

Report to/Rapport au :

**OTTAWA PUBLIC LIBRARY BOARD
CONSEIL D'ADMINISTRATION DE LA BIBLIOTHÈQUE PUBLIQUE D'OTTAWA**

**April 14, 2014
Le 14 avril 2014**

**Submitted by/Soumis par : Danielle McDonald
Chief Executive Officer / Directrice générale**

Contact Person / Personne ressource: Monique Désormeaux
(613) 580-2424 x32181, Monique.Desormeaux@BiblioOttawaLibrary.ca

Ref N°: OPLB-2014-0043

SUBJECT: Policy A.2 Staffing and Staff Relations

OBJET : Politique A.2 Dotation et relations avec le personnel

REPORT RECOMMENDATION

That the Ottawa Public Library Board receive this monitoring report for information.

RECOMMANDATION DU RAPPORT

Que le Conseil de la Bibliothèque publique d'Ottawa prenne connaissance de ce rapport de contrôle à titre d'information.

Executive Limitations Policy A.2, Staffing & Staff Relations was approved by the Board February 25, 2002 and last revised June 14, 2010. The monitoring report was last presented to the Board on May 13, 2013. The policy states:

With respect to paid staff, the Chief Executive Officer may not cause or allow conditions which are unfair, undignified or in violation of any related legislation.

Accordingly, the CEO shall:

1. *Operate with written management procedures, which clearly set out rules for staff relations, provide for effective handling of grievances, and protect against wrongful conditions of employment.*

The Library adopted an *Employee Code of Conduct* in April of 2006. The document was distributed to all employees at that time and, continues to be issued to new employees upon hire. It is also available on the employee Intranet site along with all other administrative policies. Working conditions for unionized employees, including the handling of grievances, are outlined in the collective agreement which is in effect to December 31, 2015. Management and professional exempt (MPE) employees' terms and conditions of employment are the same as those of the City of Ottawa Management Group (MG). Any revisions to these are approved by the Library Board.

I report compliance.

2. *Operate with written management procedures, which set out staffing procedures.*

Library administrative policies and procedures are reviewed as per the established calendar of review, and are made available online on the employee Intranet. As new policies and procedures are developed, the Intranet is updated. Employees are advised of updates to policies and procedures via Agora, the employee blog, and by special icons next to the respective links on the Intranet. The Library also reviews City HR policies to determine which of these should be adopted by OPL.

I report compliance.

3. *Not discriminate against any staff member for any reason (e.g. ethical dissent, race, sexual orientation, gender).*

The OPL collective agreement and MPE working conditions recognize that every employee has a right to freedom from harassment in the workplace and to equal treatment with respect to employment without discrimination because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, record of offences, marital status, same-sex partnership status, family status, political and religious affiliations or disability. Further, the OPL respects and abides by the *Ontario Human Rights Code*, R.S.O. 1990.

I report compliance.

4. *Provide staff with opportunities of regular professional growth focused on the needs of the Library as expressed in Board Ends policies.*

In 2013, the Library provided 21,983 hours of training to OPL employees, a 21% increase over 2012. Library staff is encouraged to participate in conferences (e.g. OLA, OALT, CLA) and attend workshops presented by external agencies and organizations. A number of in-house training opportunities are also provided (e.g. training on customer service excellence, the use of electronic products and devices, maximizing the use of the integrated library system, participation in educational teleconferences). OPL also makes regular use of the workshops offered, free of charge, by the City of Ottawa's Learning Centre. In 2013, an additional \$75,000 was added to the base operating budget for staff training to support learning in technology and leadership skills. In 2014, an additional \$235,000 was added on a one-time basis to support employee development for those working in branches converting to RFID and Single Point of Service (SPOS).

I report compliance.

5. *Recognize staff achievements within their roles and responsibilities in the organization.*

The Library has an administrative policy on Employee Recognition, and participates in the City of Ottawa Recognition Ceremonies for long-service and retired employees. Library-related recognition includes longevity awards (for employees who have worked 25, 30, 35, and 40 years), as well as peer and team recognition awards, which are awarded during the Library's annual Employee Forum. Peer recognition awards are distributed to employees during the Employee Forum or at other times as deemed appropriate. Management and employees also look for opportunities to submit applications for recognition awards via the Ontario Library Association, the Canadian Library Association and other professional organizations. Recognition events are also held locally in each branch and department during Employee Recognition Week in June.

I report compliance.

6. *Acquaint staff with their rights under this policy.*

All employees have access to the Intranet and receive a copy of the collective agreement via the Union as soon as it has been printed and/or upon hire. Information regarding the various recognition programs is posted in all work locations. Training opportunities are advertised on Agora, the employee blog. As well, a conference participation framework was adopted in 2011 and made available to all via the Library Intranet.

I report compliance.

Furthermore, library staff members are accountable to the CEO for the performance of their duties. The CEO shall not cause or allow conditions, establish procedures or make decisions that would prevent staff from carrying out their prescribed duties. Accordingly, the CEO shall provide comprehensive information to staff members about:

7. *The expectations of their position, through library policies, job descriptions, orientations, training, and other documentation.*

Job descriptions outline the various duties and responsibilities of library employees. When new processes or services are implemented, training is provided, (e.g. Think Yes!). Performance standards have been developed for a number of positions and have been incorporated into individual contribution agreement forms. In addition, employee development profiles outline required training for each position. Policies/procedures are available on the employee Intranet.

I report compliance.

8. *Any prescribed standards related to the duties of the position.*

Any prescribed standards are identified during on-the-job training and have been incorporated into individual contribution agreement forms.

I report compliance.

9. *Their position's ethical requirements, the need to maintain confidentiality, and the avoidance of conflict of interest.*

Such issues are reviewed at the time of hire. All job offer letters contain a confidentiality clause. As well, all employees have received a copy of the OPL Employee Code of Conduct. The code of conduct is also available on the employee Intranet. Specific issues are reviewed during staff meetings.

I report compliance.

10. *The reporting of gifts received, their source and their value.*

This has not been an issue in the past year.

I report compliance.

11. *Making public comments about the operations of the Library.*

Employees are reminded of this through on-going communications, particularly at times when the Library is profiled in the media (e.g. Human Library event). In addition, in 2013 the Library developed an administrative policy on social media to guide employee social media use with respect to the Library.

I report compliance.

12. *If the CEO becomes aware that one or more staff members are not following prescribed library policies or other requirements of their positions, s/he shall not fail to ensure that all necessary corrective steps have been taken.*

This action is delegated to Library Managers. Should it be found that employees are not applying appropriate policy/procedure, they are reminded of what the policy/procedure is. If needed, additional training is provided so as to ensure that policies/procedures are understood. Application of corrective measures may be used as required.

I report compliance.

I hereby present my monitoring report on executive limitation policy A.2, Staffing and Staff Relations. I certify that the information contained in this report is true.

Signed: Monique E. D'Ormeau

Date: April 1, 2014

for Danielle McDonald
Chief Executive Officer