

MONITORING REPORT

Subject: Board Policy A.2, Staffing & Staff Relations
Prepared by: Danielle McDonald, Chief Executive Officer
Prepared for: Ottawa Public Library Board
Meeting of: April 16, 2012
Date of preparation: March 15, 2012

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 April 11, 2011. 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, is 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 expired December 31, 2011. The parties are currently negotiating a new contract. Management and professional exempt (MPE) employees' terms and conditions of employment are the same as those of the City of Ottawa Management Group (MG).

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 recognizes 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 handicap. 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.*

The Board adopted an Ends policy in November 2009. It states:

The Ottawa Public Library exists so that the people of Ottawa enrich their personal, professional and civic lives through equal access to information, resources and ideas in a trusted bilingual, public, physical and virtual setting that serves as community gathering space, and in a sustainable, cost efficient and optimal manner.

A board educational on training, learning and development was presented to the Library Board at the March 2012 meeting. In 2011, the library provided 12,400 hours of training. 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.

I report compliance.

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

In December 2002, the Library Board agreed to participate in the City's recognition program. Further, the Library has an Employee Recognition Administrative Policy. Recognition includes longevity awards as well as peer recognition awards, which are awarded during the library's annual Employee Forum. For example, OPL service pins are awarded to employees having worked 5, 10, 15 and 20 years. Pins and gifts are awarded to employees who have worked 25, 30, 35, and 40 years at the Library. Peer recognition awards are also distributed to employees at the Staff Development annual event. 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. The Library seeks out external opportunities for staff, board and Friends to be recognized for their work.

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 or upon hire. Information regarding the various recognition programs is posted in all work locations. Training opportunities are advertised on Agora, the Library 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. migration to new a new integrated library system). Performance standards have been developed for a number of positions and have been incorporated into individual contribution agreement forms. 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).

I report compliance.

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.

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: _____
Danielle McDonald, Chief Executive Officer

Date: _____