

# AGENDA

Tuesday June 10, 2025 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 13, 2025
7. Business arising from the minutes
  - 7.1. OP 06 Remote Work Policy
8. Board Education
  - 8.1. Diversity Audit, Taziah Fioze-Booker
9. Business of the Board
  - 9.1. Updated 2025 Annual Agenda / Workplan
  - 9.2. Report from PCIN – E. Perin, M. Corbett
  - 9.3. Report from OLS – D. Mackey
  - 9.4. Report from City Council – J. Burbach
  - 9.5. Report from Library Space Committee
    - 9.5.1. Joani Gerber, Invest Stratford and Grand Trunk Ad Hoc Committee  
Sharing results of the Svec Group consulting report
  - 9.6. Strategic Plan discussion
10. CEO Reports
  - 10.1. Monitoring Report and Financial Report
  - 10.2. Q2 Statistics
  - 10.3. CEO Mid Year Workplan Review
  - 10.4. Policy: Staff Manual
11. Correspondence
12. Other Business
13. Confirmation of date and time of next meeting:
  - 13.1. Budget Overview Meeting - June 24, 2025 at 6:45pm
  - 13.2. Board Meeting – September 9, 2025 at 6:45
14. Adjournment

# MINUTES



Tuesday, May 13, 2025 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, Arnab Quadry, Chris Zonneville

## MEMBERS OF STAFF PRESENT

Krista Robinson, CEO; Cathy Perreault, Recording Secretary; Brandi Gillett, Community Engagement Supervisor  
Shauna Costache, Public Service 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 Michael Corbett at 6:45pm.

### 2. Chairperson's Remarks

### 3. Declarations of Pecuniary Interest and the General Nature Thereof

None

### 4. Approval of the Agenda

2025-25 Moved by E. Perin, seconded by C. Zonneville to approve the agenda.

CARRIED

### 5. Delegations

None

### 6. Approval of the minutes

2025-26 Moved by K. Kochany, seconded by P. Lewis that the minutes of the meeting of April 8, 2025 be approved.

CARRIED

### 7. Approval of the closed minutes

2025-27 Moved by **P. Lewis**, seconded by **C. Zonneville** that the closed minutes of the meeting of April 8, 2025 be approved.

CARRIED

### 8. Business arising from the minutes

#### 8.1. Draft Board Evaluation Process:



2025-28 Moved by L. Brown, seconded by J. Burbach to adopt the draft Board Performance and Self-Evaluation policy and that the Library Board adopt using the Governing Good Board Self-Evaluation Questionnaire as the Board evaluation tool.

CARRIED

9. Board Education

Article: Can 'Strong Mayor' Strengthen Libraries? By Kate Graham:

The Board discussed the new Strong Mayor power and agreed to continue to try to educate themselves on how this may impact libraries.

10. Business of the Board

10.1. Report from PCIN: Next meeting will be on May 15th.

10.2. Report from OLS: Discussions at meetings involve Strong Mayor Powers, AI policies and use of libraries as safe drug consumption sites.

10.3. Report from City Council: The City of Stratford Asset Management Plan has been completed and adopted by council on May 12, 2025. This will help with long term planning.

10.4. Library Space Ad Hoc Committee: K. Robinson reviewed the minutes of the last meeting. Council members have been invited for library tours. K. Robinson has increased her speaking engagements including church groups and service clubs.

11. CEO Reports

11.1. Monitoring Reports and Financials

2025-29 Moved by M. Kipfer, seconded by D. Mackey to accept the CEO Monitoring Reports.

CARRIED

11.2. Policy: OP6 Working From Home:

2025-30 Moved by E. Perin, seconded by P. Connolly that the CEO make suggested amendments to the policy and bring back to board as an information item.

CARRIED

11.3. Pay Equity and Compensation Review Update:

2025-31 Moved by K. Kochany, seconded by D. Mackey to accept the report and information.

CARRIED

12. Correspondence: None

13. Other Business: M. Corbett asked that everyone review the current strategic plan and be ready to discuss at June meeting.

14. Confirmation of date and time of next meeting: June 10, 2025 at 6:45pm.

15. Adjournment

2025-32 Moved J. Burbach, seconded by L. Brown that the meeting adjourn at 8:15pm.

CARRIED



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Krista Robinson, CEO

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Michael Corbett, Chair

POLICY: <b>Remote Work</b>		POLICY NO: <b>OP 06</b>
POLICY LEVEL: <b>Operational</b>	LAST REVIEW / REVISION DATE: May 13, 2025	SCHEDULED REVIEW DATE: May 2028

## Working Remotely

The Stratford Public Library supports and encourages flexible work arrangements where it is possible and practical to do so without compromising the efficiency and effectiveness of the Library. This Policy outlines how the Library will administer remote work and provides guidance for management of eligible employees approved to work remotely on a regular, infrequent, or emergency basis.

### Eligibility

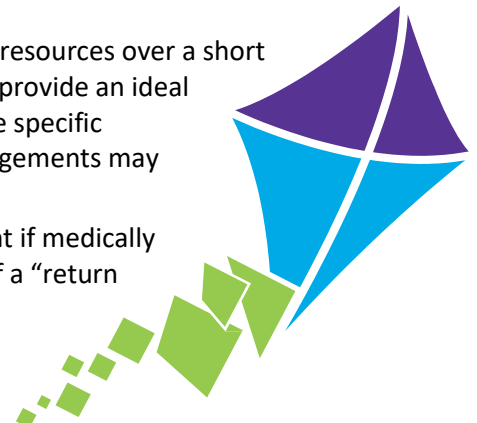
1. Remote work is an employee privilege and is not a guarantee or entitlement. Due to service delivery needs or the nature of the work, remote work cannot be implemented for all positions.
2. All remote work arrangements must be reviewed and approved by the CEO or designate. The conditions of the remote work arrangement are subject to review and revision by the CEO or designate.
3. Characteristics of jobs that can be performed successfully remotely include:
  - Administrative, research and project-based work
  - Individual projects that do not require direct interaction with the public, such as program planning, social media/marketing, and collection development
  - Work that can be taken to and from the employee's remote workplace with ease
  - Face-to-face contact with managers, clients, members of the public, other employees, etc. can be scheduled as necessary at the workplace
  - Confidentiality requirements of the job can be met from a remote location.
4. Not all jobs are appropriate for flexible work arrangements, and not all requests for the ability to work remotely may be approved. There are several instances that may restrict flexibility such as operating hours, peak or critical periods when staff are required, jobs that require face-to-face interactions or tasks that require access to equipment only available on site.
5. Once a remote work arrangement has been approved, the employee must review and sign a Remote Work Agreement.

### Types of Remote Work Arrangements

**Infrequent:** Approved on a case-by-case basis. This type of remote work arrangement is mutually beneficial for the employee and the Library to have work completed in a timely manner. It may also be appropriate where work needs to be completed with minimum distraction or interruption in order to meet reporting deadlines.

**Project Work:** Project-based work may require an employee to devote all resources over a short period of time to a specific project or assignment. Working remotely may provide an ideal work environment to meet such a requirement. All proposals must include specific strategies for maintaining two-way communication with the library. Arrangements may need to be revoked based on changing needs or circumstances.

**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.

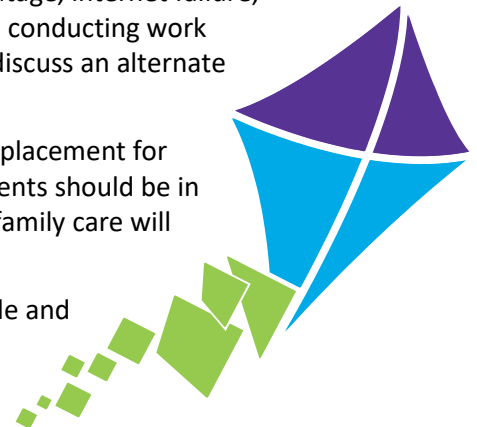


**Emergency:** This situation arises when emergency situations limit the ability for employees to work from their normal work location. This type of remote work arrangement would generally involve employees who cannot come into the Library because of an emergency impacting the entire population, such as a pandemic where employees are practicing physical distancing, or a localized emergency impacting the library, such as a tornado destroying the Library facility. This would only occur on an as-needed basis when the CEO or designate determines it necessary. In the circumstances of a declared emergency, advance completion of the Remote Work Agreement is not required.

## Terms and Conditions

Employees who participate in a remote work arrangement are responsible for respecting and complying with the terms and conditions of their employment, legislations, and all Library policies. Additional terms specific to remote work include:

1. **Hours of Works:** Unless otherwise approved, during remote work days, employees are required to work a full working day and be available for business related communications throughout normally scheduled working hours.
2. **Business Needs:** Despite any pre-arranged schedule, employees may be required to attend the Library as directed with short notice to ensure that operational needs are met. Any expenses incurred to attend the Library are not eligible for reimbursement.
3. **Office Setup/Security:** The employee must have a workspace free of distractions and a private internet connection. Confidentiality and records management requirements must be maintained in accordance with the Staff Manual.
4. **Associated Costs:** All costs associated with preparing and maintaining the remote work space are the responsibility of the employee and will not be covered by the Library. The Library will supply the employee with appropriate office supplies (pens, paper, etc.) for successful completion of job responsibilities.
5. **Equipment:** On a case by case basis, the Library may issue equipment appropriate for the remote work arrangement. This will be determined between the manager and IT. Equipment supplied by the Library will be maintained by the Library. Stratford Public Library accepts no responsibility for damage or repairs to employee-owned equipment. Equipment supplied by the Library is to be used for Library business purposes only. IT will keep a record of all electronic equipment issued to employees. Upon initiated leaves of over 4 weeks or upon termination of employment, all Library property will be returned to the Stratford Public Library. If personal equipment is being used, any Library related information and documents must be saved in the Library's cloud storage service. Any Library related information stored on the personal device will be subject to public disclosure requirements.
6. **Remote Work Location Connectivity Issues:** In the event of a power outage, internet failure, technical issue, or other circumstances preventing the employee from conducting work remotely, the employee will be required to contact their manager to discuss an alternate work location.
7. **Dependent Care:** Remote work arrangements may not be used as a replacement for child, elder, or other dependent care. Alternative child care arrangements should be in place during remote work hours. Modification to hours to assist with family care will require approval by the CEO or designate.
8. **Health and Safety:** The employee will be required to take all reasonable and



necessary precautions to ensure a healthy and safe remote workspace. Employees must review the Health and Safety checklist and take appropriate measures to align with safety measures. Employees must follow normal procedures for reporting illness or injury.

9. Daily Check-In: An employee working on a remote work arrangement will be required to check-in at the start of their day and/or as directed by their manager.
10. Injury or Illness: Employees need to feel well to be productive and efficient. If an employee is sick, the same rules apply in the workplace and at the remote workplace. Employees are not expected to work remotely and should utilize personal days to promote wellbeing. Remote work arrangements will end if an employee initiates medical leave. Upon return, the manager and the CEO will determine appropriate measures for remote work reinstatement.
11. Performance: Performance must remain satisfactory during a remote work arrangement. Performance that does not meet an acceptable standard, as determined by the CEO or designate, will result in cancellation of the remote work privileges.

## Program Review

Working remotely is not a term and condition of employment and is considered a privilege. Subject to any human rights accommodation requirements and pandemic restrictions, the Library reserves the right at any time to require employees to work primarily or exclusively from the Library. Stratford Public Library can modify or eliminate the arrangement to work remotely and direct the employees work from the Library with no notice, however the Library will endeavor to provide reasonable notice whenever possible.

Employees are required to comply with this policy and all associated procedures, and it may be amended from time to time as deemed appropriate.

## References:

- Ontario Employment Standards Act, S.O. 2000
- Ontario Human Rights Code, R.S.O. 1990
- Occupational Health and Safety Act, R.S.O. 1990
- Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990
- LG 07 Right to Disconnect
- HR 02 Electronic Monitoring
- HR 03 Staff Manual

ORIGINAL DATE ADOPTED	April 15, 2022	Review Cycle	3 years
REVIEW/APPROVAL HISTORY			



# STRATFORD PUBLIC LIBRARY BOARD

## 2025 Annual Agenda / Workplan



Month	Governance / Strategic Issues (activities in order to fulfill accountability obligations   policy development, review and revision, financial oversight, connections with council and community, monitoring and evaluation, committee work e.g. CEO appraisal, facility planning, recruitment)	Information Needed (reports and monitoring documents and additional information required to support discussion of and action on strategic issues)	Board Actions (proposed actions as a result of governance and / or strategic issue and discussion)
January	<ul style="list-style-type: none"> <li>✓ Library Board Chair Election</li> <li>✓ Library Board Vice Chair Election</li> <li>✓ Review of 2024 Strategic Actions Completed</li> <li>✓ Review of 2024 Q4 and Annual Statistics</li> </ul>	<ul style="list-style-type: none"> <li>✓ 2024 Strategic Actions Completed Report</li> <li>✓ 2024 Year End Statistics Report</li> </ul>	<ul style="list-style-type: none"> <li>✓ OLA Super Conference / OLBA Boot Camp attendance</li> </ul>
February	<ul style="list-style-type: none"> <li>✓ Review of Room Rental policy</li> <li>✓ CEO Performance Review Committee</li> <li>✓ Budget Ad Hoc Committee Selected</li> </ul>	<ul style="list-style-type: none"> <li>✓ Drafted Policies</li> <li>✓ Budget Ad Hoc Committee Terms of Reference</li> </ul>	<ul style="list-style-type: none"> <li>✓ Sharing OLA Takeaways</li> <li>✓ Selection of Budget AHC members</li> <li>✓ Performance Review Committee provides feedback to Chair / Vice Chair</li> </ul>
March	No regular meeting scheduled		<ul style="list-style-type: none"> <li>✓ CEO Performance Review by Chair and Vice Chair</li> </ul>
April	<ul style="list-style-type: none"> <li>✓ Review of 2024 Annual Report</li> <li>✓ Socio-Economic Impact of SPL (VOLT)</li> <li>✓ Review of Q1 Statistics</li> <li>✓ CEO Performance Review and Approval</li> <li>✓ Review of Meeting Room Rental Policy</li> </ul>	<ul style="list-style-type: none"> <li>✓ Drafted Annual Report</li> <li>✓ Drafted Socio-Economic Impact</li> <li>✓ Q1 Statistics Report</li> <li>✓ CEO Performance Review</li> <li>✓ Drafted Policies</li> </ul>	
May	<ul style="list-style-type: none"> <li>✓ Review Working from Home policy</li> <li>✓ Review NEW Library Investment policy</li> <li>• Library Board Self Evaluation (postponed)</li> </ul>	<ul style="list-style-type: none"> <li>✓ Drafted Policies</li> </ul>	<ul style="list-style-type: none"> <li>• <del>Presentation of the 2024 Annual Report to Council</del></li> <li>✓ Annual Report &amp; Volt package provided to Council</li> <li>• Completion of Assessment Questionnaire (postponed)</li> </ul>



<b>June</b>	<ul style="list-style-type: none"> <li>• Review Staff Manual</li> <li>• Q2 Statistics &amp; CEO Mid-year Workplan Review</li> <li>• Strategic Plan Discussion</li> </ul>	<ul style="list-style-type: none"> <li>• Drafted Polices</li> <li>• Q2 Statistics &amp; Mid-year review update</li> <li>• Board Assessment Results</li> </ul>	<ul style="list-style-type: none"> <li>• CEO Performance Review Committee attends Agenda preparation meeting with CEO and Chair / Vice Chair (postponed)</li> </ul>
<b>June Budget Meeting</b>	<ul style="list-style-type: none"> <li>• Detailed Budget Overview</li> </ul>		
<b>July</b>	<ul style="list-style-type: none"> <li>• No regular meeting scheduled</li> </ul>		
<b>August</b>	<ul style="list-style-type: none"> <li>• No regular meeting scheduled</li> </ul>		
<b>September</b>	<ul style="list-style-type: none"> <li>• 2025 Budget Review</li> <li>• Review Partnership Framework policy</li> </ul>	<ul style="list-style-type: none"> <li>• Draft 2025 Budget</li> <li>• Drafted Policies</li> </ul>	<ul style="list-style-type: none"> <li>• Approve 2025 Budget</li> </ul>
<b>October</b>	<ul style="list-style-type: none"> <li>• New Donation Policy</li> <li>• New Fundraising and Gift Acceptance Policy</li> <li>• Q3 Statistics and CEO Workplan Review</li> <li>• Library Board Self Evaluation</li> </ul>	<ul style="list-style-type: none"> <li>• Drafted Policies</li> <li>• Q3 CEO Workplan and Statistics</li> </ul>	<ul style="list-style-type: none"> <li>• Ontario Public Library Week</li> <li>• Decide on Board holiday celebration</li> </ul>
<b>November</b>	<ul style="list-style-type: none"> <li>• 2026 Schedule of Board Meetings</li> <li>• 2026 Schedule of Library Closures</li> <li>• CEO Workplan for 2026</li> <li>• Strategic Planning Discussion</li> </ul>	<ul style="list-style-type: none"> <li>• Drafted Policies</li> <li>• 2026 Draft CEO Workplan</li> </ul>	<ul style="list-style-type: none"> <li>• Presentation of Budget to Council</li> <li>• Completion of Board Self Evaluation Questionnaire</li> </ul>
<b>December</b>	<ul style="list-style-type: none"> <li>• Review Health and Safety Policy</li> <li>• Review Respect in the Workplace Policy</li> <li>• OLA Conference Attendance Confirmation</li> <li>• CEO Workplan Approved for 2026</li> <li>• Library Board Workplan Review</li> <li>• Library Board Evaluation Review</li> <li>• Canada Helps Donation Transfer</li> </ul>	<ul style="list-style-type: none"> <li>• Drafted Policies</li> <li>• 2026 Library Board Workplan</li> <li>• Donation Report</li> </ul>	

# SPL Report to the Board

MEETING DATE: June 10, 2025  
FROM: KRISTA ROBINSON, CEO | LIBRARY DIRECTOR  
SUBJECT: CEO MONITORING REPORT

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## Financial Condition

- As of June 9, all 2025 expense are tracking per estimates.
- The Library Board received a donation of \$755 from the proceeds of the Rotaract Club's Trivia Night on May 15.
- The Library received a grant of \$500 from Destination Stratford's Music Pop-up program. The funds will help pay for a musician who will perform at an upcoming Library Happy Hour event.

## Staffing Updates

- OLA is offering Super Conference Callbacks for some popular presentations offered at OLASC this summer. Trish MacGregor's "Outreach Programming: The Bridge to Everywhere" program has been selected a part of this offering and she will be presenting it once again on June 17.
- Two Summer Program Coordinators have started their time at SPL and are planning a summer of fun for the youth in our community.
- The Special Projects Coordinator: Fundraising & Advocacy position has been posted and closes on July 21, 2025.

## General News

- Cracks on the back-emergency ramp have been repaired. This work was completed in coordination with the Community Services department.
- A new lockable gate has been added to the recycling area under the emergency ramp. This work was completed in coordination with the Community Services department in response to the storage area being used for purposes other than intended.
- SPL hosted a number of retired librarians from across the province on May 15, providing them with a tour of the library and an overview of its history.
- PCIN has subscribed to a new book club kit management service called Mugo Library. Mugo Library allows for patrons to reserve individual book club kits for specific timeframes. This tool replaces KitKeeper which discontinued service in December 2024. Mugo Library has been configured for PCIN use and will be officially launching the week of June 9.

## Programming News

- The library is participating in the [Stratford Poppy Project](#) in a variety of ways. We have offered a session on how to teach others to make poppies, and in June, there will be 3 additionally sessions to teach people how to make poppies. Poppies made will be showcased in the installation on William Hutt Bridge in early November.
- The [2025 Perth County Reads](#) title has been announced and it is: Finding Larkspur by Dan Needles. SPL will be hosting a title launch event with Dan Needles on June 21 from 2-3pm in the Library auditorium. Other PCIN libraries will be coordinating author events in October.
- On May 24, the Teen Maker Marketplace program wrapped up with a vendor show at the Stratford Mall. The handmade items the teens made were available for sale, from artwork to bookmarks to jewelry. In total, 6 youth participated in the program.



## Select CEO Activities

### Meetings

- May 20: Grand Trunk Renewal AdHoc meeting
- May 23: Grand Trunk Renewal staff meeting
- May 26: Perth Community Futures Development Corporation
- May 28: PCIN Management meeting

### Professional Development

- May 15: Craft Your Ask with FOPL

### Advocacy

- May 29: BIA Coffee Club at Orr Insurance

## News and Coming Events

### SPL in the News

- [Stratford expands Music Pop-Up program into summer and fall](#) May 24, Stratford Today
- [Grand Trunk community hub could cost between \\$43M and \\$126M](#) May 29, Stratford Times
- [Stratford Library becomes safe space for anti-discrimination support](#) May 31, Stratford Today

### Upcoming Events

- Staff Development Day – Closed June 9
- Library Happy Hour: [Poetry After Hours](#) – June 13, 7-9pm
- Canada Day – Closed July 1
- Civic Holiday – Closed August 3-4
- Labour Day – Closed August 31-September 1

## Patron Feedback

This past month a patron visited needing help designing and printing a poster for their workplace and was directed to the MakerSpace. They had the pleasure of working with Brigitte, Eric, and one of our MakerSpace volunteers Beth and had nothing but glowing things to say about the support and service they received.

In their own words:

*"Brigitte presented the help in elegant attitude with high level of professionalism."*

*"She introduced to me the privilege of resources we have at Stratford Public Library."*

*"She handed to me the best poster we have at our workplace for long time with a blend of graphic, picture, and smart eye-catching wording message."*

They also shared kind words about our volunteer Beth, who was *"humble and talented"* and shared her artistic advice and support on the design.

The patron ended by saying:

*"Your team are presenting first class service, and I want to express my gratitude and appreciation for them."*

STRATFORD PUBLIC LIBRARY MONTHLY STATEMENT

For period ending

	December 31, 2024 - NOT FINAL			May 31, 2025					
	2024 BUDGET	2024 ACTUAL	VARIANCE (\$)	2025 BUDGET	2025 YTD BUDGET (straight line)	2025 YTD ACTUAL	VARIANCE (\$)	VARIANCE (%)	
MUNICIPAL FUNDING	2,913,558	2,913,558	-	3,093,129	1,288,804	1,288,804	-	-58%	
REVENUE									
CANADA GRANTS	8,180	8,872	692	8,800	3,667	-	-	8,800	-100%
ANNUAL PROVINCIAL FUNDING	57,202	57,632	430	57,400	23,917	-	-	57,400	-100%
OTHER MUNICIPALITIES	45,480	26,713	- 18,767	35,000	14,583.33	25,000	-	10,000	-29%
FINES & FEES	8,500	12,959	4,459	10,000	4,167	5,631	-	4,369	-44%
DONATIONS	5,000	12,453	7,453	6,000	2,500	3,303	-	2,697	-45%
TRANSFER FROM RESERVE				20,000	8,333		-	20,000	-100%
RECOVERABLES	9,348	26,781	17,433	11,011	4,588	36,028		25,017	227%
RECOVERABLE - PCIN to SPL	96,631	96,631	-	96,169	40,070	-	-	96,169	-100%
Total REVENUE	\$ 3,143,899	\$ 3,155,599	11,700	\$ 3,337,509	1,390,629	\$ 1,358,766	-\$ 1,978,743		-59%
EXPENSES									
WAGES & BENEFITS	2,411,970	2,297,037	- 114,934	2,428,670	1,011,946	939,165	-	1,489,505	-61%
BUILDING EXPENSES	95,163	79,853	- 15,310	94,529	39,387	36,588	-	57,941	-61%
INTERFUNCTIONAL MAINTENANCE				68,310	28,463		-	68,310	-100%
COMMUNICATIONS & INTERNET	20,000	15,903	- 4,097	20,000	8,333	5,516	-	14,484	-72%
VEHICLES	2,750	651	- 2,099	2,750	1,146	-	-	2,750	-100%
MEMBERSHIPS	2,750	2,839	89	2,750	1,146	2,200	-	550	-20%
TRAINING	22,000	17,553	- 4,447	22,000	9,167	12,487	-	9,513	-43%
COLLECTIONS	2,500	3,860	1,360	90,000	37,500	101,024		11,024	12%
OFFICE SUPPLIES	25,840	24,654	- 1,186	25,900	10,792	6,960	-	18,940	-73%
ADVERTISING & PRINTING	16,000	19,332	3,332	17,330	7,221	9,687	-	7,643	-44%
MAINTENANCE CONTRACTS	380	420	40	938	391	420	-	518	-55%
MAINTENANCE CONTRACTS - SPL to PCIN	75,926	75,926	-	80,502	33,543	-	-	80,502	-100%
SUPPLIES & EQUIPMENT	18,450	9,179	- 9,271	19,000	7,917	984	-	18,016	-95%
MILEAGE	3,080	1,474	- 1,606	2,000	833	-	-	2,000	-100%
LEGAL FEES	5,000	12,230	7,230	5,000	2,083	5,222		222	4%
PROGRAMMING & MAKERSPACE	13,845	33,090	19,245	14,370	5,988	7,696	-	6,674	-46%
CONTRACTORS	15,500	38,336	22,836	52,000	21,667	12,060	-	39,940	-77%
BOARD EXPENSES	6,530	8,028	1,498	6,570	2,738	2,105	-	4,465	-68%
RESERVES	406,210	406,210	-	384,890	160,371	-	-	384,890	-100%
Total EXPENSES	\$ 3,143,894	\$ 3,046,574	- 97,320	\$ 3,337,509	\$ 1,390,629	\$ 1,142,113	-\$ 2,195,396		-66%
SURPLUS/(DEFICIT)		\$ 109,025	109,020			\$ 216,653	\$ 216,653		
CAPITAL - subset of Reserves									
COLLECTIONS	\$ 227,170	\$ 216,235		\$ 169,744		\$ 50,493			
TECHNOLOGY	\$ 49,200	\$ 42,222		\$ 31,000		\$ 17,454			
FORECAST PROJECTS				\$ 174,256					
Total CAPITAL EXPENSES	\$ 276,370	\$ 258,457		\$ 375,000		\$ 67,948			

BALANCE SHEET	
LIBRO ACCOUNT (March 31, 2025)	\$ 50,574
LIBRO INVESTMENT	\$ 50,000
STRATFORD PERTH COMMUNITY FOUNDATION	\$ 254,366
	<b>\$ 354,940</b>
FUNDS	
UNAUDITED LIBRARY RESERVE	\$ 342,840
PCIN CAPITAL RESERVE (SPL CONTRIBUTION)	\$ 36,467
UNAUDITED DEVELOPMENT CHARGE LIBRARY	\$ 1,241,404
PCIN OPERATIONAL RESERVE (PCIN PROJECTS)	\$ 16,584
	<b>\$ 1,637,295</b>

# SPL Report to the Board

MEETING DATE: JUNE 10, 2025

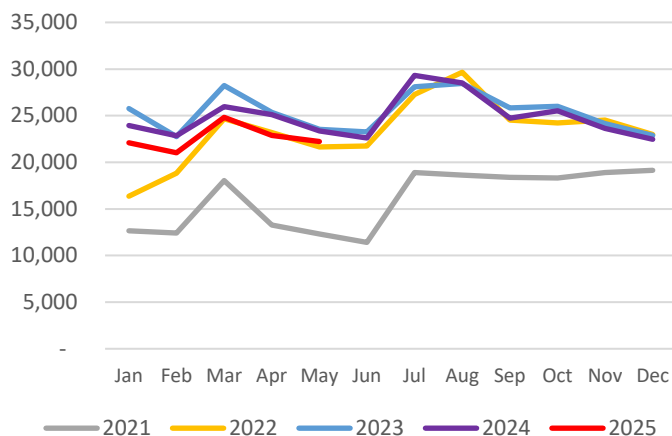
FROM: KRISTA ROBINSON, CEO | LIBRARY DIRECTOR

SUBJECT: 2025 Q2 STATISTICS AND PERFORMANCE INDICATORS

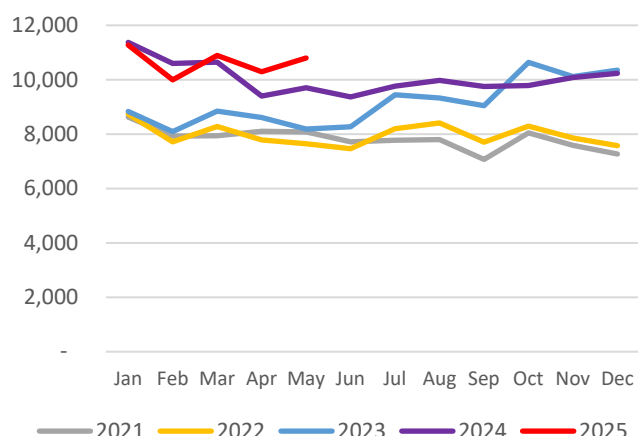


Please note: For the purposes of this report, Q2 represents the months of April and May. June is not included.

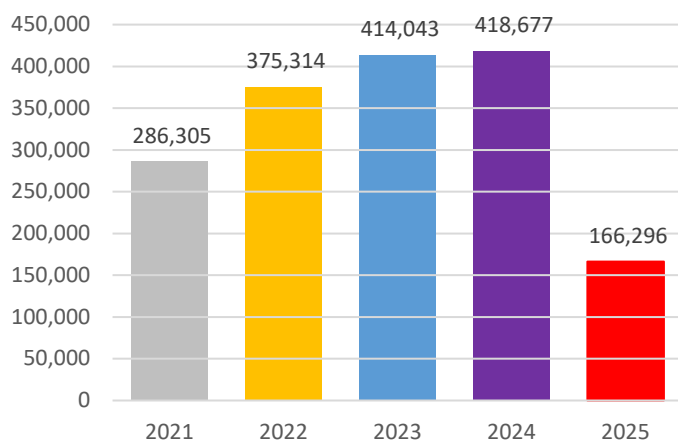
## Year Over Year Physical Circulation



## Year Over Year Digital Circulation



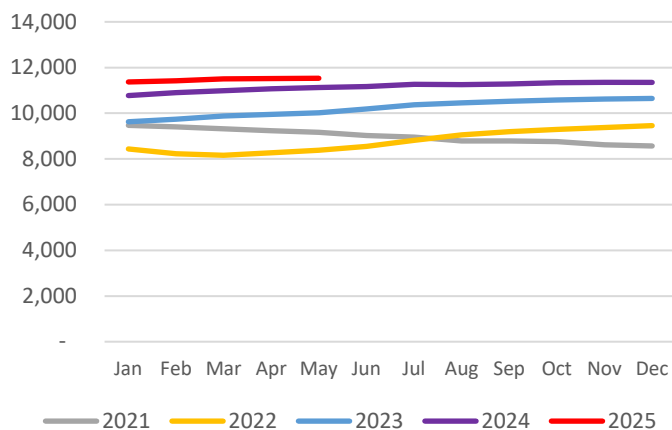
## Total Annual Circulation



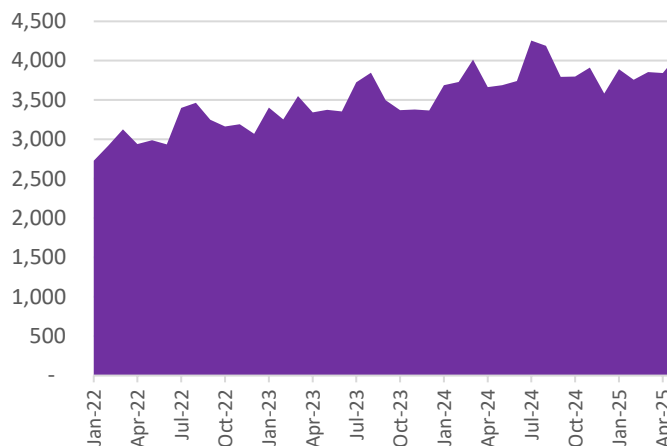
## Circulation by Format

	Q2 2024	Q2 2025	% Change
<b>Books</b>	38,200	36,913	-3%
<b>Movies</b>	7,740	6,942	-10%
<b>Music</b>	619	406	-34%
<b>Magazines</b>	4,655	6,158	32%
<b>Library of Things</b>	1,267	1,409	11%
<b>eTitles</b>	14,565	14,570	0%
<b>Total</b>	<b>105,457</b>	<b>100,770</b>	<b>-1%</b>

## Active Cards

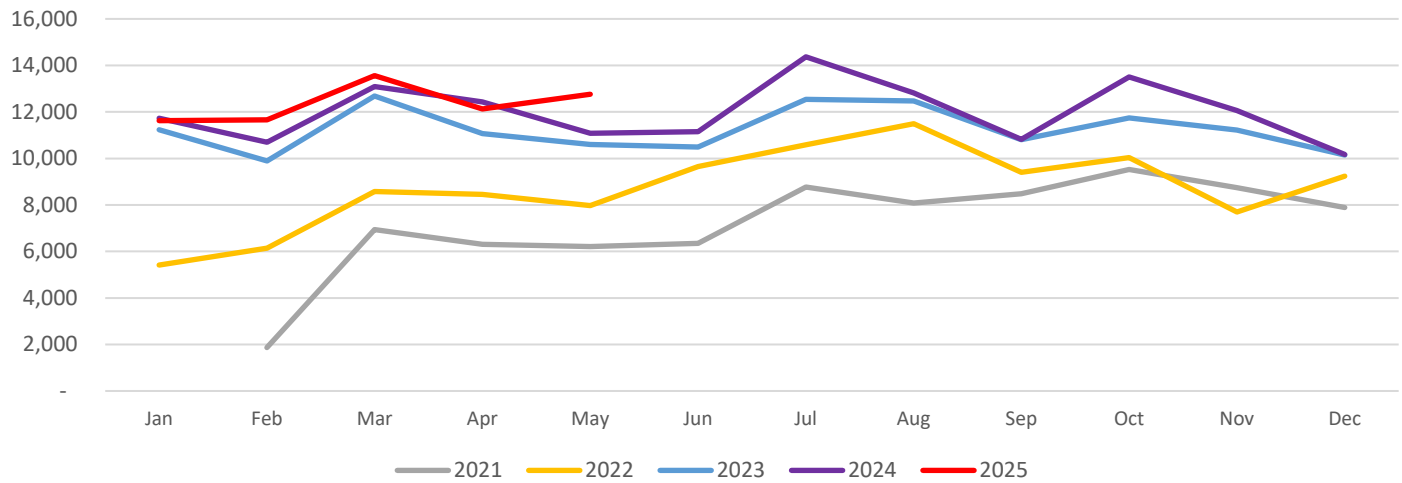


## Monthly Card Usage

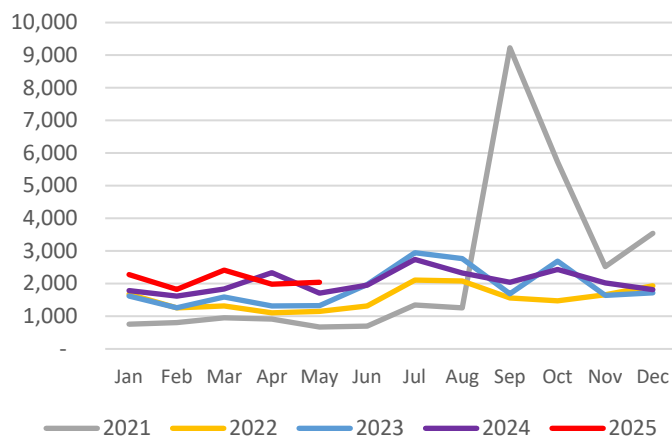




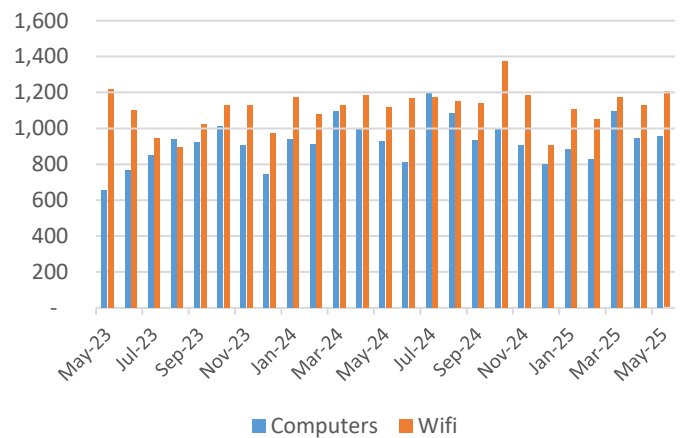
### In Person Visits



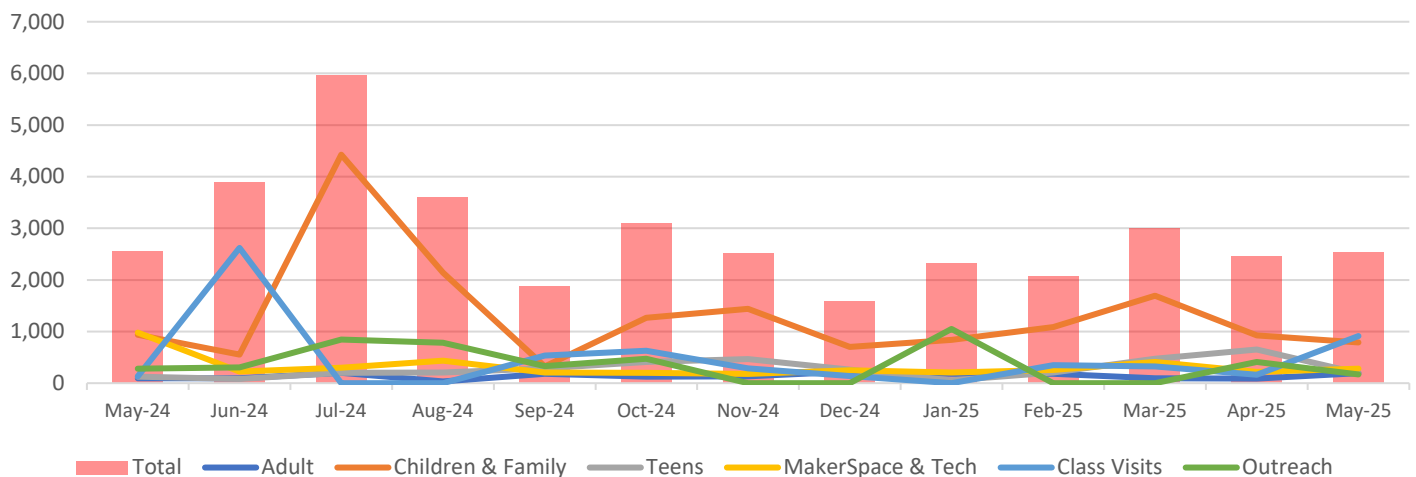
### Reference Questions Asked



### Public Internet and Wifi Usage



### Program Attendance



# CEO Workplan for 2025 – Q2\* Update



The following objectives and actions are scheduled to be undertaken by the CEO and the senior management team in 2025.

\* For the purposes of this report, Q2 represents April and May. June data will be added in the Q3 update.

STRATEGIC DIRECTION 1   ALIGN SPACE WITH DEMAND			
OBJECTIVE	ACTION ITEM	TIMELINE	STATUS
Develop Short Term Solutions to Address Current Space Concerns	Investigate the opportunity to pilot a mobile library solution	Q3	
	Use library space in new and creative ways	Q4	The Library will be hosting 3 after hours events for adults called. Library Happy Hour. The public is invited to come enjoy a local artist (poetry or music) and socialize in the stacks. (Q2)
	Library reorganization and clean up	Q4	The MakerSpace Coordinator has moved to the former Network Technician office downstairs, freeing up space in the MakerSpace for patron use. (Q1)
Investigate future space options for the long term	Obtain commitment or not on the Grand Trunk Community Hub	Q4	In February the library provided a delegation to City Council in support of the Management Report being discussed that evening regarding Grand Trunk Renewal Project Key Recommendations, specifically Key Action #2, Determine the Scope, Funding, and Design for a new Community Facility. That evening Council voted to formally investigate a Community Facility at the GTR. Discussions have begun with the municipality and the YMCA towards next steps. (Q1)  Discussions are ongoing. (Q2)
	Hire, onboard, and coach a fundraiser / advocacy specialist	Q2	Job description is being refined and graded against pay equity tool. (Q1) The job listing has been posted with an anticipated start in July. (Q2)

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	
	Expand promotion and profile of core library services in new creative ways	Q4	The new marketing coordinator has been assessing current marketing practices. (Q1) Replaced traditional program marketing with more dynamic original content (Q2) Use of Staff in the recording of radio promotions. (Q2)
	Provide presentations to municipal council and other stakeholders	Q4	<ul style="list-style-type: none"> <li>• Grand Trunk Delegation on February 24</li> <li>• Rotaract Club tour on March 5</li> <li>• Kinsmen Club (committed \$500/month to Snack Stop for next 12 months)</li> <li>• Memorial Baptist Church on May 9</li> <li>• City Council was provided a package of the library annual report, VOLT result, and an invitation to attend a tour of the library and opportunity for conversation with board members in May.</li> </ul>
	Determine economic impact of SPL with the Valuing of Ontario Libraries Toolkit	✓	Completed. The VOLT calculations were completed and presented to the Library Board at the April meeting. The report showed that for every municipal dollar invested in the library, there is a SROI of \$6.64, and a total economic impact of \$19,343,872. Per person, there is a \$560 benefit. (Q1)
Take the Library Out into the Community	Have a library presence at community events	Q4	Participated in: <ul style="list-style-type: none"> <li>• Winterfest (Q1)</li> <li>• Coldest Night of the Year (Q1)</li> <li>• Seedy Sunday (Q1)</li> <li>• Earth Day Street Party (Q2)</li> <li>• Stratford Pride Festival (Q2)</li> <li>• SDSS Carnival (Q2)</li> </ul>
	Expand promotion of the library out in the community	Q4	Attended: <ul style="list-style-type: none"> <li>• BIA's Coffee Club</li> <li>• Chamber of Commerce's Business After 5</li> </ul> Other: <ul style="list-style-type: none"> <li>• Shared information about library resources for tourists at a BIA Show &amp; Tell (Q2)</li> </ul>



			<ul style="list-style-type: none"> <li>Participated in Rotaract’s Trivia Night, sharing information about the library to young professionals and other attendees. (Q2)</li> </ul>
Build Opportunities for “Joy” with the Community		Q4	

STRATEGIC DIRECTION 3 LEAD GROUNDED PRACTICE			
OBJECTIVE	ACTION ITEM	TIMELINE	STATUS
Develop Diversity, Equity and Inclusion Strategies	Provide staff training in diversity, equity, inclusion and accessibility	Q4	<ul style="list-style-type: none"> <li>One manager has taken a course on “Creating Accessible and Neuro-Inclusive Libraries” (Q1)</li> <li>One Outreach staff took “Dementia: How to work with People with Dementia and Alzheimers” by Ryan Dowd. (Q1)</li> <li>3 staff members attended training on “Serving Neurodiverse Patrons” (Q2)</li> </ul>
	Implement BiblioLanguages in BiblioCommons with PCIN	✓	Completed. The interface of BiblioCommons is now available in 9 different languages including French, Spanish, Filipino, Vietnamese, Korean, Simplified and Traditional Chinese and Russian. (Q1)
Ensure all in the community feel welcome in the Library	Assess and improve the space for accessibility and neurodiversity	Q4	<ul style="list-style-type: none"> <li>One manager has taken a course on “Creating Accessible and Neuro-Inclusive Libraries” (Q1)</li> <li>3 staff members attended training on “Serving Neurodiverse Patrons” (Q2)</li> </ul>
	Conduct a Diversity Audit on the collection	Q4	<ul style="list-style-type: none"> <li>A MLIS student from Western has joined SPL from May to August to complete this project. (Q2)</li> </ul>
	Update collections and services to reflect our changing community profile	Q4	<ul style="list-style-type: none"> <li>Subscribed to Lote4Kids, providing children with access to digital picture books in dozens of languages. (Q1)</li> <li>Added drop in hours for: <ul style="list-style-type: none"> <li>Children’s Resource Consultant (Q1)</li> <li>Anti-Hate Education Program with CMHA HP (Q2)</li> </ul> </li> </ul>

	Address the loneliness epidemic by creating opportunities for social connection	Q4	<ul style="list-style-type: none"> <li>Offered a program called Craft &amp; Connect, a drop-in time for crafters to come and meet new people while working on their current projects. (Q1)</li> <li>Partnered with the Stratford Poppy Project to provide opportunities for social connection.</li> </ul>
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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	Q4	<ul style="list-style-type: none"> <li>Kid’s First Huron and Perth’s Charter of Rights for Children and Youth kits are now circulating across PCIN (Q1)</li> <li>Perth County Reads 2025 has been announced with county wide programming being planned (Q2)</li> <li>Subscribed to Mugo Library – a Book Club Kit tool to begin circulation of book club kits once again (Q2)</li> </ul>
	Support the implementation of the PCIN Strategic Plan	Q4	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>
	Conduct a records management assessment for PCIN	Q3	PCIN Records Management project has begun (Q1)
Relationship Building	Form strategic partnerships with community organizations	Q4	New Partnerships: <ul style="list-style-type: none"> <li>Adult Learning Programs of Perth (Q1)</li> <li>Early Literacy Resource Consultants, Social Services (Q1)</li> <li>TwoRowNow and the Red Dress Day in support and honour of Missing and Murdered Indigenous Women and Girls. (Q2)</li> <li>Stratford Poppy Project (Q2)</li> </ul>
	Build community wide support for the Library using a variety of methods	Q4	Offered tours of the library to City Council (Q2)
	Update partnership framework policy and procedures	Q3	
Support the Municipality	Support priorities in the Stratford Climate Action Plan	Q4	<ul style="list-style-type: none"> <li>Management representation on Climate Momentum, a climate action group, in Stratford. (Q1)</li> <li>Created a Library Climate Committee with two priorities for 2025 (Q2):               <ul style="list-style-type: none"> <li>Removing of invasive species from front garden and replace with native planting</li> </ul> </li> </ul>

			<ul style="list-style-type: none"> <li>○ Provide alternatives to balloon use at the library and in the community</li> </ul>
	Support priorities in the Stratford Cultural Action Plan	Q4	<ul style="list-style-type: none"> <li>● Partnered alongside Destination Stratford as project leads in Stratford’s Poet Laureate pilot program. (Q1)</li> </ul>
	Support priorities in the Stratford Sports Tourism Action Plan	Q4	

STRATEGIC DIRECTION 5 INTENTIONALLY SUPPORT OUR TEAM			
OBJECTIVE	ACTION ITEM	TIMELINE	STATUS
Ensure Health and Safety of Staff	Create an Emergency Procedure Manual	✓	<ul style="list-style-type: none"> <li>● Emergency Procedures have been updated and consolidated into one document. (Q1)</li> </ul>
	Provide ongoing staff training	Q4	<ul style="list-style-type: none"> <li>● Mental Health First Aid – 2025 to date, 7 professional staff have undergone the training.</li> <li>● All library managers have taken training on debriefing after library incidents to better support staff (Q2)</li> </ul>
	Conduct a Safety Audit	Q3	
Support work and learning by providing staff with appropriate resources	Transition the Library Staff Portal to SharePoint	✓	Completed. The staff portal redesign has been completed, moving from a Drupal website to a SharePoint site hosted on our Microsoft 365 platform. It enables more staff to contribute to the site’s maintenance and upkeep. This migration has saved SPL \$500 in annual hosting and additional support costs.
	Update staff workstations and network equipment	Q4	<ul style="list-style-type: none"> <li>● Public computers are currently being updated (Q2)</li> </ul>
	Improve digital comfort levels among staff	Q4	<ul style="list-style-type: none"> <li>● BlueCloud Analytics Training is being offered to staff who require it for collection or other statistical purposes.</li> <li>● SharePoint overview with the PSL staff.</li> <li>● Lote4Kids database orientation was offered to public service staff to increase awareness of this new subscription.</li> <li>● Three PSL staff have taken a half day online AI conference.</li> <li>● One PSL has taken a course on Microsoft Excel.</li> </ul>

			<ul style="list-style-type: none"> <li>The library has subscribed to Knowbe4, a security awareness training and simulated phishing platform. Training is rolled out on a regular basis and and attack simulations happen on an ad hoc basis.</li> </ul>
	Implement new services standards as necessary	Q4	
	Improve efficiency though task assessment review	Q2	<ul style="list-style-type: none"> <li>Review of the Visiting Library Service program has been conducted. Results are being reviewed by management. (Q2)</li> <li>Tasks of Public Service staff have been reviewed and a final report in being created for management review. (Q2)</li> </ul>
Pay Equity Maintenance	Pay Equity Plan Update	Q3	<ul style="list-style-type: none"> <li>A Pay Equity Consultant has been retained and will be conducting: (Q2) <ul style="list-style-type: none"> <li>A 2025 market summary including proposed job rates</li> <li>An assessment of our job evaluation tools, systems, and pay equity compliance</li> </ul> </li> </ul>
	Undergo a market review of salaries and update as necessary	Q3	<ul style="list-style-type: none"> <li>This will be completed as part of the Pay Equity Update.</li> </ul>
Policy Review and Development	Creation of new policies / procedures to support staff and the library	Q4	<ul style="list-style-type: none"> <li>Library Investment Policy (Apr/25)</li> <li>Board Performance &amp; Evaluation Policy (May/25)</li> </ul>
	Update policies scheduled for review	Q4	<ul style="list-style-type: none"> <li>Room Rental Policy (Apr/25)</li> <li>Remote Work Policy (May/June 25)</li> </ul>

# SPL Report to the Board

MEETING DATE: JUNE 10, 2025  
FROM: KRISTA ROBINSON, CEO | LIBRARY DIRECTOR  
SUBJECT: STAFF MANUAL REVIEW JUNE 2025

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## Recommendation

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

**AND THAT** the Library Board direct staff to receive a legal review of the Staff Manual prior to staff distribution.

## 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 2024 and is set to be reviewed on an annual basis.

## Report

The following changes to the Staff Manual are being proposed:

### General Changes:

- References to legislation have been updated so that the first instance of the name is spelt out and further references are shortened to its acronyms.
- Terminology has been updated to use the terms now used in the Remote Work policy.
- Some sentences have been reworded for clarification and consistency in terminology.
- Table of contents, page numbering and spacing will be updated once completed.

### Introduction

- A general introduction has been added.
- A copy of the Library's Organization Chart has been added.

### Terms and Conditions of Employment:

- Section 1, Point 4: Added a note that shift switches may not be used to lengthen or replace use of vacation time.
- Section 7: The Illegal and Controlled Substance Use section has been completely updated and rewritten to provide more clarity, and explanation regarding drug and alcohol use in relation to work. Additionally, it provides clarity for those using prescription drugs which may impact their ability to perform their work. It also now includes the Library's commitment to providing support in rehabilitation and to accommodations.
- Section 8 and 9: The Inclement Weather and Unscheduled Closure sections have been split into two. The Inclement Weather section has been completely updated and rewritten to provide more clarity, and provides detailed explanation on the protocols regarding compensation.

### Compensation

- A new section on Payroll has been added.



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

- Section 1, It is being recommended that the Board consider the addition of paid floating holiday days for library staff. This will provide staff who celebrate non-stat holidays or cultural celebrations where the library is not already closed, the opportunity to do so without needing to use vacation days or take unpaid days. This addition would support the Board's Strategic Direction of Intentionally Supporting the Library Team and Leading Grounded Practice.
- Section 2, Point 9: Updated to reflect actual practice.
- Section 3, Point 2: It was pointed out that the allowed amount of banked personal days is quite high and the Board may wish to discuss lowering the number.
- Section 3, Point 4: This is a new addition noting that if someone were to run out of personal days they must use their allotted vacation time before moving to unpaid leave.
- Section 4, Point 3: Currently there is no clarity as to what happens should an employee be denied LTD or is transitioned off of LTD, and the employee is still unable to return to work according to their medical provider. This has been clarified in the revised staff manual, however staff would like to receive a legal opinion to ensure this is the appropriate course of action.





**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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## Welcome!

We are an equitable, safe, and welcoming community where everyone can explore, learn, create, connect, and be inspired.

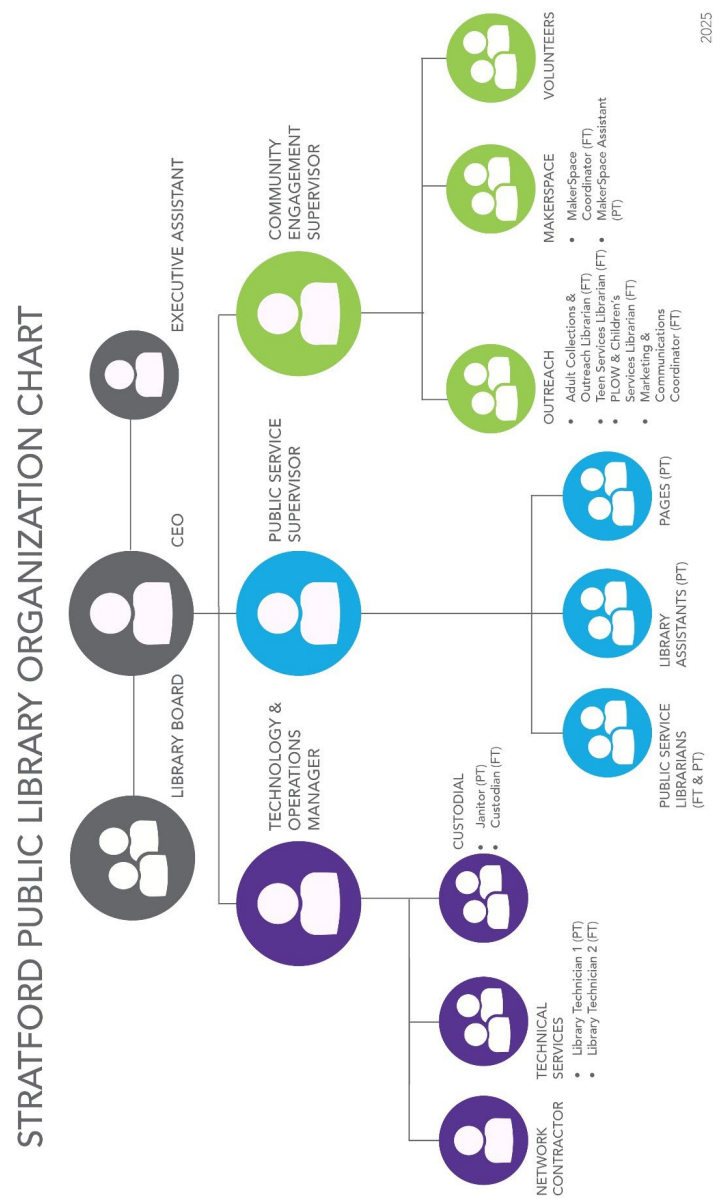
Your work is an essential part of the library's service to the citizens of the City of Stratford and the surrounding area.

As an employee of the Library Board, you have a responsibility to provide quality service to our community and a safe work environment for you and your colleagues by following library policies and procedures. As a representative of the Library you must present a positive image of the library to the public. This is accomplished by maintaining proper standards of dress, work habits, and social etiquette.

Whether you are a new employee or a veteran employee, this manual will help you succeed while working at the library.



Organization Chart



2025

## 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 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 favoritism 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:

- Advertise any position in a manner and to the extent appropriate to attract the interest of suitable candidates.
- Ensure that the successful candidate has the characteristics and skills necessary to succeed in the position to be filled.
- 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.
- Avoid potential or real conflicts of interest with candidates who are relatives of current employees.
- Are in accordance with applicable legislation and Board policies.

**Management of Staff** (see also: "Complaints" page 17 and "Performance & Discipline", page 30-32)

- When necessary, issues affecting the management of staff shall be brought to the attention of the Board through the CEO's monitoring report to the Board.
- 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 ([MOL](#)), and independent investigators, to ensure the issue is addressed appropriately and in line with applicable laws and legislation.

#### Terms and Conditions of Employment

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

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## 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-protocols~~ and Municipal Freedom of Information and Protection of Privacy Act (MFIPPA), Ontario Employment Standards Act (ESA), and Workplace Safety and Insurance Board (WSIB).
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:
  - Duties, tasks, and responsibilities of the position.
  - The importance of the position with regard to the mission of the Library.
  - Minimum skills/experience/education required to do the work.
  - The reporting relationship.
  - 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 Library, an applicant must have the following:
  - A valid social insurance number
  - Canadian citizenship, landed immigrant status or valid work permit
  - 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 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. 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.
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 17).

5. The 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.
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.
  - The same selection procedures and standards shall be applied for all competitions, whether internally or externally posted.
  - All internal candidates are welcome to apply for any positions posted externally.
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 areas of responsibility, qualifications, hours of work, and the deadline for applications.
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.
9. Normally, at least two references are contacted for the preferred candidate.
10. An individual offered a position signs an employment contract that includes a copy of the terms of employment, which outlines the working relationship between the individual and the Library. The employee's contract acknowledgement is signed and returned to the Library before the commencement of work.
11. Once the signed employment contract acknowledgement has been received, other candidates interviewed are advised of the decision and thanked for their interest.
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 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:

- Training, coaching, and feedback are provided.
- A performance review is completed at three months.
- The probationary period may be extended at the discretion of the CEO.
- The staff member may be terminated should the quality of the work performed not be satisfactory. A staff member terminated during the probationary period is not entitled to notice of termination, unless otherwise required 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 as needed~~. 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.
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.
4. Casual employees receive vacation pay and leave stipulated by the ~~Ontario Employment Standards Act (ESA)~~. Paid personal time is not provided for casual employees.

## 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 review of the job description, core competencies, Staff Manual, and terms of employment.
- Explanation of expected performance standards and Public Service standards, management practices, and how employees can communicate with their supervisor.
- 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.
- Training specific to the successful completion of duties.
- Accessibility for Ontarians with Disabilities Act (AODA), Health and Safety; Respect in the Workplace training.
- Explanation of essential legislation.
- Information about the various departments and processes in the Library.
- A conversation with the CEO regarding the goals and strategic directions of the Library.

## **Employee Code of Conduct**

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

1. The Code of Conduct, ~~hereinafter the “(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. SPL 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 comply with the Code as 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 [through the Library Board Chair](#).

### **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.
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~~using of Library services or programs, community agencies, contractors, suppliers, and the public on a daily basis. 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 the Library will speak and behave respectfully and courteously towards all persons, whether a customer, peer, subordinate or superior.
2. Employees of the 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 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 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 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 be approved before the schedule is posted. Switches may not be used to lengthen or replace use of vacation time.
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 scheduled for a 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-procedures~~ at all their places of work. The Library will support 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~~ remotely, subject to the approval of the CEO or designate. ~~Telecommuting-Working remotely~~ is an employee privilege and not a guarantee or entitlement. Due to service delivery needs or the nature of the work, ~~work-from-home~~ remote work 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~~ remote work arrangements:
  - Infrequent or project-based: to support the completion of specific tasks in a timely manner, decided on a case-by-case basis.
  - 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.

- 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~~remotely, as able, depending on the type of work being performed.
6. If an employee is permitted to work ~~from home~~remotely, they ~~shall may be provided with~~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 using personal equipment must save work on the Library's cloud storage service. -Employees should refer to the Library's Work From Home Remote Work 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 (ESA), 2000.
3. Lieu time for 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 before earned and tracked by the ~~appropriate employee and~~ their supervisor.
5. The employee shall take 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. 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.
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.

### 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 will 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. Staff must present a tidy and approachable image to users and visitors. The underlying standard for SPL's dress code is "business casual".
2. Clothing and footwear must be clean and in good repair. Clothing should provide enough coverage to allow you to sit, bend, move and lift easily and comfortably.
3. Clothes should suit the work which 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. Clothing not permitted includes athletic wear (sweatpants, yoga pants, sport shorts, spaghetti straps/tops, muscle shirts), short shorts, tank tops, etc.
6. Shoes with both closed toes and closed heels are required.
7. Tattoos that are vulgar, obscene or intentionally offensive in content must be covered.
8. Name tags must be worn.
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.~~

**Commented [KR2]:** Unnecessary information for the staff manual

1. To preserve public access to the Library and the Church, staff are not permitted 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.
  - Paid - Metered parking spaces are available on St Andrew Street, immediately adjacent to the Library. The Kalbfleisch Lot is located at the corner of Erie Street and St Patrick Street.
  - Free - The Cooper 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 expense, not a travel expense and will not be reimbursed. Further instructions regarding reimbursement of travel expenses can be found in the "Expenses" section, pages 47-49.

## Section 7: Illegal & Controlled Substance Use

The Library is committed to maintaining the health, safety and wellness of its employees the health and safety of its employees, and the public and makes every reasonable effort to minimize the risks

~~associated with its operation.~~ Employees are required to report to work in an appropriate, fit for work condition. Reporting to work or conducting Library business under the influence of drugs or alcohol will not be tolerated. This includes any substance that may impair judgement or the ability to perform job duties safely.

The consumption of alcohol, legal recreational drugs, or illegal drugs is prohibited at the library workplace, during scheduled work hours, or anytime while wearing SPL branded clothing.

Employees, while in the course of their duties, should not be in possession of alcohol, legal recreation drugs and/or illegal drugs while on library property or at any work location.

Employees are responsible for working with their physician to ensure prescription drug use will not impair their judgement and safety, and that they can remain alert while at work. Employees are also responsible for determining any potential adverse effects of using over-the-counter drugs. Employees will make their Supervisor aware of any adverse effects which could cause impairment, and will work together to determine if a reasonable accommodation is available and required.

~~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.~~

Employees who think they may have an illegal drug, legal recreational drug, alcohol, prescription drug and/or over-the-counter drug addiction or substance use issue may be referred to formal rehabilitation type programs through the Employee Assistance Program (EAP) provider. In addition, such employees may avail themselves of other employee benefits to ensure sufficient support to assist them in overcoming their addiction or substance use.

The Library retains the discretionary right to request an employee to participate in an appropriate rehabilitation program. When an employee refuses to participate in a rehabilitation program and the employee's work performance continues to be unsatisfactory, the employee will be subject to progressive discipline, up to and including termination.

The Library is committed to providing reasonable accommodation to those employees whose drug or alcohol consumption issue is considered to be an addiction to the extent provided for under Provincial law. Each case will be assessed on its own circumstances.

Employees attending library sanctioned social functions or events will behave responsibly and in accordance with this policy and the law in regard to alcohol consumption or legal recreational drug use and will not endanger their own safety or the safety of others, nor interfere with the enjoyment of others. The library expects employees to abide by the principle of "Don't Drive while Impaired".

~~The Library reserves the right to discipline an employee in violation of this policy, 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.~~

During periods of poor weather, employees are expected to make every reasonable effort to report for work as scheduled. It is recognized, however, that inclement weather may cause significant transportation problems or locally hazardous conditions.

Employees are expected to consider their safety in evaluating their ability to commute to work. In such cases, the following protocol will be observed:

1. An employee may decide not to come to work or leave early at such time as information is broadcast that:
  - A public road is closed by the police (due to weather) that is a main arterial route to the Library from that employee's residence.
  - A major storm is imminent which, for purposes of clarity, is a Severe Weather Warning as issued by Environment Canada that directly affects the City of Stratford or the employee's place of residence.
2. The employee is expected to follow the Staff Absences from Work procedure as soon as possible and advise the reason(s) that they will not be coming into work or leaving work early. Staff will not be paid for the missed hours of work unless a Remote Work Plan is arranged with their Supervisor.

Staff who miss work or leave before their shift is completed due to weather, although the Library is still open:

- For Full-Time Staff, the missed hours may be made up through vacation, lieu time, working the hours at another time, or work remotely subject to the approval of the CEO or manager. Personal days are not eligible to be used for inclement weather.
- For Part-Time Staff, the wages for the missed hours will not be paid. There may be an opportunity for the hours to be worked at another time subject to Library scheduling requirements, or to undertake some remote work tasks with the approval of the CEO or designate. Personal days are not eligible to be used for inclement weather.

## Section 9: Unscheduled Library Closing

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.

If weather worsens or a maintenance issue occurs during the workday that requires the Library to close early, staff sent home will be paid for the remainder of their shift.

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.

## Section 9: Skills Development

Skills development is a shared responsibility of the 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, pages 47-49).
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 will~~ be paid for their time to attend the required education. The pay received for required training ~~shall will~~ 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.

For reimbursement to occur, the following conditions must be met:

- The employee must be a permanent employee and must have completed the probationary period,
- 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
- Evidence of a passing grade or completion (as applicable) must be submitted.

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.

## 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, pages 39-44.

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:
  - Conflict, or ought reasonably to be known to conflict, with official duties.
  - Interfere with Library work.

- Involve the use of confidential information or resources obtained through their work for the Library.
- Require work during the employee's scheduled hours at the Library.
- Discredit or disadvantage the Library or the Board.
- Result in holding any property or interest which may conflict with the employee's duties to the Library.

## Section 12: Seniority

1. At SPL, 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~~ will 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 on page 23 for further details.
  - Provision of skills development opportunities.
  - Internal competitions for vacant job positions. No individual ~~shall~~ will 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 "Temporary Layoffs and Recalls" on page 19 for further information.

## Section 13: Resignation

1. The Library expects a staff member who is leaving the organization 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

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~~ ESA. Such temporary layoffs will not be considered termination of employment, so long as they comply with the provisions of the ~~Ontario Employment Standards Act~~ ESA.

1. ~~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~~ Seniority will not be used to determine which positions will be laid off.

2. Decisions regarding layoffs and recalls will be made using the following criteria:

- Budget restrictions.
- Amount and type of work available.
- 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~~ESA.

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.
- An act of willful misconduct, disobedience, or neglect of duty.
- Other significant actions warranting termination as per the ~~Employment Standards Act, 2000~~ESA, at the discretion of the CEO.

In cases of termination with cause as defined by the ~~Employment Standards Act, 2000~~ESA, 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~~ESA or any amended or replacement legislation plus any other rights, benefits, compensation and entitlement that they are entitled to pursuant the ~~Employment Standards Act~~ESA, 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~~ESA.

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~~Occasionally a third party may require personal information. ~~Perhaps For instance~~, a landlord or lender is looking to verify employment or income, or someone is looking to verify past employment.
- The 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 the Library and wishes to use the Library as a reference for future employment, employees will need to sign a 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**, 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 the Library, jobs are evaluated using the following methodology

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

### Section 5: Payroll

1. You will be paid every second Wednesday. Depending on your start date, your first pay will be issued approximately 2-4 weeks after you start. Your pay is automatically deposited into your bank account.



2. A "Bank Deposit Form" must be completed in order for you to receive you pay. You can use any bank, credit union, trust company, or other financial institution within the city limits of Stratford. Your pay can only be deposited into one account.
3. You will receive an email copy of your pay stub on the Monday prior to your payday. However, the money will not be deposited into your account until that coming Wednesday. Your pay stub contains information about your pay – the hours worked, moneys earned, deductions, and a year to date total of pay and deductions.
- ~~1-4.~~ Part-time staff are required to fill out a payroll form on a weekly basis.

Vacation, Public Holidays, and Leave

The Library Board’s terms and conditions of employment concerning vacations, public holidays, and leave follow the **Ontario Employment Standards Act (ESA)**.

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
- Floating holiday (2 days)

Commented [KR3]: For discussion

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(ESA)**.
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.
  - 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 employees working an average of 35 hours or more per week will receive annual *vacation time*, while permanent part-time and contract employees will receive *vacation pay* in their regular pay cheque.
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 *average* 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:

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

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.
6. Vacation time is eligible for use on the first day of the year in which it is earned.
7. Employees are required to take their vacation within the year it is earned.
8. Employees must submit a vacation request for approval. Vacations are not confirmed until 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.
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.~~
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.
11. Should a staff member fall ill during their vacation, sick leave may substitute for vacation time upon presenting a doctor's note.
12. Should an employee be on extended Sick Leave or Long-Term Disability, they ~~shall~~will accrue only the minimum vacation entitlement provided in the ~~Ontario Employment Standards Act~~ESA during their leave period. This clause does not apply to part-time employees.
13. Should the employee experience bereavement during their vacation, the compassionate leave will be substituted for the vacation time.
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.
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.
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.
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.

18. The CEO, Manager of Operations and Technology, Supervisor of Community Engagement, and Supervisor of Public Service 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

- ~~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.~~

**Commented [KR4]:** Duplicated point

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

- ~~20-19.~~ 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.

- ~~21-20.~~ 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

The 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 hours 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 are 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.
  - 3.4. If a full-time staff member runs out of banked personal time, they must use vacation time to cover unexpected absences before moving to unpaid leave.
  - 4.5. If an employee transfers from part-time to full-time, they will immediately start accruing personal days as per ~~point~~Point 1.
  - 5.6. 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.
  - 6.7. Personal days will accrue during the probationary period and can be used for both full-time salaried and part-time employees.
  - 7.8. 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 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.
  - 8.9. Employees who use more than 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~~ESA.
  - 9.10. 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 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.

**Commented [KR5]:** Board may wish to discuss lowering this number

~~10-11.~~ 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.

~~11-12.~~ 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.

~~12-13.~~ Personal days are not meant to replace other legislated leaves as per the ~~Ontario Employment Standards Act, 2000~~ESA. Personal days can be combined with these leaves, subject to specific leave requirements.

~~13-14.~~ 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.

~~14-15.~~ 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.

~~15-16.~~ 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~~The return of materials 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 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~~If LTD insurance has expired or has been denied and the employee is unable to return to work, they 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.

Commented [KR6]: Legal opinion needed

- 3-4. 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.
- 4-5. 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.
- 5-6. 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.
- 6-7. 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~~ESA.

## 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~~ESA.

## 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:

- To act as a caregiver for a family member beyond the scope of the leaves already offered through the ~~Ontario Employment Standards Act~~ ESA.
  - To take personal trips or travel beyond the time that is the time that is granted through annual vacation entitlement or vacation pay.
  - 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 1 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 6 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, personal time, vacation leave, lieu time, or leave without pay must be used to attend court.

#### Section 8: Other Leaves

The Library provides other leaves to employees in accordance with the ~~Ontario Employment Standards Act~~ ESA 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 Library has an annual performance planning and review system for all employees.
2. The review process is designed to:
  - Allow for open and ongoing communication between the staff member and CEO or supervisor.
  - Align employee performance objectives to Library goals.
  - Establish a clear understanding and agreement on job responsibilities and the competencies required to fulfill the job.
  - Allow for regular feedback on performance.
  - Determine what the staff member needs to do and the support necessary to succeed.
  - Provide a permanent record for the employee's personnel file.
3. General process:
  - Performance reviews will be compiled by the CEO or employee's supervisor, using the Performance Appraisal Review and Plan Employee Manual as a guide.
  - 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.
  - Before the performance review meeting, the employee will receive a copy of the completed appraisal form for advance review and consideration.
  - The performance review meeting will be conducted in a formal and private setting.
  - The employee's strengths will be acknowledged, and good performance reinforced.
  - Areas for improvement will be discussed, and an action plan for development will be agreed upon.
  - If the employee has a conflict or concern with the review, this will be documented on the review.
  - 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~~ESA.

## 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 will not tolerate discrimination, violence, or harassment on these grounds or for any other reason.

### 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.

## Section 1: Workplace Harassment

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

Workplace harassment means:

- Engaging in the course of vexatious comments or conduct against a staff member in a workplace that is known or ought to be known to be unwelcome.

- Workplace sexual harassment.

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 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 regarding an incident or complaint will not be disclosed (except as necessary) to protect staff, investigate the complaint or incident, or take corrective action or as required by law.

All leaders, managers, supervisors, and employees are expected to adhere to policy and will be held responsible for not following it. 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 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 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 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.

## **Section 2: Workplace Violence**

SPL is committed to preventing workplace violence. It is ultimately responsible for employee health and safety. 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 in a workplace that causes or could cause bodily injury to the employee. It also includes:

- An attempt to exercise physical force against an employee in a workplace that could cause bodily harm to the employee
- A statement or behaviour that an employee 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

- Leaving threatening notes at or sending threatening emails to a workplace
- Shaking a fist in an employee's face
- Wielding a weapon at work
- Hitting or trying to hit an employee
- Throwing an object at an employee
- Sexual violence against an employee; or
- Kicking an object an employee 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 or 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.

### **Section 3: 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:
  - The approximate date and time of each incident being reported
  - The names of the parties involved in each incident
  - The names of any witnesses to each incident
  - A detailed description of what happened in each incident
  - 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 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 OHSA 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~~ MOL.
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:

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

### Section 3: Responsibilities

1. The 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 01 Hiring and Management of Employees).
3. The CEO is responsible for:
  - Ensuring adherence to the principles of this policy.
  - Ensuring compliance with all applicable health and safety legislation.
  - Ensuring training and procedures for effective health and safety program management, including adequate allocation of funds and resources.
  - Investigating all accidents involving personal injury and reporting incidents to proper authorities when required.
  - Addressing employees' safety concerns promptly.

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

- To investigate health and safety issues brought forward by any worker in the workplace.
- To identify, evaluate and recommend a resolution of all matters pertaining to health and safety within the workplace, and to fully document the same.
- 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.
- To recommend training programs and support material for all staff to Library management.

- To obtain any/all information from the employer, respecting:
  - The identification of potential or existing hazards.
  - Health and safety experience and work practices and standards in libraries or other workplaces in which the employer has knowledge.
  - 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

- The Committee shall consist of 4 members, as prescribed under ~~The~~the Act-OHSA for workplaces where less than 50 workers are employed.
- 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.
- The Library CEO shall appoint one person to represent the management.
- The management member and worker member will act as Co-Chairs of the Committee; both must be certified under the ~~Act~~OHSA.
- In accordance with the ~~Act~~OHSA, at least two committee members (at a minimum, one representing workers and 1 representing management) must be certified.
- The Committee will elect a worker representative to act as secretary.

## 3. Committee Member's Rights and Responsibilities

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

- Complete workplace inspections monthly.
- Be present during any investigation of a worker's right to refuse unsafe work.
- To investigate any critical injuries or deaths in the Library workplace.
  - 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

- Worker members shall serve for three years.
- 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.
- Replacement of outgoing members with new members shall be done in a staggered method (i.e. not all in the same year) to preserve the continuity.
- The Management position will be held by the Manager of Operations and Technology and will not expire.
- 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

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

#### 6. Committee Meetings

- Meetings are held every other month (6 times per year), according to the schedule created annually.
- Decisions on any given issue will be reached through discussion until consensus is reached. A vote may be taken if consensus is not reached.
- Agendas are drawn up by the co-chairs and distributed to members the week before the meeting.
- Each agenda will contain:
  - Call to order and attendance.
  - Business arising.
  - Inspection report(s).

- New safety concerns.
- New business.
- The date and time of the next meeting.
- Adjournment time.
  - Minutes will record:
- The date, time, and location of the meeting.
- Names of all members and others present.
- All topics of discussion are itemized.
- All recommendations.
- All items deferred to the next scheduled meeting.
- Room for the signatures of both co-chairs.

7. Minutes must:

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

8. Postings:

- A staff room bulletin board space shall be available for the Committee postings.
- Legally required postings shall include:
  - Listing of current Committee members and contacts
  - SPL Health and Safety Policies
  - Workplace Violence and Harassment Policy
  - Form 82 (1234 Poster)
  - Ontario Health & Safety Act Regulations
  - Occupational Health & Safety at Work Poster
  - Ministry of Labour Information Poster
  - Employment Standards Poster
  - Ministry of Labour Orders (if any)
  - Industrial Hygiene Reports (if any)
  - Other postings will include:
    - Committee Meeting Minutes
    - Committee Inspection Reports
    - 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, 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 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 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 employees of 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~~PCIN Support 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 Library and should be treated as a business document.
4. Staff must observe the Library's standard of confidentiality when communicating electronically. See Section 3 on "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 Internet are not to be used to:
  - Undertake deliberate activities that waste staff time or networked resources.
  - Introduce any form of malicious software into the network.
  - Connect personal devices to the Library network without the consent of Library management.
  - Make copies of any Library owned software.
  - Visit websites that contain obscene, hateful, pornographic, or illegal material.
  - Perpetrate any form of fraud, software, film, or music piracy.
  - Hack into or access unauthorized areas.



- Send offensive, threatening, and/or harassing material to other users.
  - Engage in personal or commercial business.
  - Allow unauthorized persons access to Library equipment or its network.
  - 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 the Library will not be tolerated.
9. Employees may have access to confidential information of the 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 must not be less than \$5,000,000.
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 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. The Library Board Chair 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:
  - Full details of each trip must be provided, including the date and purpose.
  - Individual expenses must be itemized.
  - Unusual expenses must be explained, such as claims made for other employees.
  - Original receipts must be attached to the expense claim.
  - 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 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 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 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 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 Staff Manual. I further acknowledge that this Manual supersedes all 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 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 Library voluntarily and acknowledge that it is for no specified time.
3. The 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 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