absence. Time from one to five days may be granted with pay based on the deceased’s relationship with the staff member, using the following schedule:

Days Off	Relationship
5	Immediate family – spouse, partner, child, parent, sibling, grandparent, grandchild, in-laws (sibling, mother, father)
1	Uncle, aunt, cousin, nephew, niece, friend, or to act as a pallbearer

2. Upon request, the CEO may grant compassionate leave for persons not covered by the above categories.
3. Leave with pay for travel time may be granted upon request.
4. All or some of these days may be postponed for memorial services or interment. Any postponement will be discussed with the CEO, and the scheduling of the day(s) will require advance notice by the employee. The postponed day(s) must fall on a day(s) where the employee was otherwise scheduled to work. Postponed days must be taken within a year.
5. Further unpaid compassionate leave may be taken in accordance with the Ontario Employment Standards Act.

#### Section 6: Personal Leave

1. For special situations, leave without pay may be granted. If staff need leave for compassionate or other personal circumstances, they may make a written request to the CEO. Such leaves are

discretionary to meet the operational and other needs of the Library. Examples include but are not limited to:

- a. To act as a caregiver for a family member beyond the scope of the leaves already offered through the Ontario Employment Standards Act.
  - b. To take personal trips or travel beyond the time that is granted through annual vacation entitlement or vacation pay.
  - c. For health-related reasons, where the staff member is not under the care of a physician.
2. Written requests for leaves under this section must be submitted at least ~~one~~<sup>1</sup> month in advance of the start of the requested leave of absence, and approval is at the full discretion of the Library. A decision will be made and communicated to the employee within 14 business days of receiving the request.
  3. The leave of absence should not exceed ~~six~~<sup>6</sup> months, and the employee will be expected to sign an agreement detailing the start, end, and terms of the leave of absence. This includes whether the leave will be paid via the use of banked vacation and personal days, unpaid or a combination of both. Continuation of the benefit plan is subject to the carrier and Library's approval.
  4. If the employee does not return to work at the end of the leave of absence as per the agreement, they will be considered to have resigned and be issued a Record of Employment.

#### Section 7: Jury or Witness Duty

1. Staff members subpoenaed for jury duty or as court witnesses will be given leave and receive their regular pay and benefits. Any payment received by the employee for jury duty or court appearance will be turned over to the Library, excluding compensation received for travel, meals, and other expenses.
2. An employee who is a party (plaintiff or defendant) in a personal court proceeding is not considered a "witness;" therefore, ~~Family personal~~ time, vacation leave, lieu time, or leave without pay must be used to attend court.

#### Section 8: Other Leaves

Stratford Public Library provides other leaves to employees in accordance with the Ontario Employment Standards Act. For further details, please consult the Ontario Employment Standards Act.

## Performance and Discipline

### Section 1: Performance Reviews

Performance reviews focus on past performance, ongoing performance improvement, and skills development. This process ensures objective and fair decision-making regarding compensation, promotion, disciplinary action, and termination. It also ensures that expectations and performance standards are met.

1. The Stratford Public Library has an annual performance planning and review system for all employees.
2. The review process is designed to:
  - a. Allow for open and ongoing communication between the staff member and CEO or supervisor.
  - b. Align employee performance objectives to Library goals.
  - c. Establish a clear understanding and agreement on job responsibilities and the competencies required to fulfill the job.
  - d. Allow for regular feedback on performance.
  - e. Determine what the staff member needs to do and the support necessary to succeed.
  - f. Provide a permanent record for the employee's personnel file.
3. General process:
  - a. Performance reviews will be compiled by the CEO or employee's supervisor, using the Performance Appraisal Review and Plan Employee Manual as a guide.
  - b. The employee will be given advance notice of the review and the opportunity to provide input to their manager on their career goals, recent accomplishments, major changes to their work, and any help they need.
  - c. Before the performance review meeting, the employee will receive a copy of the completed appraisal form for advance review and consideration.
  - d. The performance review meeting will be conducted in a formal and private setting.
  - e. The employee's strengths will be acknowledged, and good performance reinforced.
  - f. Areas for improvement will be discussed, and an action plan for development will be agreed upon.
  - g. If the employee has a conflict or concern with the review, this will be documented on the review.
  - h. Both the employee and supervisor comments will be recorded on the review form.
4. All performance reviews will be read and signed by the CEO.
5. Performance reviews are conducted annually near the anniversary of the date of hire.

## Section 2: Coaching and Supervision

1. A supervisor's responsibility is to provide coaching and guidance to staff members. Coaching is provided to ensure that acceptable work standards are met so that the Library may achieve its organizational goals.
2. The employee must meet the expectations of their supervisor. Failure to meet the expected levels of performance constitutes substandard work. It is the responsibility of the employee to seek clarification from their supervisor when needed and to demonstrate a commitment to the improvement of their performance.
3. Should an employee need additional clarification, demonstrate incorrect behaviours, or produce substandard work, the supervisor will provide constructive feedback, training, and other support to improve the performance or behaviour. This may include work plans, formal training, mentorship, or other tools.
4. If an employee fails to meet performance expectations in response to coaching and training, it may be necessary to proceed to a formal problem resolution or disciplinary process.
5. As appropriate, coaching and supervisory documentation may be placed in the employee's personnel file. An employee will be made aware of any documents being filed.

## Section 3: Problem Resolution and Discipline

The Library promotes fair and constructive treatment of unacceptable conduct or work performance. A progressive discipline process is intended to improve performance and behaviour.

1. In all cases, a staff member is promptly made aware of a performance or behaviour problem and will receive verbal and/or written expectations to ensure that they know the expected standard.
2. The progressive disciplinary process is initiated for serious situations where policies and procedures have been ignored or contravened or a staff member's performance fails to meet acceptable standards. The Library reserves the right to start at any point in the disciplinary process based on the situation.
  - **Step 1: Verbal Warning.** The supervisor discusses the situation with the staff member, specifying clear expectations and performance standards, a plan of action to bring about the desired change, and a reasonable improvement period. A date is set for a follow-up interview. A written record of the verbal warning will be given to the employee and placed in the personnel file.
  - **Step 2: Written Warning.** Should the problem continue after the period specified in step 1, the staff member will be given a written warning. The staff member is advised that continued failure to improve the behaviour could lead to further disciplinary action, including dismissal.
  - **Step 3: Second Written Warning.** In some cases, the CEO may elect to provide a second written warning before progressing to suspension, as stipulated in Step 4. This will be at the CEO's discretion and will be based on the severity of the staff infraction. Additional coaching, training, and skills-based guidance may be provided. Again, the staff member will be advised

that continued failure to improve the behaviour could lead to further disciplinary action, including dismissal.

- **Step 4: Suspension.** If the staff member's performance fails to improve or if there is a recurrence of misconduct, the CEO may determine the need for and length of the suspension without pay. After the suspension, an interview will be scheduled to discuss return to work conditions. A suspension is discretionary, and the CEO may proceed to dismissal without a prior suspension being given at their discretion.
  - **Step 5: Dismissal.** If the staff member fails to improve or if there is a recurrence of misconduct, the CEO prepares for termination. Dismissal may occur without prior suspensions or verbal or written warnings at the CEO's discretion.
3. The Library reserves the right to terminate the employment of any employee without notice, as permitted by the Ontario Employment Standards Act.

## Respect in the Workplace

This policy applies to any person in the workplace, including employees, managers, supervisors, volunteers, consultants, independent contractors, and others with whom employees interact, such as clients, vendors, and members of the public, as applicable. For this policy, they will be defined as Designated Individuals.

Legislation prohibits actions that discriminate against or harass people based on protected grounds. Stratford Public Library ("Library") will not tolerate discrimination, violence, or harassment on these grounds or for any other reason.

### Scope

~~The Respect in the Workplace Policy outlines how the Library team members should treat each other and those we interact with in the workplace and/or as Library representatives.~~

~~This policy adheres to jurisdictional regulations and should be read in conjunction with all other applicable policies.~~

### Discrimination

The Library values diversity in its workplace and prohibits employment discrimination. If any employee feels they have been discriminated against or has witnessed discrimination, please notify your manager/supervisor or the CEO and follow the process below for Raising and Reporting a Concern.

Discrimination means any form of unequal treatment based on a protected ground, whether imposing extra burdens or denying benefits. It may be intentional or unintentional. It may involve direct actions that are discriminatory on their face, or it may involve rules, practices or procedures that appear neutral but disadvantage certain groups of people. Discrimination may take obvious forms or occur in very subtle ways.

### Harassment

Harassment involves a course of comments or actions that are known or ought reasonably to be known to be unwelcome. This may include words or actions that are known or should be known to be offensive, embarrassing, humiliating, demeaning, or unwelcome based on a ground identified by this policy. Examples of harassment include, but are not limited to:

- Epithets, remarks, jokes, or innuendos relating to race, gender identity, gender expression, sex, disability, sexual orientation, creed, age, or other grounds
- Posting or circulating offensive pictures, or materials, in print form or via email or other electronic means
- Singling out a person through humiliation or demeaning "teasing" or jokes made because they are a member of a protected group
- Comments ridiculing a person because of characteristics that are related to discrimination. For example, statements about a person's dress, speech, or other practices that may be related to their sex, race, gender identity, or creed

A person not explicitly objecting to harassing behaviour, or going along with it, does not mean the behaviour is okay. The behaviour could still be considered harassment.



## Workplace Harassment

Workplace harassment will not be tolerated by any person in the workplace, including customers, clients, volunteers, service providers, other employers, managers, ~~workers~~employees, and members of the public, as applicable.

Workplace harassment means:

- Engaging in the course of vexatious comments or conduct against a ~~worker~~staff member in a workplace that is known or ought to be known to be unwelcome, ~~or~~
- Workplace sexual harassment (~~see: Workplace Sexual Harassment below~~).

The following are examples of workplace harassment:

- Offensive or intimidating comments or jokes.
- Bullying or aggressive behaviour.
- Displaying or circulating offensive pictures or other materials.
- Inappropriate staring.
- Sexual harassment.
- Isolating or making fun of an ~~employee~~worker based on gender identity.

Employees are encouraged to report any incidents of workplace harassment to their manager/supervisor or CEO, either in person or via email. Refer to the section below titled 'Raising and Reporting a Concern' for more information.

The Library will investigate and deal with all complaints or incidents of workplace harassment in a fair, respectful, and timely manner. Information provided on an incident or about a complaint will not be disclosed (except as necessary) to protect ~~workers~~staff, investigate the complaint or incident, or take corrective action or as required by law.

All ~~l~~eaders, managers, supervisors, and ~~workers~~employees are expected to adhere to policy and will be held responsible for not following it. ~~Workers~~Employees will not be penalized for reporting an incident or participating in an investigation involving workplace harassment.

## Workplace Sexual Harassment

Workplace Sexual Harassment means:

- Engaging in vexatious comments or conduct against an ~~employee~~worker in a workplace because of sexual orientation, gender, gender identity, or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome.
- Making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant, or deny a benefit or advancement to the ~~worker~~employee, and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

The following are examples of workplace sexual harassment:

- Asking questions, talking, or writing about sexual activities
- Rough or vulgar humour or language related to sexuality, sexual orientation, or gender
- Displaying or circulating derogatory or suggestive posters, cartoons, drawings, objects, or pictures, including pornography, sexual images, or offensive sexual jokes in print or electronic form
- Leering or inappropriate staring

- Invading personal space
- Unnecessary physical contact, including inappropriate touching
- Demanding hugs, dates, or sexual favours
- Making gender-related comments about someone's physical characteristics, mannerisms, dress, or conformity to sex-role stereotypes
- Verbally abusing, threatening, or taunting someone based on gender or sexual orientation
- Suggestive or insulting remarks or sounds
- Threatening to penalize or otherwise punish an employee ~~worker~~ if they refuse a sexual advance
- Sexual or physical assault

### Psychological Harassment (Bullying)

Psychological harassment means vexatious behaviour that manifests itself in the form of conduct, verbal comments, actions, or gestures characterized by the following criteria:

- It is repetitive
- It is hostile or unwanted
- It affects a person's dignity or psychological integrity
- It results in a harmful work environment

Vexatious behaviour is humiliating or abusive behaviour that lowers a person's self-esteem or causes them torment. It is behaviour that exceeds what a person considers appropriate and reasonable in their work performance.

Examples of psychological harassment include:

- Making rude, degrading, or offensive remarks
- Making gestures that seek to intimidate, engaging in reprisals
- Discrediting a person, spreading rumours, ridiculing, humiliating, questioning their convictions or private lives, shouting abuse, or sexually harassing them.
- Belittling a person; forcing them to perform tasks that are belittling or below their skills, simulating professional misconduct
- Preventing a person from expressing themselves; yelling at them, threatening them, constantly interrupting, prohibiting them from speaking to others
- Isolating a person, no longer speaking to them, denying their presence, distancing them from others
- Destabilizing a person, making fun of their convictions, tastes, or political choices

### Not Harassment

Reasonable action taken by the Library or the management team relating to the management and direction of workers, or the workplace, is not defined as workplace harassment.

### Workplace Violence

The Library SPL is committed to preventing workplace violence. It is ultimately responsible for ~~worker~~ employee health and safety. ~~the~~ The Library will take whatever steps are necessary to protect the Library's employees from workplace violence from all sources, including domestic violence.

Workplace violence means the exercise of physical force by a person against an employee ~~worker~~ in a workplace that causes or could cause bodily injury to the ~~worker~~ employee. It also includes:

- An attempt to exercise physical force against an ~~employee-worker~~ in a workplace that could cause bodily harm to the ~~worker~~ employee
- A statement or behaviour that an ~~employee-worker~~ could reasonably perceive as a threat to exercise physical force against the worker in a workplace that could cause bodily injury to the worker. This includes:
  - Verbally threatening to attack an ~~employee-worker~~
  - Leaving threatening notes at or sending threatening emails to a workplace
  - Shaking a fist in an ~~employee's-worker's~~ face
  - Wielding a weapon at work
  - Hitting or trying to hit an ~~employee-a worker~~
  - Throwing an object at an ~~employee-a worker~~
  - Sexual violence against an ~~employee-a worker~~; or
  - Kicking an object ~~an employee a worker~~ is standing on, such as a ladder

If the Library becomes aware, or ought to be aware, that domestic violence might occur in the workplace that would expose a worker to physical injury, the Library will take every reasonable precaution under the circumstance for the protection of the worker at risk of physical injury and whoever encounters that worker.

**Note:** In cases of extreme bullying, violence, or harassment, where there is an immediate threat to someone's health and safety, you should remove yourself from the situation, secure yourself in a safe location and call 911.

### **Defining the Workplace**

For this policy, harassment, discrimination, or violence may be employment-related if it occurs on the premises/in the working environment or off-premises if an individual is engaging in employment responsibilities or at a work-related function.

Incidents that occur beyond the workplace as defined above, on social media, or outside of working hours may also constitute workplace violence, harassment, or discrimination.

### **Roles and Responsibilities**

All employees have a role in maintaining a workplace free from discrimination, harassment, and violence. Designated Individuals are expected to uphold and abide by this policy by refraining from harassment, discrimination, or violence, promptly reporting concerning situations per the 'Raising and Reporting a Concern' section below and cooperating fully in any harassment or discrimination complaint investigation.

Any employee who does not take appropriate steps to prevent and respond to workplace harassment or discrimination may be disciplined, up to and including termination for cause.

The management team has the additional responsibility to act immediately on observations or allegations of harassment or discrimination and notify the CEO. The management team is responsible for creating and maintaining harassment and discrimination-free organization and should address potential problems before they escalate.

For this policy, the term "harasser" refers to someone alleged to have engaged in discriminatory, harassing (including sexual harassment), or violent behaviour in the workplace.

### **Raising and Reporting a Concern**

Discrimination, harassment (including sexual harassment), and violence evoke feelings of discomfort and intimidation, and this behaviour will not be tolerated. Employees may fear retaliation and/or embarrassment if they voice their concerns; however, it is essential that anyone who believes that they have been subjected to discrimination, harassment, or violence in the workplace, has witnessed discrimination, harassment, or violence in the workplace, or has knowledge about discrimination, harassment or violence speaks up.

The Library's complaint procedure provides an immediate, thorough, and objective investigation of any harassment, discrimination, or violence claim, appropriate disciplinary action against one found to have engaged in prohibited harassment, discrimination, or violence, and appropriate remedies to any victim of harassment, discrimination, or violence.

Any person who feels that they have been harassed or discriminated against should keep a written record of the situation, including dates, times, and specifics about the concerning behaviour and if there were any witnesses.

Employees are encouraged to consider the following options to resolve and/or report concerns. Each situation is unique, and the best first step may differ.

#### **Confront the Harasser**

Where possible, inform the alleged harasser that the behaviour is unwelcome and request that it stop. This is sometimes the simplest way to resolve a concern as, in some cases, the alleged harasser may not be aware that their behaviour was offensive or improper. No one is obligated to confront the alleged harasser, and the employee may choose to report the incident instead, as outlined below:

#### **Report the Incident**

Notify the CEO, either in person or via email, about the concern as soon as possible. You may also notify your manager; however, that is not required, particularly if the alleged harasser is your direct manager.

These reporting options also apply to circumstances where the alleged harasser is not a worker (i.e., a customer or supplier).

#### **Investigation Process**

1. A complaint is filed with the CEO that includes:
  - a. The approximate date and time of each incident being reported.
  - b. The names of the parties involved in each incident.
  - c. The names of any witnesses to each incident.
  - d. A detailed description of what happened in each incident
  - e. Other information supporting each incident, such as photographs, emails, etc.
2. If the complaint is regarding the conduct of the CEO, the employee can collect the evidence in Step 1 above, and submit it to the Library Board Chair.
3. Impartial and unbiased investigators are assigned. Investigations will be conducted by qualified personnel who will reach reasonable conclusions based on the evidence collected. The investigator may be either the CEO or an external third party.

4. An investigation is conducted. The complainant, alleged harasser, witnesses, and potentially others with knowledge of the situation may be interviewed. Any relevant documents will be reviewed. All information will be considered, and a decision will be made. All information gathered during the investigation, including identifying information about the individuals involved, will not be disclosed unless disclosure is necessary for the purpose of conducting the investigation or taking corrective action.
5. The investigator will prepare a written report of the findings, and submit them to the CEO if the investigator is a third party. The CEO will decide on any subsequent corrective action to be taken. The complainant and the alleged harasser will be advised in writing of the final decision and any corrective action that has or will be taken because of the investigation. Any employee determined by the Library to be responsible for unlawful discrimination or harassment will be subject to appropriate disciplinary action, up to and including termination for cause. The Library may take disciplinary action against an employee who exhibits poor judgment or engages in inappropriate behaviour, including sexually inappropriate conduct, even if it is welcomed or falls short of being severe or pervasive. It is important to immediately report any incident of discrimination and harassment so that it can be investigated and the conduct, if inappropriate, be stopped.
6. Both the complainant and alleged harasser can appeal the decision by writing to the Board Executive (Chair and Vice-Chair, Board of Directors), detailing the reason(s) for the appeal. The Board Executive will review all notes and findings and may also speak to any or all the parties involved if further clarification is required, including external resources and legal counsel. The Board Executive will decide in writing within 30 calendar days and provide copies of the decision to the relevant parties. This will be the final decision.

All violations of this policy must be reported to the CEO ~~of the Library~~ either verbally or in writing. Any form of discrimination, harassment, or violence is a serious breach of policy and is subject to disciplinary action up to and including termination for cause. Furthermore, some situations of harassment may be serious enough to constitute a criminal offence.

#### **Protection Against Retaliation**

The Library will not retaliate against any employee for using this complaint procedure in good faith or for good faith filing, testifying, assisting, or participating in any manner in any investigation, proceeding, or hearing conducted by a government agency, nor will the Library tolerate or permit retaliation by management, other employees, or co-workers.

Any report of retaliation by the individual accused of discrimination or harassment or by co-workers or managers will also be immediately, effectively, and thoroughly investigated per the Library's investigation procedure outlined above. If a complaint of retaliation is substantiated, appropriate disciplinary action, up to and including termination for cause, will be taken.

#### **Confidentiality**

The Library will take appropriate measures to ensure that confidentiality is always maintained, including information or documents arising from the complaint. When required, information will only be shared on a "need-to-know" basis.

## Health and Safety

The Stratford Public Library Board and CEO are committed to establishing a healthy and safe workplace and integrating health and safety practices in all work areas. The underlying principle of the policy is the responsibility of all personnel in maintaining a safe workplace which is best achieved through consultation and cooperation between management and employees.

### Section 1: Legislative Requirements

1. The Occupational Health and Safety Act (OHSA) requires those who have any degree of control over the workplace to ensure a safe and healthy work environment.
2. The requirements of the OHSA apply to every worker who is being paid, regardless of the location where the work is performed. If workers work at home and are being paid or are driving and being paid en route, they are covered under the Act.
3. If a paid worker suffers a critical injury, the OHSA requires that the employer immediately notify the Ministry of Labour Health & Safety Contact Centre and the Workplace Health and Safety representative. The employer and the employee health and safety representative (see Section 4) must prepare a report in writing and forward it within 48 hours to a director of the Ministry of Labour.
4. The Library complies with the OHSA, which sets out duties concerning workplace safety and materials and equipment in the workplace.

### Section 2: Rights of the Worker

A worker has the following rights:

- a. To participate in the process of identifying and resolving workplace health and safety concerns.
- b. To know about potential hazards to which they may be exposed.
- c. To refuse work that they believe is hazardous to either their health and safety or that of another worker.
- d. All other rights as indicated in the **Occupational Health and Safety Act**.

### Section 3: Responsibilities

1. The Stratford Public Library Board is responsible for complying with the OHSA and Regulations and funding a health and safety program for staff.
2. The Board delegates authority to administer and direct health and safety to the CEO (Board Policy HR 010 ~~Stratford Public Library~~ Hiring and Management of Employees ~~Oct 2014~~).
3. The CEO is responsible for:
  - a. Ensuring adherence to the principles of this policy.
  - b. Ensuring compliance with all applicable health and safety legislation.
  - c. Ensuring training and procedures for effective health and safety program management, including adequate allocation of funds and resources.
  - d. Investigating all accidents involving personal injury and reporting incidents to proper authorities when required.
  - e. Addressing employees' safety concerns promptly.

- f. Ensuring that health and safety infractions are addressed.
4. Supervisors are responsible for:
- a. Making sure that work is done safely.
  - b. Ensuring employees are aware of hazards and how to protect themselves.
  - c. Maintaining an orderly and uncluttered work area.
  - d. Providing adequate training to employees to protect their health and safety.
  - e. Investigating refusals to work in the presence of the employee-worker health and safety representative or, if they are not available, a fellow employee.
5. Staff members are responsible for:
- a. Knowing procedures to follow in the case of accidents or sudden illnesses.
  - b. Reporting any known hazards to their supervisor.
  - c. Reporting any accidents or injuries to their supervisor.
  - d. Understanding the hazards associated with any materials used by the staff and all relevant safety information regarding their use.
  - e. Reporting any missing or defective equipment.
  - f. Maintaining an orderly and uncluttered work area.
  - g. Operating any equipment in a way that will not endanger any staff member.
  - h. Knowing the location of the first aid kit.
  - i. Knowing the locations and use of the fire extinguishers and the location of emergency exits.
  - j. Participating in fire drills and other emergency evacuation procedures.

#### Section 4: Health and Safety Committee

Responsibility for Library health and safety rests with all staff. SPL employees participate by encouraging colleagues to work safely, efficiently report or correct potentially unsafe conditions, and recommend improvements.

As outlined in Section 9, **Occupational Health and Safety Act** ("the Act"), workplaces employing more than twenty (20) workers must create and maintain a functioning Joint Health and Safety Committee. The committee operates in an advisory capacity, raising awareness of health and safety issues, identifying workplace hazards, and recommending solutions.

##### 1. Committee Purpose

- a. To investigate health and safety issues brought forward by any worker in the workplace.
- b. To identify, evaluate and recommend a resolution of all matters pertaining to health and safety within the workplace, and to fully document the same.
- c. To recommend to the employer and the workers the establishment, maintenance and monitoring of programs, measures, and procedures respecting the health or safety of workers.
- d. To recommend training programs and support material for all staff to Library management.
- e. To obtain any/all information from the employer, respecting:
  - i. The identification of potential or existing hazards.
  - ii. Health and safety experience and work practices and standards in libraries or other workplaces in which the employer has knowledge.

- iii. Any testing of equipment, machine, or in or about the Library workplace for occupational health & safety and further, and to be consulted about, and have a designated member representing workers present at testing conducted in or about the workplace if the designated member believes their presence is required to ensure validity.

## **2. Committee Structure**

- a. The Committee shall consist of 4 members, as prescribed under The Act for workplaces where less than 50 workers are employed.
- b. At least half of the Committee members shall represent workers. By acclamation, worker members will be selected by fellow workers by vote or, if only the required number of candidates, step forward.
- c. The Library CEO shall appoint one person to represent the management.
- d. The management member and worker member will act as Co-Chairs of the committee; both must be certified under the Act.
- e. In accordance with the Act, at least two committee members (at a minimum, one representing workers and 1 representing management) must be certified.
- f. The committee will elect a worker representative to act as secretary.

## **3. Committee Member's Rights and Responsibilities**

- a. All members are:
  - i. Required to meet regularly, as prescribed by the Act.
  - ii. Entitled to 1 hour of preparation time before any Committee meeting and to write up any inspections.
  - iii. Responsible for notifying their supervisor of the time(s) required for meetings, inspections, preparation, and record writing.
  - iv. Paid for their committee time, as per Section 9(35) of the Act.
  - v. Will participate in developing recommendations to management regarding Library health and safety.
  - vi. Required to ensure recommendations are documented and properly followed up on concerning potential or existing hazards of materials, processes, or equipment
  - vii. Responsible for identifying hazards within the workplace.
  - viii. To be available to address employee concerns and facilitate solutions.
  - ix. Able to work with supervisors and facilities staff to implement appropriate hazard controls.
  - x. To review health and safety policies and training annually.
  - xi. Required to maintain the confidentiality of any personal or medical staff information revealed during committee duties.
- b. Either co-chair can make formal recommendations to management; because of the inspection report, management must respond to this within 21 days.
- c. A worker representative shall:
  - i. Complete workplace inspections monthly
  - i. Be present during any investigation of a worker's right to refuse unsafe work
  - ii. To investigate any critical injuries or deaths in the Library workplace.



- d. A certified member to investigate dangerous circumstances and may direct the employer to stop work or to stop using any part of a workplace or of any equipment, machine, device article or thing that appears unsafe.

#### 4. Committee Member's Terms of Office

- a. ~~Worker M~~members shall serve for three years.
- b. The maximum service length is two back-to-back terms. However, if no alternative worker is willing to assume the position, an additional term shall be permitted.
- c. Replacement of outgoing members with new members shall be done in a staggered method (i.e., ~~N~~ot all in the same year) to preserve the continuity.
- ~~e-d.~~ The Management position will be held by the Manager of Operations and Technology and will not expire.
- ~~e-e.~~ When a certified member is unable to act or resigns, the committee will, within a reasonable amount of time, take all steps to ensure that the requirement for two certified members is met as soon as possible.

#### 5. Inspections

- a. These are to be carried out monthly, during the first week of each month and are led by a worker member.
- b. Inspections may be divided among worker members.
- c. Each inspection will follow a specific area checklist and include a summary report and the date and name of the lead inspector.
- d. Inspection reports must be presented and reviewed at the next regularly scheduled committee meeting.
- e. Any special inspections will follow the same ~~criteria outlined in the checklists (see Appendix)~~, and a special meeting may be called if necessary to present and review the resulting report.
- f. Issues identified through inspections will be distributed to appropriate managers as quickly as possible following the meeting report.

#### 6. Committee Meetings

- a. Meetings are held every other month (6 times per year), according to the schedule created annually.
- b. Decisions on any given issue will be reached through discussion until consensus is reached. A vote may be taken if consensus is not reached.
- c. Agendas are drawn up by the co-chairs and distributed to members the week before the meeting.
- d. Each agenda shall contain:
  - i. Call to order and attendance.
  - ii. Business arising.
  - iii. Inspection report(s).
  - iv. New safety concerns.
  - v. New business.
  - vi. The date and time of the next meeting.
  - vii. Adjournment time.
- e. Minutes shall record:

- i. The date, time, and location of the meeting.
- ii. Names of all members and others present.
- iii. All topics of discussion are itemized.
- iv. All recommendations.
- v. All items deferred to the next scheduled meeting.
- vi. Room for the signatures of both co-chairs.

**7. Minutes must:**

- a. Be taken at each meeting.
- b. Be distributed to the membership for review and approval.
- c. Be printed out and signed by both co-chairs.
- d. Be posted on the staff bulletin board and/or portal within one week of the meeting.
- e. Include a copy of the latest inspection report(s).
- f. Include a copy of the outstanding issues log.

**8. Postings:**

- a. A staff room bulletin board space shall be available for the committee postings.
- b. Legally required postings shall include:
  - i. Listing of current committee members and contacts.
  - ii. SPL Health and Safety Policies.
  - iii. Workplace Violence and Harassment Policy.
  - iv. Form 82 (1234 Poster).
  - v. Ontario Health & Safety Act Regulations.
  - vi. Occupational Health & Safety at Work Poster.
  - vii. Ministry of Labour Information Poster.
  - viii. Employment Standards Poster.
  - ix. Ministry of Labour Orders (if any).
  - x. Industrial Hygiene Reports (if any).
- c. Other postings will include:
  - i. Committee Meeting Minutes.
  - ii. Committee Inspection Reports.
  - iii. Definition of Material Safety Data Sheets (MSDS) and the location of any SPL MSDS noted.

**Workplace Safety and Insurance Board (WSIB)**

The Library pays premiums to WSIB for coverage for workplace accidents arising out of and during employment. The Workplace Safety and Insurance Board require notification of injury forms to be filled out by all employees whenever an injury occurs, whether they plan to seek medical attention or not. The Workplace Safety and Insurance Board provides for employees' medical care and weekly benefits if their claim is approved and they are disabled.

**Process:**

1. Employees must immediately notify their department manager of the incident. If medical assistance is required, ~~please~~ call 911 immediately.

2. The Manager will work with the CEO to complete and submit the necessary paperwork. If a claim needs to be submitted to the WSIB, please ensure it is completed and submitted within 48 hours of the incident to avoid late submission fines.
3. Employees must cooperate and provide practical information about the workplace incident, including medical information, to assist the ~~Company Library~~ with any necessary workplace accommodations.
4. Failure to report an accident, complete the required paperwork, and/or cooperate in the process may result in disciplinary action up to and including termination of employment.

## Use of Technology

The Stratford Public Library Board recognizes the importance of computers, the internet and social media as work tools and sources of information. The Library supports the use of computers and internet technology by staff in their work while recognizing the need to protect its network, systems, resources, and image. This policy covers staff and volunteers on Library-issued computers and mobile devices, Library email and network, and participation in online forums where staff are identified as the Stratford Public Library employees.

Content and work done on Library systems by Library employees or volunteers are owned by the Library.

Because computers and software are Library resources, the Library reserves the right and may exercise the right to inspect or monitor all computer usage and files. The staff should be aware that there is no right to privacy in any file created or stored using Library computer equipment or software.

### Section 1: Acceptable Use

1. Staff are encouraged to avail themselves of the internet, including using social media tools to benefit the Library. This may include general research on work-related issues, following social media as part of ongoing skills development, staff or user training, and participating in online forums.
2. Downloading software or attachments onto a work computer increases the risk of a virus throughout the network. Staff should consult with the Systems department before downloading files or software.
3. Any correspondence sent from a Library's email address or when a staff member is identified as an employee of the Stratford Public Library should be treated as a business document.
4. Staff must observe the Library's standard of confidentiality when communicating electronically. See Section 3 ~~Code of Conduct~~ Social Media.
5. All staff have an obligation to protect systems and data. Passwords and access codes must not be disclosed to unauthorized staff or the public.
6. While working in the Library, staff must refrain from online activities that do not bring value to the Library. Staff may make reasonable personal use of Library computer equipment, access to the Internet and e-mail on their own time, provided it does not adversely affect their work or the work of others and has minimal effect on the Library's resources and does not compromise the SPL technology or network.

### Section 2: Unacceptable Use

1. The Library's computers, network and access to the ~~i~~internet are not to be used to:
  - a. Undertake deliberate activities that waste staff time or networked resources.
  - b. Introduce any form of malicious software into the network.
  - c. Connect personal devices to the Library network without the consent of Library management.
  - d. Make copies of any Library owned software.
  - e. Visit internet websites that contain obscene, hateful, pornographic, or illegal material.
  - f. Perpetrate any form of fraud, software, film, or music piracy.

- g. Hack into or access unauthorized areas.
  - h. Send offensive, threatening, and/or harassing material to other users.
  - i. Engage in personal or commercial business.
  - j. Allow unauthorized persons access to Library equipment or its network.
  - k. Knowingly cause interference with or disruption to any network, information service, equipment, or user.
2. Staff will be accountable to their supervisor and the CEO for using the Library's computer network and internet access.
  3. The CEO or designate will investigate any suspected misuse of resources.
  4. If there is a need to monitor or access non-work-related files, staff members will normally be asked for their consent. There may be exceptions, such as when there is reason to believe the law has been broken or during an investigation into the employee's conduct.
  5. In light of the outcome of an investigation of misuse of computing resources, the CEO will decide if disciplinary action is appropriate and act in accordance with established disciplinary procedures.

### Section 3: Social Media

1. Designated employees may create content on the Library's social media sites at their discretion if it does not constitute inappropriate use.
2. When engaging in social media or online forums outside of work, staff should clarify that their views about the Library or community-related issues are their own and do not necessarily reflect the Library's view.
3. Personal use of social media should be respectful of the Library, colleagues, and clients. While online activity can be a medium of self-expression, it may be very public and reflect on both the individual and the Library. Social media means any tool for online publication and commentary, including blogs and social networking sites like Facebook, Twitter, [Instagram](#), and YouTube.
4. Any proposal by staff to use social media applications to expand Library service or promote the Library requires the approval of the CEO or designate.
5. Staff representing the Library on social media sites express the official position of the Library on any issue.
6. Staff should consult with their supervisor before posting comments on blogs or social network sites as Library employees.
7. When posting to any social media site as an employee, communications must meet the brand guidelines standards, and posted information must be accurate.
8. Staff must adhere to the policies outlined in this manual when utilizing various social media platforms. Harassment, bullying, and threats of violence towards the Board, management, colleagues, patrons, partners, or any other person associated with Stratford Public Library will not be tolerated.
9. Employees ~~of the Library~~ may have access to confidential information of the Library, ~~Library~~ employees and/or patrons of the Library. It is forbidden to disclose any confidential information on any social media platform.

Employees who contravene the expectations of this policy will face disciplinary action up to and including termination for cause.

## Expenses

This policy regulates travel by staff on Library business to ensure that it is done at reasonable costs, in a manner that does not create unnecessary hardship for staff, and carefully documents expenses and reimbursements.

### Section 1: Travel Guidelines

1. The Library will reimburse staff for reasonable expenses incurred on pre-approved business. Management shall give prior approval for the planned travel of any employee. These costs must be provided for in the annual operating budget.
2. Travel arrangements should be the most economical mode that does not create an undue hardship for the staff.
3. Travel options should be considered in the context of staff time, other work demands and fatigue.
4. Requests for reimbursement for unreasonable costs can be refused. Employees uncertain about a particular expense should speak to their manager or CEO for clarification and guidance.
5. Whenever possible, staff should travel together if it reduces costs.
6. Staff travelling on Library business are covered by insurances in place in the library (WSIB, provincial health insurance, extended health plan for out-of-province travel).

### Section 2: Transportation

1. The costs of getting to work and back home at the beginning and end of the day are personal expenses, not travel expenses and will not be reimbursed. The Library does not provide parking spaces for its employees and does not compensate employees for the cost of parking a vehicle.
2. Staff may claim actual expenses incurred if required to travel to another location during their shifts.
3. Staff travelling to workshops or meetings outside of the municipality must claim from the Library's location or their home, whichever distance is shorter.
4. Staff using their personal vehicles will be reimbursed for mileage at the municipal rate, plus parking and applicable toll road charges. Staff must be covered by personal motor vehicle liability insurance and ensure that their coverage includes business use of their vehicles. Coverage ~~shall~~must not be less than \$25,000,000.
5. Staff will not be reimbursed for traffic or parking tickets, car repairs or maintenance.
6. Employees must obey all road rules and drive following local legislation and laws. Employees who get in an accident while on ~~company~~Library business should cooperate with local authorities after seeking medical attention if required. Should the employee be deemed at fault, the Library will not be liable for any associated costs and will cooperate with the authorities. If an employee is subject to a criminal investigation because of the accident and requires time off work, the manager will coordinate with the employee regarding the use of paid and unpaid time off. As per the Library's expectation of a clean Criminal Reference Check, a criminal conviction may result in the termination of employment for cause, depending on the nature of the incident and the employee's position.

### Section 3: Meals

1. Staff attending approved functions shall be eligible for reimbursement of actual expenses for meals plus taxes and gratuities. All claims must be accompanied by original itemized receipts showing HST.
2. Rates will not be paid where meals are provided at the meeting, conference, or event. If meals provided are not suitable for cultural or dietary needs, exceptions may apply.
3. Alcohol may not be claimed.
4. It may be appropriate for the CEO to pay for meals for others, such as peers, visitors, or Library partners. The CEO may claim alcohol in moderation when served as part of a meal in this circumstance.

### Section 4: Accommodation

1. Staff must book the most economical (standard) room available.
2. Staff will not be reimbursed for personal or recreational items (e.g., toothbrush, pay-per-view, or items from the mini-bar).

### Section 5: Corporate Credit Cards

1. The CEO and other designated staff will be issued a corporate credit card.
2. No personal expenses may be charged to the corporate card.
3. Charges are billed directly to the Library. Receipts for all expenses must be provided to the Library.

### Section 6: Payment and Reimbursement

1. The CEO or designate must approve expense claims and confirm that all expenses are reasonable, meet the policy, have proper receipts, and are justified.
  - a. ~~The Library Board Chair reviews the CEO's expenses. As the designated Treasurer for the Stratford Public Library, the Finance Department of the City of Stratford reviews the CEO's expenses.~~
2. Staff may request travel advances and use their own cash or credit cards.
3. Staff are responsible for completing and signing an Expense Claims form for advances and reimbursements:
  - a. Full details of each trip must be provided, including the date and purpose.
  - b. Individual expenses must be itemized.
  - c. Unusual expenses must be explained, such as claims made for other employees.
  - d. Original receipts must be attached to the expense claim.
  - e. Expenses must be submitted monthly.
4. It is a serious offence to falsify an expense claim deliberately, and it is cause for disciplinary action.

### Section 7: Gratuities and Gifts

Individuals and firms may offer employees gifts, discounts, and benefits of a pecuniary nature. As public servants, employees are not ever in a position to use their position to return a favour. The remuneration paid to Library employees is intended to fully remunerate them for service to the Stratford Public



Library. Library employees shall not solicit, accept, offer, or agree to accept a commission, reward, gift, advantage, or benefit of any kind, personally or through a family member or friend, or any person or business which is connected directly or indirectly with the performance or duties of the office. More information on gratuities and gifts can be found in [policy\\_LG04 Stratford](#) Public Library Purchasing Policy. Employees are expected to read, understand, and abide by the guidelines set out in the policy.

## Acknowledgement and Agreement

I acknowledge that I have received a copy of Stratford Public Library's ~~Policy Staff~~ Manual and have read it and understand it. I agree to adhere to all policies and practices stated herein. I understand that if I violate the rules outlined in the ~~Policy Staff~~ Manual, I may face discipline, up to and including termination of my employment.

## Employee Acknowledgment Form

I acknowledge receipt of this Stratford Public Library ~~(or the "Company") Policy Staff~~ Manual (~~"Manual"~~). I further acknowledge that this Manual supersedes all ~~Company's of the Library's~~ prior oral or written statements concerning its employment policies, guidelines, and benefits. I understand that:

- 1) I am responsible for reading and understanding the policies and procedures contained in or referred to in the Manual and any revisions made to them. I understand that violation of these policies may constitute grounds for disciplinary actions, up to and including termination.
- 2) The Manual is part of my employment contract with the ~~Company~~ Library. It does not however provide a guarantee of employment and/or provisions of benefits of any kinds for any specific period, except as expressly outlined within the Manual. I have entered into employment with the ~~Company~~ Library voluntarily and acknowledge that it is for no specified time.
- 3) The ~~Company~~ Library has the right to revise, supplement, or rescind the policies described in the Manual or modify or deviate from them at any time without notice unless otherwise required at law, in the ~~Company's Library's~~ sole discretion. Such revised information may supersede, modify, or eliminate existing policies; and
- 4) I must sign this acknowledgement within seven days of my start date or receipt of the Manual, whichever is later.

This statement acknowledges that I have physical access, the necessary authorization, and training to access information referred to in the Manual. I acknowledge that my responsibility is to read and understand these policies and keep current with all future revisions and additions.

Policy revisions and additions will be announced. Changes may be made at any time with or without notice and will supersede, modify, or discontinue the previous policy information. I understand that it is my responsibility to read and understand all future policy changes as they are shared.

I understand that if an employee benefit plan provision conflicts with any provision contained in this Manual, the employee benefit plan provision will govern.

\_\_\_\_\_  
Employee Full Name (Please Print)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Signature

# SPL Report to the Board

MEETING DATE: JUNE 11, 2024  
FROM: KRISTA ROBINSON, CEO | LIBRARY DIRECTOR  
SUBJECT: CEO MONITORING REPORT

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## Financial Condition

- As of June 8, all 2024 expenses are tracking per estimates.
- Perth South has paid for the first 4 months of library service used.

## For Your Information

### Staffing Updates

- None at this time.

### General News

- New procedures and processes with registering non-resident Perth South residents have been created and rolled out to staff. Included with all registrations is an informational handout detailing the situation and restrictions of their card. As of the end of May, there have been 34 paid non-resident cards issued, and 24 cards issued to educators, non-resident tax payers, and students.
- The Hungry Minds Food Drive was held on May 17 at Zehrs and despite the poor weather was very successful. Staff collected enough food items to fill the Snack Stop for a couple of weeks.
- Two dedicated EDI webpages have been created and updated to share resources for [Pride Month](#) and for [Indigenous History Month](#).
- A robust offering of programs have been organized for the summer months. A full line up of activities planned can be viewed on the library website: <https://splibrary.ca/summer-library>:
  - Summer Programs for Children are being run by our Summer Reading Club students and the Childrens Outreach Librarian. As part of the promotion, they are providing presentations to all classes at 12 area elementary schools.
  - Summer Programs for Teens are being run by the Teen Outreach Librarian. There will be opportunities for teens to gain volunteer hours, attend a trivia night, attempt an escape room, and a number of other activities.
  - A Summer Readings Challenge for adults is being run by the public service librarian team and will provide adults with the opportunity to expand their reading genres and have a chance to win great prizes.
- The Aging with Agility initiative has begun, with programming surrounding physical agility and technology occurring over the coming months. <https://splibrary.ca/aging-agility>
- SPL's Teen Outreach Librarian was highlighted in [OLA's Hoopla newsletter](#) regarding her "Fix It Workshop" program at SDSS.
- The Drag Queen Storytime held on June 1<sup>st</sup> to celebrate PRIDE month was a great success with 47 in attendance. No complaints have been received regarding this program. This program was held in partnership with Stratford Pride Community Centre.



- SPL will be closed on June 10<sup>th</sup> for the annual Staff Development Day. The day will focus on:
  - library updates from management and staff
  - a presentation on AI and Libraries by Avery Swartz from TechCamp
  - a virtual viewing of Silent No More: a Virtual Tour of the Former Mohawk Institute Indian Residential School provided by the Woodland Cultural Centre
  - an orientation to updated land acknowledgment
- The PCIN management committee met with representatives from Huron Perth Public Health about opportunities to collaborate and partner, especially surrounding social prescribing and building of social connections.
- The PCIN libraries are collaborating on a joint venture this Fall called Perth County Reads. With Perth County Reads, libraries will be promoting the community to read *Cold* by Drew Hayden Taylor. The author has been invited to attend events at area libraries and associated programming with be organized.

### Select CEO Activities

- May 23 and June 4: Community Climate Action Plan Workshop
- May 25: Library Board Advocacy Session with Hardie & Co
- May 29: Accessibility Matters with Julie Sawchuck
- May 30: Downtown BIA Coffee Club at the Bradshaw Collective
- June 3: PCIN Management
- June 4: PCFDC AGM
- June 4: Library Space Needs Committee
- June 6: Check-in with CAO
- June 7: AMPLO – Workplace Investigations Training

### News and Coming Events

#### SPL in the News

- [Stratford librarian recognized with Leadership in Adult Readers' Advisory Award](#)  
May 17, 2024 | Stratford Times (page 13)
- [Snack Stop filled with support from the community](#)  
May 17, 2024 | Stratford Times (page 17)
- [City recognizes local environmental heroes](#)  
May 17, 2024 | Stratford Times (page 27)
- [SPL 'Aging with Agility' program gets funding](#)  
May 22, 2024 | MyStratfordNow
- [Federal funding helps support Aging with Agility program](#)  
May 23, 2024 | Stratford Today
- [Deal allows Perth South residents use of most SPL services](#)  
May 31, 2024 | Stratford Today

#### Upcoming Events:

- June 24, delegation to City Council on the VOLT report and findings
- June 28, [The Darkest Dark Launch Party](#)
- Closed: Canada Day (June 30, July 1), Civic Holiday (August 4, 5), Labour Day (September 1, 2)

## STRATFORD PUBLIC LIBRARY MONTHLY STATEMENT

For period ending May 31, 2024

	YTD ACTUAL	YTD BUDGET (straight line)	VARIANCE (\$)	VARIANCE (%)	2024 BUDGET	%
<b>MUNICIPAL FUNDING</b>	1,213,983	1,213,983	-	0%	2,913,558	-58%
<b>REVENUE</b>			\$ -			
CANADA GRANTS	-	3,408	- 3,408	-100%	8,180	-100%
ANNUAL PROVINCIAL FUNDING	-	23,834	- 23,834	-100%	57,202	-100%
OTHER MUNICIPALITIES	15,193	18,950	- 3,757	-20%	45,480	-67%
FINES & FEES	4,506	3,542	964	27%	8,500	-47%
DONATIONS	2,055	2,083	- 28	-1%	5,000	-59%
RECOVERABLES	11,261	3,895	7,366	189%	9,348	20%
RECOVERABLE - PCIN to SPL	-	40,263	- 40,263	-100%	96,631	-100%
<b>Total REVENUE</b>	<b>\$ 1,246,998</b>	<b>\$ 1,309,958</b>	<b>-\$ 62,960</b>	<b>-5%</b>	<b>\$ 3,143,899</b>	<b>-60%</b>
<b>EXPENSES</b>						
WAGES & BENEFITS	887,765	1,004,988	- 117,222	-12%	2,411,970	-63%
BUILDING EXPENSES	21,942	39,651	- 17,709	-45%	95,163	-77%
COMMUNICATIONS & INTERNET	6,746	8,333	- 1,588	-19%	20,000	-66%
VEHICLES	85	1,146	- 1,061	-93%	2,750	-97%
MEMBERSHIPS	2,350	1,146	1,204	105%	2,750	-15%
TRAINING	5,669	9,167	- 3,498	-38%	22,000	-74%
COLLECTION MAINTENANCE	1,796	1,042	754	72%	2,500	-28%
OFFICE SUPPLIES	8,122	10,767	- 2,644	-25%	25,840	-69%
ADVERTISING & PRINTING	9,511	6,667	2,844	43%	16,000	-41%
MAINTENANCE CONTRACTS	420	158	261	165%	380	10%
MAINTENANCE CONTRACTS - SPL to PCIN	-	31,636	- 31,636	-100%	75,926	-100%
SUPPLIES & EQUIPMENT	1,829	7,688	- 5,858	-76%	18,450	-90%
MILEAGE	91	1,283	- 1,192	-93%	3,080	-97%
LEGAL FEES	1,513	2,083	- 570	-27%	5,000	-70%
PROGRAMMING & MAKERSPACE	7,877	5,769	2,109	37%	13,845	-43%
CONTRACTORS	14,165	6,458	7,706	119%	15,500	-9%
BOARD EXPENSES	1,763	2,721	- 958	-35%	6,530	-73%
RESERVES	-	169,254	- 169,254	-100%	406,210	-100%
<b>Total EXPENSES</b>	<b>\$ 971,645</b>	<b>\$ 1,309,956</b>	<b>-\$ 338,311</b>	<b>-26%</b>	<b>\$ 3,143,894</b>	<b>-69%</b>
<b>SURPLUS/(DEFICIT)</b>	<b>\$ 275,353</b>		<b>\$ 275,351</b>			
<b>CAPITAL - subset of Reserves</b>						
COLLECTIONS	118,041	94,654	23,387	25%	\$ 227,170	-48%
TECHNOLOGY	-	20,500	- 20,500	-100%	\$ 49,200	-100%
PROJECT						
<b>Total CAPITAL EXPENSES</b>	<b>\$ 118,041</b>	<b>\$ 115,154</b>	<b>\$ 2,887</b>	<b>3%</b>	<b>\$ 276,370</b>	<b>-57%</b>
<b>BALANCE SHEET</b>						
<b>ASSETS</b>						
LIBRO (as of April 30, 2024)	\$ 115,162					
STRATFORD PERTH COMMUNITY FOUNDATION	\$ 254,366					
<b>Total CASH ASSETS</b>	<b>\$ 369,528</b>					

# CEO Workplan for 2024 – Q2 Update

The following objectives and actions are scheduled to be undertaken by the CEO and the senior management team in 2024.



STRATEGIC DIRECTION 1 ALIGN SPACE WITH DEMAND			
OBJECTIVE	ACTION ITEM	TIMELINE	STATUS
Develop solutions to address current space concerns	Staff Restroom Renovation project	Q3	
	Finalize and Implement 2024-2026 MakerSpace plan	✓	Completed. The MakerSpace Plan has been approved and has begun to be operationalized.
Investigate Future Space Options, both long and short term	Commitment or not on the Grand Trunk Community Hub	Q2	Presented to City Council on March 25 to request to be considered as an anchor tenant in the Grand Trunk Renewal Project. The presentation was well received.  The Library was referred to the Grand Trunk Ad-Hoc Committee for consideration and a presentation occurred on April 15, again the presentation was well received. Communications ongoing.
	Investigate short term space solution	Q3	Two March Break programs were held at the Stratford Mall to accommodate anticipated attendance numbers.  Spring Story Walk and associated programming has been held at the Stratford Perth Museum in partnership with Rotary Stratford and the Museum. Programming will continue through 2024.  Off-site space was secured for popular regular programs (ie. Whale of a Tale) and new summer programs (Space Explorers) that historically have had or are expected to have increased attendance over the summer.
	Hire, onboard, and coach a fundraiser / advocacy specialist	Q4	

**STRATEGIC DIRECTION 2 REACH OUT AND BRING IN**

OBJECTIVE	ACTION ITEM	TIMELINE	STATUS
Raise Profile of SPL	Library Card Campaign to engage non-users	Q4	<p>Sent an eblast to 1,595 recently expired Cardholders on March 6. Message saw 917 unique opens and just over 20 card renewals.</p> <p>Summer Reading programming staff attended all elementary schools in Stratford to highlight the Summer Reading program and to come to library to get a library card.</p> <p>In May 2024, Perth South residents accounts had to be deactivated due to contract breakdowns with the Township of Perth South. Residents moved to Non-resident cards, for a fee, with limited access to resources on May 21. Advocacy work is being done to reactivate PS card holders.</p>
	Creation and implementation of a Marketing Plan	✓	Completed. The Marketing Plan has been approved and begun to be operationalized.
	Provide presentations to municipal council and other stakeholders	Q4	<p>Presentation to City Council on March 25 regarding Grand Trunk and distributed the 2023 Annual Report. During the presentation, 2023 numbers were highlighted. A press release regarding the Annual Report was distributed to the media.</p> <p>A presentation was made to the Grand Trunk Ad-hoc Committee on April 15 regarding a request to be considered at the Grand Trunk site.</p> <p>A presentation will be held on June 24 to City Council regarding the VOLT report.</p> <p>The Library Board and senior library staff participated in an advocacy workshop with Hardie &amp; Co. on Saturday May 25. Information received will be used to create a Communications Plan for the Library Board.</p>
	Determine economic impact of SPL with the Valuing of Ontario Libraries Toolkit	✓	The VOLT calculations were completed and presented to the Library Board at the May meeting. The report showed that for every municipal dollar invested in the library, there is a SROI of \$6.48, and a total economic impact of \$17,547,287. Per person, there is a \$508 benefit, and \$1,087 per household.
	Reevaluate goals of the PLOW Van outreach program	Q4	
Welcome Newcomers to the Community	Partner in the Welcome to Stratford initiative	Q2	Attendance at meetings are ongoing.
	Outreach and Investigate partnerships with area newcomer groups	Q4	

**STRATEGIC DIRECTION 3 LEAD GROUNDED PRACTICE**

OBJECTIVE	ACTION ITEM	TIMELINE	STATUS
Develop Diversity, Equity and Inclusion Strategies	Create a Diversity and Inclusion Policy	Q4	
	Provide staff training in diversity, equity and inclusion <ul style="list-style-type: none"> <li>Diversity &amp; Inclusion database</li> <li>Ryan Dowd</li> <li>Indigenous Canada</li> </ul>	Q4	Subscribed to the Canadian Centre for Diversity and Inclusion database for library staff. Begun monthly email blasts to staff including links to resources on a specific topic. ie March and Women’s History Month.  At the annual Staff Development Day, all staff watched Silent No More, a virtual tour of the Former Mohawk Institute Indian Residential School from the Woodland Cultural Centre.
	Update SPL’s Land Acknowledgement	✓	The Land Acknowledgement was updated at the May Library Board Meeting. Staff were orientated to the new acknowledgement at the Staff Development Day on June 10. Website content has been updated and expanded to highlight initiatives done to date by the library towards the TRC. <a href="https://splibrary.ca/about-us/truth-reconciliation-and-your-library">https://splibrary.ca/about-us/truth-reconciliation-and-your-library</a>
	Moccasin Identifier Installation	Q2	Delayed while the Moccasin Identifier project updates their installation guide and approval process. MI programming continues at area schools.
Ensure all in the community feel welcome in the Library	Assess library space to ensure it is welcoming and inclusive	Q4	Decorated the library for PRIDE month in June, and raised the PRIDE flag in front of the Library. Updated our <a href="#">PRIDE</a> and <a href="#">Indigenous Resources</a> web pages to highlight community and library resources available.
	Assess library space for accessibility	Q4	
	Conduct a Diversity Audit on the collection	Q4	
	Implement Cognitive Care Kits	Q3	
	Other	Q2	Staff attended the Cultural Diversity Night at AMDSB, providing information about our services and collections.  Offered a successful Drag Storytime to start off PRIDE month with almost 50 in attendance.
Support the Municipality	Support priorities in the Stratford Climate Action Plan <ul style="list-style-type: none"> <li>Create SPL focused Action Plan</li> </ul>	Q4	CEO has joined the working group for the Community Climate Action Plan being created by the municipality. Additional staff have joined the Climate Momentum community group.



			SPL received an acknowledgement through the Green Recognition Program in May for the work we do in relation to waste reduction and diversion.
	Support priorities in the Stratford Cultural Action Plan <ul style="list-style-type: none"> <li>• Community Art</li> <li>• Lights On participation</li> <li>• Grow Wonder Pass collection</li> </ul>	Q4	Two new sport themed Wonder Passes for 2024 including a pass to the Canadian Baseball Hall of Fame and a family pass for the Stratford Warriors Junior B 2024-2025 season.  Highlighted the art of community author and artist, James Colbeck in the Library's Community Art program.

STRATEGIC DIRECTION 4 BUILD SUSTAINABLE PARTNERSHIPS TO EXPAND CAPACTIY			
OBJECTIVE	ACTION ITEM	TIMELINE	STATUS
Leverage PCIN partnership for joint benefit of all partners	Investigate new ways to partner with PCIN partners to further our reach <ul style="list-style-type: none"> <li>• Perth County wide book club</li> <li>• Pilot database subscriptions with PCIN partners</li> </ul>	Q4	Stratford, Perth East and West Perth have collectively purchased cyber insurance. These three libraries share the majority of technological infrastructure for PCIN.  PCIN libraries have jointly subscribed to two databases for 2024, Pronunciator (language learning) and Press Reader (newspapers and magazines).  PCIN has subscribed to BiblioCloud Records, a tool which automates the integration of Overdrive titles into BiblioCommons, alleviating staff from the manual task of loading new and removing weeded titles.  Work has begun on Perth County Reads, a county wide book club planned for October 2024.
	Support the creation of the PCIN Strategic Plan	Q3	At the April 10 <sup>th</sup> PCIN Board meeting, the group approved its new Mission, Vision and Values. The new mission is "Connecting community collaboratively across the Perth County network of libraries by leveraging our strengths"
Inspire collaboration with the community	Build community connections to expand outreach, programming, and service opportunities <ul style="list-style-type: none"> <li>• Investigate opportunities for youth programing with SPCC</li> </ul>	Q4	SPL provided a Dungeons and Dragons with SPCC on March 5th, in support of their Generation Rainbow Collective Initiative.

			<p>SPL also offered a Drag Stoytime with SPCC on June 1st</p> <p>SPL continues to partner with the Stratford Perth Museum and Stratford Rotary Club to offer Story Walks and associated programming. The spring story was Tokyo Digs a Garden by local artist Jon-Erik Lappano.</p> <p>SPL is hosting a co-op student from the Stratford District Secondary School for an hour each week.</p> <p>Working with the BIA in the creation of a DEI Portal for community learnings.</p> <p>Engaged in a partnership with Partners in Employment to offer career counselling alongside Settlement Services to help newcomers and anyone else facing employment issues.</p> <p>Built / established / expanded many community connections though the Aging with Agility program. This program has additionally inspired increased collaboration with the community (i.e. SLAA) and the Community Services Department of the City of Stratford.</p>
Investigate sustainable funding	Seek sustainable funding sources for Snack Stop and Period Poverty initiatives	Q4	<p>First quarter donations totaling \$1,650 were received towards the snack stop.</p> <p>Second quarter donations totalling \$2,370 were received towards to the Snack Stop. The Stratford Kinsmen Club have committed to donating \$500 monthly for the next 12 months.</p> <p>A food drive was held at Zehrs on May 17, where staff collected food items to fill the PLOW van.</p> <p>A Period Poverty product drive was held in March. AMDSB donated to PCIN a flat of products.</p>
	Creation of Donation and Fundraising Policies	Q4	
	Marketing Strategy for Donations	Q4	

**STRATEGIC DIRECTION 5 INTENTIONALLY SUPPORT OUR TEAM**

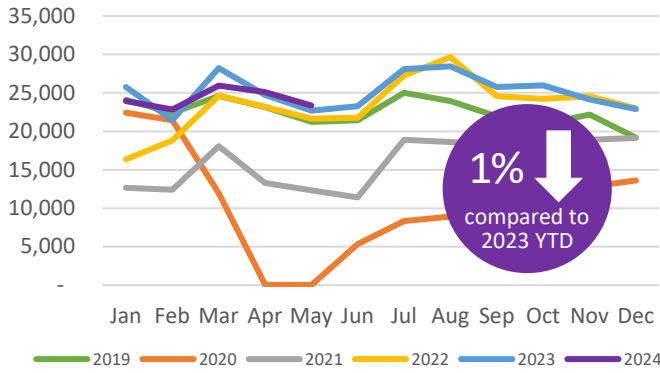
OBJECTIVE	ACTION ITEM	TIMELINE	STATUS
Ensure Health and Safety of Staff	Revise the Customer Code of Conduct	✓	Completed. Policy was updated and new procedures for upholding the policy were created. All staff are in the process of being trained on the new procedures.
	Provide staff training <ul style="list-style-type: none"> <li>Mental Health First Aid</li> </ul>	Q4	A member of the JH&S Committee has completed part 2 of their certification, making them fully certified.  Four staff members have updated their First Aid certification.
	Conduct a Safety Audit	Q3	
Support work and learning by providing staff with appropriate resources	Update staff workstations and network equipment	Q4	A roll out of new workstations has begun for library staff and service points. To date 3 new workstations have been installed, and 12 more have been ordered.
	Improve digital comfort levels among staff	Q4	A monthly Tech Help Time has been arranged for SPL staff. Staff have been polled for topics of interest and training is being rolled out as schedules allow.  On the Staff Development Day in June, a session on AI and Libraries was held with Avery Schwartz from TechCamp.
	Implement new services standards	Q4	Staff are finishing their orientation on a new Readers Advisory standard.
<b>OTHER</b>			
Q1: With legal support, updated the Employment Agreement for all new library staff as of April 2024.			

# SPL Report to the Board

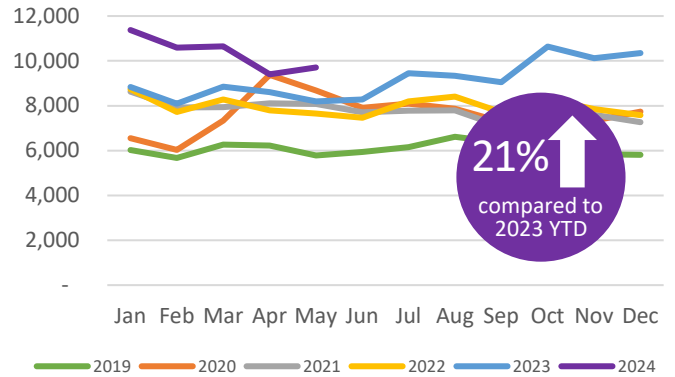
MEETING DATE: June 11, 2024  
 FROM: KRISTA ROBINSON, CEO | LIBRARY DIRECTOR  
 SUBJECT: Q2 STATISTICS AND PERFORMANCE INDICATORS



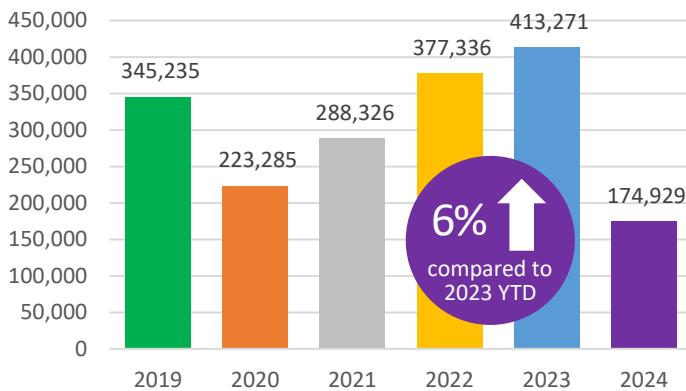
Year Over Year Monthly Physical Circulation



Year Over Year Monthly Digital Circulation



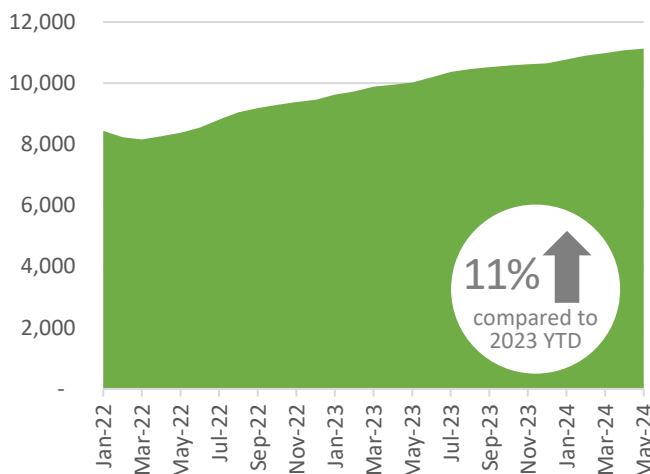
Total Annual Circulation



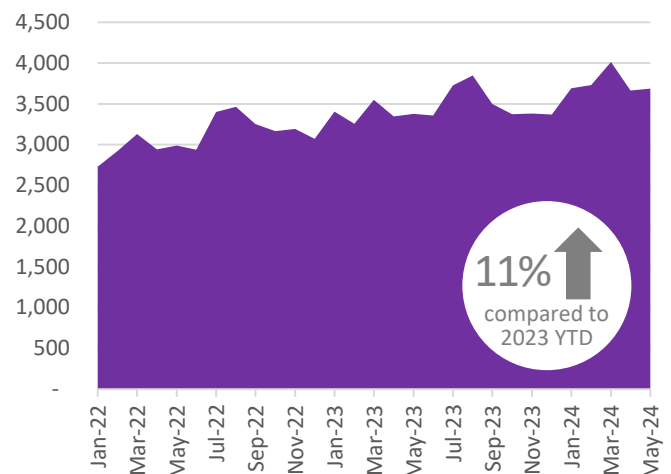
Circulation by Format

	YTD 2023	YTD 2024	% Change
<b>Books</b>	97,200	94,903	-2%
<b>DVDs</b>	19,369	18,367	-5%
<b>Music</b>	1,480	1,397	-6%
<b>Magazines</b>	2,814	2,872	2%
<b>Library of Things</b>	2,121	3,244	53%
<b>Digital</b>	42,571	54,146	27%
<b>Total</b>	<b>165,555</b>	<b>174,929</b>	<b>6%</b>

Total Active Memberships

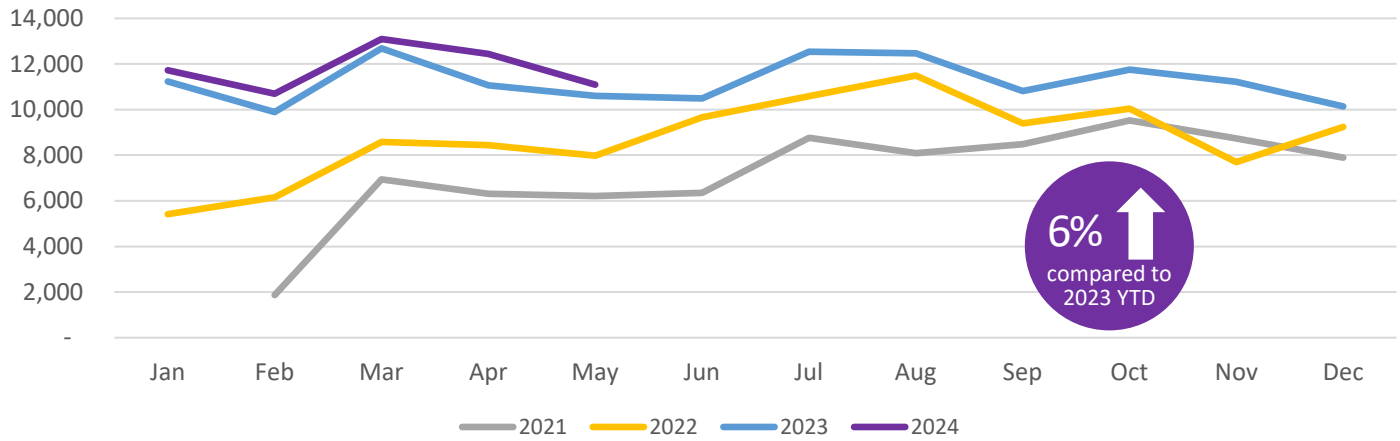


Monthly Card Usage

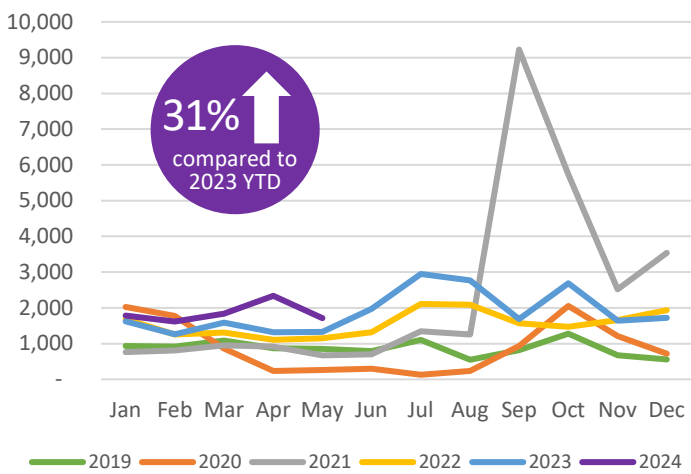




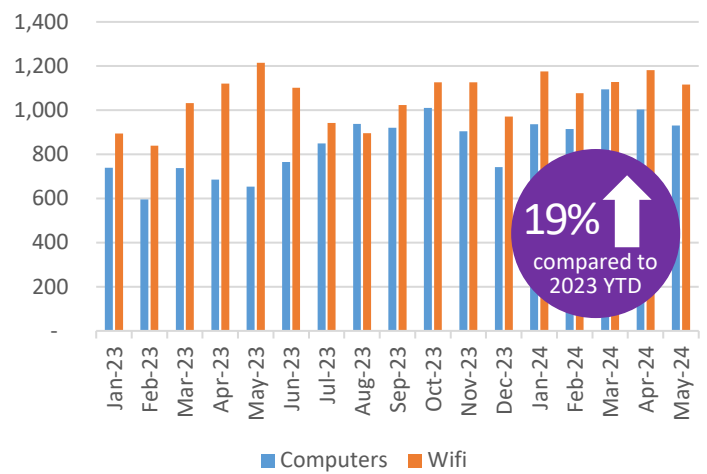
### In Person Visits



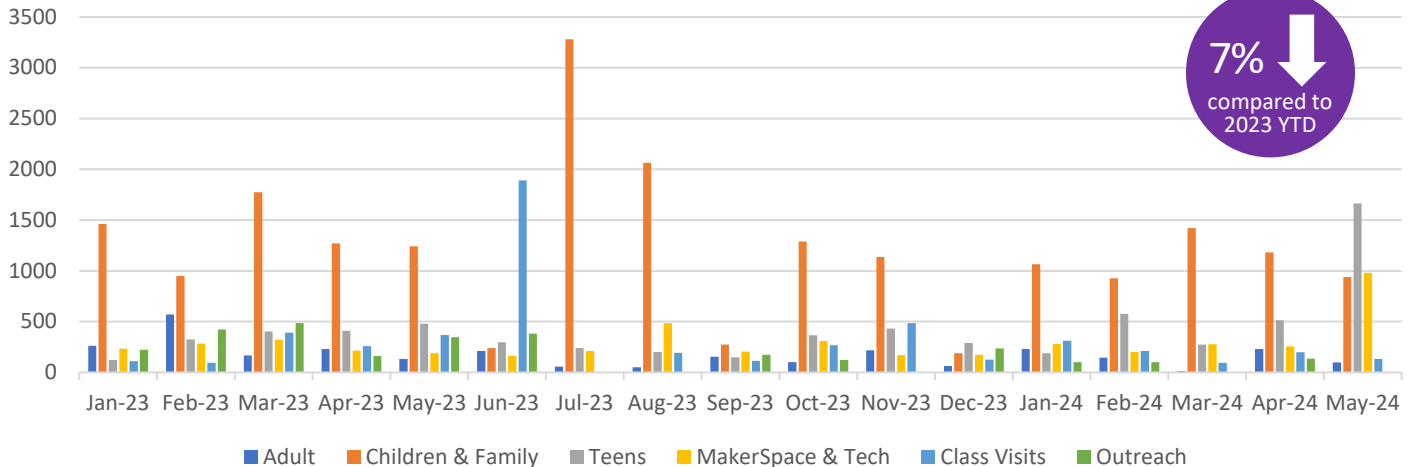
### Reference Questions Asked



### Public Internet and Wifi Usage



### Program Attendance



# SPL Report to the Board



MEETING DATE: June 11, 2024  
 FROM: KRISTA ROBINSON, CEO | LIBRARY DIRECTOR  
 SUBJECT: IMPACT OF PERTH SOUTH FUNDING CUT AND BUDGET IMPLICATIONS

## Recommendation

**THAT** the Library Board receive this report as information  
**AND THAT** the Library Board consider the budget changes as recommended by staff.

## Background

The 2024 Library operating budget was submitted in August 2023 and approved by Stratford City Council in February 2024. Included in the anticipated revenue line was \$45,480 for the Perth South library service agreement. At the time the SPL budget was approved, there was no indication that Perth South would not be proceeding with their long-standing annual service agreement.

On May 15, 2024, SPL invoiced Perth South for the first four months of service and payment was received on May 21. Since May 21, Perth South residents have access to SPL library resources at a rate of \$120 per resident. The card fee was initially paid by residents who were then reimbursed at the Township office. As of May 27, SPL has begun invoicing Perth South monthly for new registrations rather than accepting direct payment from individuals.

Without a service agreement, the Library anticipates it will see a decrease in budgeted revenue and will need to make plans to manage the deficit.

## Report

The library needs to investigate way to make up the budget shortfall for the 2024 year. As of May 31, that number is \$26,207.

### Perth South Revenue to Date

January – April Perth South Contract costs <i>Billed and received</i>	\$15,193
Non-resident card fees (34 cards as of May 31)	\$4.080
<b>Total</b>	<b>\$19,273</b>

### Shortfall Funding Sources

Non-resident Card Fees <i>Cannot guarantee these funds</i>	\$10,000
Budget Refinement <i>Cyber Insurance Actuals</i>	\$2,500
Room Rentals <i>Room rentals have resumed effective June 1st. Rentals had been suspended due to internal high usage.</i>	\$2,500
<b>Total</b>	<b>\$15,000</b>



### Other Funding Opportunities

In order to accommodate the remaining revenue deficit, management is recommending that the Library Board consider the following as potential sources:

<b>Delay Fundraising and Advocacy position to 2025</b> <i>Was to start posting in summer for a Fall start date</i>	\$23,000
<b>Close on Sundays in July and August for 2024</b> <i>Sundays, while very busy through September to June, have seen lower usage over the past few years. Many libraries do close on Sundays in the summer months. Savings would come from part time and casual staffing hours and general operational costs of cooling, water, and hydro over the course of seven Sundays.</i>	\$4,000
<b>Fund from Reserves</b> <i>Any budget shortfall will come from the library reserve as per the Library MOU</i>	up to \$45,480