

Carlow/Mayo Public Library

Policy Type: **Human Resources** Policy Number: **HR - 03**

Policy Title: **Terms and Conditions of Employment**

Last Review Date: Feb 2021

Next Review Date: Feb 2025

The library board's terms and conditions of employment are in compliance with the Ontario ***Employment Standards Act S.O. 2000, Chapter 41.***

Section 1: Hours of Work

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, including weekends. As such, library employees' hours of work are scheduled to support the delivery of library service to the public.
2. All breaks including rest and lunch breaks are scheduled by the CEO or her designate.
3. Staff are entitled to a 30 minute break, free from work, taken within five hours of the start of the shift.

Section 2: Overtime

1. A staff member may choose cash payment for work in excess of 70 hours in a two-week period. Payment is at the rate of one and one-half times the normal rate of hourly pay. Alternately he or she may choose to receive time off equivalent to one and a half times the hours worked at a time agreed to by the CEO or supervisor.
2. All overtime shall be pre-authorized in writing by the CEO.

Section 3: Attendance

1. Staff are responsible for communicating before the start of their shift any absences or anticipated lateness to the CEO or her designated.
2. Repeated attendance problems are cause for formal discipline.

Section 4: Dress

1. The library strives to present an approachable and professional image to users and visitors. Staff members are requested to wear business or business casual attire.

2. Casual clothing worn at school or at home (e.g. ripped jeans, short shorts, sweatpants, flip-flops), is not always suitable for a work environment.
3. Clothing must be clean and in good condition.

Section 5: 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, staff scheduled to work that shift will be paid. Staff will not be paid should they be unable to reach the library due to inclement weather when the library is open.
2. When 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.

Section 6: Professional Development

Professional development is a shared responsibility of the Carlow/Mayo Public Library and the staff. Professional development allows staff to enhance their skills and meet the evolving needs of the library.

1. Staff are required to participate in professional development activities.
2. The library pays staff to attend approved events including seminars, workshops, and conferences. The library pays for the cost of registration and travel expenses.
3. Fees for courses or tuition will be fully reimbursed to staff if courses relate directly to current work requirements. Fees will be reimbursed when proof of successful course completion is submitted.
4. Fees for courses or tuition may be reimbursed by up to 50% if courses are developmental and increase competence or provide for career progression. Staff receive reimbursement after submitting proof of successful completion.
5. Staff must obtain prior approval from the CEO for participation in, and reimbursement for, all professional development activities.

Section 7: Complaints

Situations may occur where an employee believes that the fair and consistent application of a policy affecting him or her has not been followed. A complaint is defined as a claim that the library has violated a published policy in the manner in which an employee was treated. The library has a specific policy to address complaints related to harassment in the workplace: refer to HR-07 Human Rights – Discrimination and Harassment.

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

- a) *Step 1. Informal Step.* In many cases, disputes over the application or interpretation of policy can be resolved through a discussion between the employee and the supervisor or the CEO. The employee should promptly bring the matter to the attention of the supervisor or CEO, explaining the nature of the problem and the relief sought. A verbal response will be given in five business days. A written record of the response will be prepared.
- b) *Step 2. Formal Step.* If the matter is not resolved at Step 1, the employee may proceed by submitting a written statement to the CEO within 5 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 policy that has allegedly been violated and stating the resolution sought. Upon receipt of the written complaint the CEO will investigate and provide the employee with a written decision within 10 working days.

- c) *Step 3. 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 an appeal committee of the board. A three-member committee of the board will hear the complaint and provide a written recommendation to the CEO based on stipulated facts and evidence presented at the hearing. The written recommendation will be reported to the CEO 20 working days after the conclusion of the hearing. The CEO's decision will be final and will be provided to the employee in writing.

Section 8: Conflict of Interest

1. As a public sector employer, the library must ensure that its activities are consistent with 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.
2. Conflict of interest is defined as a conflict between a staff member's personal interest and his or her role with the library as a publicly funded employee. It generally arises when an individual has the opportunity to influence decisions in ways that could lead to personal benefit or advantage.
3. Conflict of interest may exist when a monetary gain has been, or may be, conferred on an individual and includes both actual and perceived conflicts. Direct monetary interest is one in which an individual staff member or his or her family could benefit from a decision while a larger group of people could not.
4. Conflict includes any social, professional, personal or organizational affiliation that is so substantial as to interfere, or appear to interfere, with a staff member's responsibility to the library.
5. A staff member is required to disclose to the CEO, or his or her direct supervisor, as soon as it arises, circumstances that may represent an actual, perceived or potential conflict of interest. This includes disclosure of financial interests in any entity known to have business, directly or indirectly, with the library.
6. Having identified an apparent conflict of interest at the library, the CEO shall consult with the individual involved in an attempt 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.

Section 9: Resignations

1. The library expects a staff member who is leaving to cooperate in a smooth transfer of responsibilities.
2. The library requires any staff member who wishes to resign to give written notice, of a period of time equal to the individual's annual vacation entitlement.

Section 10: 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 Employment Standards Act.
2. The library considers the following grounds for termination:
 - a) continual absence without appropriate notification
 - b) failure to meet satisfactory standards of performance after warnings and suspensions as set out in HR 6 - Performance and Discipline
 - c) an act of willful misconduct, disobedience or neglect of duty
3. Terminations are to be treated in a confidential, professional manner by all concerned.
4. Prompt notification to the staff and the appropriate employees regarding immediate dismissal of a library employee shall be the responsibility of the CEO.

Related Documents:

*Carlow/Mayo Public Library. **HR-02 Staff Selection and Assignment Employment Standards Act** S.O. 2000, Chapter 41*