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6.1 Applicability of District of Squamish Policies

The Library is a municipal Library pursuant to British Columbia's *Library Act* and is funded primarily by the District. It is recognized that the Library staff are not District employees; however, the Board acknowledges the close working relationship between the District and Library staff. Consequently, human resource policies for this Library largely mirror the human resource policies covering District staff, both unionized and exempt positions:

- The Canadian Union of Public Employees Local 2269 and the District have signed a collective agreement. The Library will strive to follow the relevant staff working conditions, benefits and procedures covered by that collective agreement
- The Director position is deemed to be a unique position, not in parity with other District exempt positions. A separate four-step salary grid is used when evaluating the Director's salary, as defined by the Board. The Director's salary will be adjusted at the same rate of the annual cost of living adjustments set for exempt staff for the District. In addition, the Board (with the assistance of an external consultant) will review the Director's salary (including comparing the Director's role with the duties and responsibilities of similar library management positions) in 2023, and thereafter every four years, and adjust accordingly.
- With respect to issues relating to the Director other than salary, the Library will strive to follow the relevant working conditions, benefits and procedures pertaining to District exempt positions for our Director position.
- In the case of discrepancies between this Policy Manual and staff policies for District staff (unionized and exempt), this Policy Manual shall be followed
- If there is a staff policy existing for District staff (unionized and exempt) that does not exist in this Policy Manual, the Board shall review the District policy for possible inclusion.
- The Board Governance Committee will review this Policy Manual annually, request from the District any new or edited policies from the preceding year, and consider whether any new or edited District policies should be incorporated into this Policy Manual.

Adopted: December 2008
Amended: September 2020

6.2 Fostering Staff Success

The Board values the skills, enthusiasm, and dedication the Library staff bring to their positions. The Board is committed – through the actions of the Director – to recruit and select the best possible staff and provide them with a working environment that is supportive and encourages individual commitment to continuous learning and professional development, and to use best-practice personnel processes and services so the Library is seen and experienced as a caring and responsible employer of choice.

Adopted: September 2020

6.21 Employment and Hiring

The Board understands that a clear and fair hiring process is critical for recruiting and retaining great staff. Objective and consistent hiring practices will be applied and every effort will be made to reflect the diversity of the communities we serve.

The Board is committed to the principle of equal employment opportunity for all employees and to providing employees with a work environment free of discrimination and harassment. All employment decisions at the Library are based on skill, knowledge, and ability to perform required tasks, without regard to race, colour, ancestry, place of origin, religion, sex, gender identity or expression, sexual orientation, physical or mental disability, marital or family status, age, political belief, or any other status protected by the laws or regulations of British Columbia.

The Library supports the concept of promoting from within the organization. Therefore, all current employees who apply to a posting will be offered an interview.

Applicants for all positions will undergo a standardized hiring process including a series of interviews, assessments, reference checks, a criminal record check, and a vulnerable sector check. Candidates are evaluated based on general and specific job-related criteria.

The Library has casual, temporary and permanent positions, at full-time and part-time hours. The Library aims to have its full-time staff working 35 hours a week.

The procedure for recruitment for all positions is as follows: Trustees interview candidates for the position of Director; the Director (or their designated alternate) interviews for all other staff positions in the Library, with the help of Trustees when needed. Successful candidates sign a letter of employment and receive an orientation package.

Adopted: December 2008
Amended: September 2020

6.22 New Employee Orientation

The Library recognizes its employees as valuable and critical assets. In order to effectively welcome new employees, and provide the tools and information needed to do their job, an orientation process has been developed. The Library also recognizes that an effective employee orientation program is fundamental to the long-term interest of both the employee and the Library.

The Director shall ensure all new employees receive an orientation package on or before their first day of work that includes:

- This Policy Manual;
- Operations and structural information;
- A staff benefits package, if applicable; and
- Relevant District information.

The new employee's supervisor shall be responsible for coordinating the orientation, including reviewing the contents of the orientation package.

The supervisor shall also make provisions for on-the-job orientation and training as required for the new employee and arrange for training on all office equipment and Library-specific software.

Confirmation that the orientation was conducted will be confirmed by the employee signing the Orientation Checklist. The employee's supervisor will place the signed Orientation Checklist in the employee's personnel file.

Adopted: December 2008
Amended: September 2020

6.23 Attendance Management

The Library is obligated to deliver an excellent standard of service to the public and requires that all employees positively affect this objective through a commitment to consistent attendance at work. This policy establishes procedures for employees who have a non-occupational illness or injury and, as a result of that illness or injury, are unable to attend work and/or perform their work duties.

Sick leave is leave due to a non-occupational illness or injury which renders the employee unable to perform the normal duties of their position; or, the employee is infectious and a risk to others; or, the employee is a risk to others. Sick leave does not apply to employees who need time off to assist a family member who is ill.

Family Responsibility Leave: an employee is entitled to up to five (5) days of unpaid leave (two (2) of which can be taken as sick days) during each employment year to meet responsibilities related to:

a) the care, health, or education of a child in the employee's care, or
b) the care or health of any other member of the employee's immediate family.

Dependent means the dependent/s of an employee such as the spouse, child, parent, guardian, sibling, grandchild, or grandparent of an employee, and any person who lives with an employee as a member of the employee's family.

It is the policy of the Library that an employee who has a non-occupational illness or injury which renders such an employee unable to perform their duties in a safe manner, should not attend work (subject to any available accommodation measures).

Generally, a leave of absence request may be approved so long as the absence does not compromise the operation of the Library. Request for absences beyond two weeks are subject to more scrutiny. Unpaid leave requests for the purpose of pursuing ongoing education will be supported where possible, particularly where there is a direct benefit to the Library.

An employee who has exhausted their sick leave bank may request the employer use one of the following options when absent from work due to non-occupational illness or injury:

- use vacation time
- use banked overtime
- seek coverage through Short Term Disability insurance, or
- leave without pay

<u>Employee Responsibility</u>
Employees are required to make every effort to attend work on a regular and consistent basis. When illness or injury results in an absence from work, it is the employee's responsibility to notify their supervisor regarding the absence. An employee who does not make contact with their immediate supervisor will not receive sick leave pay.

<u>Employer Responsibility</u>
Supervisors are required to:

- Communicate the attendance expectations to employees who report to them
- Ensure employees are aware of procedures to follow when they are absent from work due to illness or injury
- Maintain accurate attendance records for all employees
- Maintain regular contact with all absent employees

- Offer and/or provide assistance to employees who are having attendance problems to overcome difficulties that adversely affect consistent attendance

Medical Documentation
*S*ick leave pay over four (4) days will not be approved unless a medical certificate is received. Furthermore, such absence will be treated as absence without leave.

Medical Appointments
Medical appointments with physicians and paramedical practitioners are to be scheduled and attended to during the employee's own time (e.g., lunch break, day off). The Director of Library Services, within reason, will provide flexibility for scheduling of medical appointments

An employee who is referred by a medical physician to a medical specialist, and is required to travel outside the boundaries of the District of Squamish for the appointment, may use sick time to attend the appointment. Documentation of the referral and appointment information must be submitted to the employee's supervisor a minimum of seven (7) days in advance of the appointment for approval.

The following section provides information on employee entitlement to common reasons for seeking leave:

Bereavement Leave
All permanent employees shall be entitled to five (5) days leave of absence with pay for reasons of serious illness or death in the immediate family. A written request should be submitted to the supervisor for approval. Members of the immediate family include the spouse, partner, fiancé/e, child, grandchild, parents, step-parents, parents-in-law, and grandparents.

Pallbearer/Mourner's Leave
Permanent employees may request one day paid leave to attend a funeral as a pallbearer. Leave of up to four hours without pay may be requested to allow an employee to attend a funeral service as a mourner.

Leave Without Pay
All employees are eligible to request leave without pay. This applies to full and part time permanent employees when the time cannot be covered by vacation, compassionate leave, sick or maternity leave. A written request must be submitted to the Director of Library Services for approval.

Family Responsibility Leave
As outlined in the *Employment Standards Act*, employees are entitled to up to five (5) days of unpaid leave (two (2) of which can be taken as sick days) during each employment year to meet responsibilities related to (a) the care, health or education of a child in the employee's care or (b) the care, health or education of any other member of the employee's immediate family. Employees may be able to access banked sick leave for up to two days of Family Responsibility Leave in a year to meet responsibilities related to the care of a dependent in the employee's care. When using sick leave for a Family Responsibility Day, employees must use the entire day.

Maternity/Paternity/Parental Leave
All employees are entitled to leave without pay based on the provisions of the *Employment Standards Act* for a birth or adoption. An employee returning from maternity or parental leave will enjoy the same conditions of employment as prior to the leave.

Employees must give their supervisor appropriate notice for both the date the leave will commence and the expected date of return from leave, and then later a letter confirming the return date, providing four weeks' notice. These notice periods are outlined in the *Employment Standards Act*. A written request must be submitted to the supervisor for approval.

Jury Duty

An employee called to serve as a juror or crown witness in any court will be granted leave with continuation of their normal earnings. The payment received by the employee for jury service or court crown witness, exclusive of payment for travel, meals or other expenses, shall be given over to the Library, together with proof of service and the amount of pay received.

Adopted: December 2008
Amended: September 2020

6.24 Professional Development

Professional development for employees is encouraged by the Library. Employee training and development are supported as a means of ensuring opportunities from within the organization, and recognized to provide a positive impact on the morale and motivation of employees. The Library supports the principle that maintaining a well-trained and highly-qualified workforce will ensure a high standard of service to the community.

In order to encourage the development of employees within the organization, the Library will:

- Identify and communicate the qualifications required for every position
- Provide employees with opportunities to develop, upgrade and improve their qualifications and job-related skills
- Support employees who demonstrate leadership potential and ability by providing opportunities to improve their technical, administrative and managerial skills
- Encourage promotional opportunities from within at all times, consistent with the above policy

Employees are encouraged to exercise initiative and be active participants in their own development. Professional development will be included as a discussion point in all performance review meetings.

Employees may be asked to share the knowledge learned in training and development activities with other staff in order to help deepen the learning and bring a higher level of knowledge to more people.

Adopted: December 2008
Amended: September 2020

6.25 Staff Safety and Security

The Library is committed to providing a safe and secure workplace for all employees and Library clients. The Director will ensure that appropriate security measures are in place to protect Library employees and client, and to protect the Library against loss of property.

Adopted: December 2008
Amended: September 2020

6.3 Administration

6.31 Staff Compensation

The Library uses a salary grid for staff. A separate four-step salary grid is used when evaluating the Director's salary, as defined by the Board. The grids are updated annually to reflect cost of living increases.

Every four years, the salary grid for all positions except the Director are reviewed by an external consultant with library HR expertise to ensure it is still in line with other libraries' salary grids. This process was last conducted in 2020.

In addition, the Board (with the assistance of an external consultant) will review the Director's salary (including comparing the Director's role with the duties and responsibilities of similar library management positions) in 2023, and thereafter every four years, and adjust accordingly.

Adopted: September 2016
Amended: September 2020

6.32 Employee Personnel Information

The Library recognizes the importance of protecting confidential information regarding its employees.

A confidential personnel file for each employee shall be maintained in a secure area accessed only by the Director and, if necessary, Trustees. Each file may contain information such as the letter of employment, performance reviews, emergency contact information, and records of disciplinary action.

An employee can make a request to view their personnel file by providing the Director with at least seven (7) days' notice. The file will be viewed in the Director's office.

Personal employee information will not be released without the employee's authorization. When confidential information is requested, employees will refer the individual requesting the information to the Director.

Should an employee wish to have personal information released, they can provide written consent for release of information to the Director. Such information will be released as soon as possible and practical, barring a court order directing otherwise.

Adopted: December 2008
Amended: September 2020

6.33 Annual Vacations

The Director will ensure that there is a process in place for fair and equitable distribution and scheduling of requested vacation time, taking into account the need for appropriate staff coverage at all times.

For permanent full-time and part-time employees, vacations are calculated on a calendar year basis – January to December. During the first calendar year of service, employees may work less than a full twelve months. Therefore employees will accumulate one (1) vacation day per month of employment to a maximum of ten (10) days.

Employees will receive pay for the accumulated days at their regular rate of pay. On the first January 1st following the employee's date of hire, the employee is considered to have completed a calendar year of service. Subsequent to this, employees will receive vacation with pay as follows: 2nd to 5th years: three (3) weeks; 6th to 10th year: four (4) weeks; 11th to 13th year: 4.4 weeks; 14th to 18th year: five (5) weeks; 19th to 24th year: six (6) weeks; and 25th year: 7 weeks

All regular employees shall, in addition to the vacation entitlement set out above, upon commencing the 20th year receive five working days of supplemental vacation.

Employees receiving workers compensation payments or long-term disability for a period of twelve (12) months will not accrue vacation or vacation pay.

Employees who qualify for sick leave or bereavement leave during their approved vacation will be credited with the equivalent vacation time to be reinstated and used at a time mutually agreed upon by the employee and their supervisor.

Relief/casual employees receive vacation pay of four percent (4%) of gross earnings calculated and paid annually. After working 1960 hours, this amount will increase to six percent (6%). If an employee's status changes from relief/casual to permanent, that employee loses the vacation pay but gain entitlement to paid vacation. The Director has discretion in crediting the years of service as casual/relief employee to determine vacation entitlement at that first year of permanent status.

The Director's vacation entitlement will be negotiated at the time of hiring and over the course of employment.

Staff are expected to use their full vacation entitlement during the year. Requests to carry over vacation entitlement into the next year will be decided by the Director (or the Chair, if the request is coming from the Director) on a case-by-case basis.

Adopted: December 2008
Amended: September 2020

6.34 Statutory Holidays

The Library recognizes the days proclaimed as statutory holiday by the federal, provincial, and municipal governments. The Library shall be closed on all statutory holidays.

To be eligible for statutory holiday pay, an employee must have earned wages or performed work on at least 15 of the 30 calendar days immediately prior to the statutory holiday and have been employed for a minimum of 30 days.

When a statutory holiday falls on a regularly scheduled work day, eligible employees will receive statutory holiday pay for that day off.

When a statutory holiday falls on a regularly-scheduled day off, eligible full-time employees will receive an alternate day off with statutory holiday pay, to be taken within the same week.

Regular part-time and part-time probationary employees shall be paid for statutory holidays prorated on the actual straight time hours paid by the employer in the preceding thirty (30) days divided by the regular hours of a full-time employee.

Casual /relief and temporary employees shall be paid public holiday pay of 4.62% of regular pay on each pay cheque in lieu of being paid for a public holiday. Temporary employees will also be given a day off without pay as the public holiday occurs.

Adopted: December 2008
Amended: September 2020

6.35 Contractors

The Director can hire individuals on a contract basis as long as:

- The terms of the contract meet the Income Tax Act's definition of "contractor"
- The individual is not delivering Library services (Library services should be delivered by staff)

The Director is authorized to determine the terms of the contract.

Examples of contractors include the Foyer Gallery curator, a supplier of communications services, a designer, and a workshop facilitator.

Adopted: September 2016
Amended: September 2020

6.36 Volunteers

The Library welcomes those who wish to donate their knowledge and skills to the Library.

Volunteers bring energy, enthusiasm, special skills and a new perspective to the Library. Volunteers help the Library by connecting it to other community groups, acting as valuable advocates and enabling the Library to make best use of its finances.

Volunteers make a commitment and are accountable to the Library.

Volunteers do not replace paid employees and are not considered employees of the Library. The Library does not compensate volunteers for time spent or unapproved expenses incurred.

Recruitment
Volunteers will be recruited based on their suitability to perform a task on behalf of the Library.

The Director takes ultimate responsibility for the volunteer placements.

Volunteer applicants who will be working with children or vulnerable adults or who will have unsupervised access to children or vulnerable adults shall complete a criminal record check and a vulnerable sector check.

Volunteers shall sign a volunteer agreement that makes clear their role and the Library's expectations.

The work of volunteers must be of benefit to the Library and meet the needs and requirements of the Library.

Performance of Duties

Each volunteer shall:

- Perform their duties in the Library in the presence of at least one paid staff member
- Commit to a specific schedule or commit to complete a specific project within a particular time frame
- Have a specific paid staff member to whom they report
- Be made aware of and follow the Library's policies and procedures

In the event that a volunteer is unable to adequately perform the duties assigned to them, and no other appropriate positions are available, the volunteer may be released from service.

Discretionary Matters
Volunteers shall maintain the confidentiality of all proprietary or privileged information which they may be exposed to while serving as a Library volunteer. This commitment to confidentiality includes respecting the privacy of all Library staff and patrons. Volunteers must protect confidential information and exercise good judgment when acting on the Library's behalf

As representatives of the Library, volunteers should act in a professional and friendly manner.

Volunteers shall behave in a way that is beneficial to the Library. They must not make statements or take actions that are intended to or could reasonably be expected to damage the integrity or reputation of the Library.

Recognition

The Board may choose to recognize and thank volunteers on an annual basis through a tea, luncheon or dinner.

The Library shall keep records of length of service and provide the volunteer with a letter of reference if requested.

Adopted: September 2016
Amended: September 2020

6.37 Friends of the Library

The Library is helped by a Friends of the Library group (the "Friends"). The Friends is an independent group that works to raise funds for the Library, amongst other activities. The Friends is autonomous from the Library and is responsible for its own record-keeping, financial management and volunteer oversight.

The Board appreciates the help the Friends provide.

The Friends are not Library volunteers and are not covered by Library policies.

Adopted: September 2016
Amended: September 2020

6.4 Conduct

6.41 Conflict of Interest/Ethical Conduct

The Board has adopted (and amended this Policy, where appropriate) from the District's Conflict of Interest/Ethical Conduct Policy to set the Board's expectations concerning the values and ethics of Library employees in all of their professional activities and to ensure that business will be conducted in accordance with applicable laws and regulations. Compliance with the law does not comprise our entire ethical responsibility; rather, it defines our minimum, absolutely essential performance of our duties.

Conduct

It is the policy of the Board to ensure the highest standards of conduct in the performance of Board and Library staff duties while service to clients is maintained, including demonstrating a commitment to confidentiality, attention to detail, reliable product delivery and uncompromising service while pursuing revenue objectives, and exercising prudence in the use of assets and resources.

All employees of the Library are expected to conduct themselves in a courteous, respectful and professional manner at all times. These expectations are reasonable and will be fairly and consistently enforced.

All employees will:

- Arrive promptly for all scheduled shifts, ready, willing and able to perform duties
- Notify their supervisor if they will be late for a shift or unable to work
- Dress in a work-appropriate manner as outlined in these policies
- Maintain good personal hygiene
- Follow all rules, regulations, policies, and procedures regarding their employment
- Utilize all Library tools, equipment, and facilities in a safe and careful manner

Employees must not:

- Be under the influence of alcohol, a drug or other substance while at work
- Show disregard for the safety of themselves, co-workers, patrons, or visitors
- Engage in an illegal activity or act while at work
- Let personal phone or internet use impede their ability to do their job
- Smoke or vape in the building or within seven (7) metres of the building and its entrances

Conflict of Interest

A conflict of interest occurs when Library employees use their position to their advantage for private interest or gain. A perceived conflict of interest occurs when an independent observer might reasonably question whether the professional actions or decisions of a Library employee are influenced by their own interests. Library employees are prohibited from allowing their personal or financial interests – real or perceived – to conflict with their official duties and responsibilities on behalf of the Library.

The Hiring of Immediate Family

The Library will neither favour nor prohibit the hiring of immediate family (spouse – including common law spouse, biological or adopted children, fathers, mothers, brothers, sisters, grandparents, aunts, uncles, cousins, nephews and nieces, daughters and sons-in-law, parents-in-law, and grandchildren) of current employees. However, the Library will not permit immediate family members to be employed in positions in which one family member can influence the employment of another family member, including through work assignments, job evaluation, recommendations for benefits or salary increases. Such a relationship would constitute a conflict of interest and is prohibited.

Outside Employment

Employees are requested to advise their manager of outside employment and the potential for any actual or perceived conflicts of interest. Employees may take supplementary employment, including self-employment, except where such employment:

- Constitutes an actual or perceived conflict of interest,
- Is performed in such a way as to appear to be an official act of the Library, or to represent the Library's opinion or policy,
- Solicits business through contacts made in the course of their employment with the Library,
- Interferes with the employee's performance through telephone calls, absences, or fatigue, or
- Involves the use of the Library's premises, equipment or supplies.

Confidentiality of Information

Employees shall not disclose or release, by any means, to any member of the public, either in verbal or written form, any confidential information or material acquired by virtue of their position as a Library employee.

Employees shall not allow any person, other than those who are appropriately authorized, to inspect or have access to information that is confidential.

Employees shall not use information for personal or private gain or for the gain of friends, relatives, or any person or corporation having dealings with the Library.

Acceptance of Gifts

Employees are not to directly or indirectly solicit any gift or accept or receive any gift from any individual, organization or business, whether in the form of money, services, loan, travel, entertainment, hospitality, promise, or any other form under circumstances in which it could reasonably be inferred that the gift was intended to influence or could reasonably be expected to influence the performance of official duties or was intended as a reward of any action.

Public Relations

Employees are representatives of the Library and must interact with the public with diplomacy, tact, and objectivity.

Any contacts from the media which do not deal with public information are to be referred to the Director. These contacts may include solicitation of opinions or comments on policy, procedures or other issues. All press releases must be approved by the Director prior to release.

Political Activity

An employee of the Library who intends to become a candidate in an election should consult with the Director.

Employees are to ensure that their involvement in municipal, provincial or federal election campaigns must not adversely affect their duties as Library employees.

Library resources may not be used on any election campaign and no campaign related activities shall take place on Library property.

Property

Employees cannot use Library property, equipment, supplies or services of consequence, including computer software and other intellectual property, for activities outside of their job duties at the Library.

Adopted: November 2008
Amended: September 2020

6.42 Respectful Workplace

The Library has developed this policy to demonstrate and promote our commitment to fostering an environment that promotes respect, dignity and individual worth.

It is the policy of the Library that every employee has the right to work in an environment that is free from discrimination, bullying and harassment. The Library is committed to creating and maintaining a Respectful Workplace environment. Discrimination, bullying, and harassment are not acceptable and will not be tolerated.

The Library will:

- Promote the prevention of harassment and discrimination in the workplace
- Provide a standard and consistent process to address and resolve issues
- Ensure that every issue is regarded as a serious matter and dealt with in a confidential, objective, and timely manner, while respecting the rights of all parties
- Provide training for the purpose of:
    - Promoting general awareness of human rights and equality issues
    - Providing human rights information
    - Providing harassment awareness to all employees
    - Provide tools to Managers and Supervisors for handling harassment issues

Principles

All persons under the direction of the Library have a responsibility to respect the dignity and human rights of their co-workers and the public they serve, as well as to expect compliance with the Human Rights Code and Workers Compensation Act of British Columbia

Application

This policy applies to all employees, management staff, and volunteers of the Library. Appropriate disciplinary measures up to and including termination may be imposed against any person under the Library's direction for breach of this policy.

Harassment/Discrimination Definition

Conduct based on or motivated wholly or in part by any of the prohibited grounds contained in the Human Rights Code of British Columbia which is offensive or could reasonably be expected to be offensive and/or have adverse employment related consequences.

Workplace Definition

All locations where the business of the Library is conducted, including Library-sponsored employee social events.

Other locations, provided the incident complained of impacts on work relationships, status or environment, including (but not limited to) unwelcome phone calls, messaging, or visits to a person's home by a person under the direction of the Library.

Sexual Harassment definition
Unwelcome behaviour and/or comments of a sexual nature by any person under the direction of the Library, which detrimentally affects the working environment, by creating an intimidating, hostile or offensive working environment.

Unwanted sexual advances, whether or not it includes or implies a threat and/or reprisal, which will adversely affect the complainant or have adverse job-related consequences.

Personal Harassment Definition
Behaviour by any person under the direction of the Library which, on a reasonable basis, is personally offensive to another person and jeopardizes that person's ability to perform his/her job.

Abuse of authority by any person under the direction of the Library, which undermines another person's position through intimidation, threats, blackmail, coercion, or favouritism.

Bullying
Bullying is persistent, offensive, abusive, intimidating, malicious or insulting behaviour, or abuse of power which makes the recipient feel upset, threatened, humiliated, or vulnerable and, which undermines their self-confidence.

No employee shall use words that threaten violence or physical abuse to any group or individual whether or not the group or individual thus threatened knows of such threatening words.

This policy is not intended to interfere with normal social interaction between/among employees nor is it intended to prevent the employer from exercising, in good faith, its normal managerial/supervisory rights and responsibilities.

Workplace banter in any work group is accepted as a normal part of a well functioning workplace, but care needs to be taken to ensure that the bounds of respect and courtesy are not crossed, that the conduct does not contravene this Respectful Workplace Policy or any other applicable Library policy. As a general rule where the affected individual(s) of actions/comments considers such actions/comments offensive, they should be regarded as such.

Responsibilities
Directors, Managers, and Supervisors have a responsibility to model appropriate behaviour and enforce the Library's expectations for a respectful workplace. They must ensure that harassment is not allowed, condoned or ignored and deal promptly and responsibly with a situation, once aware of the alleged harassment. They can be the first contact for employees seeking assistance with harassment related concerns and are also responsible for preventing reoccurrence and escalation of harassment.

Employees must strive to have a clear understanding of what constitutes harassment, as well as awareness of the Library's process to prevent, educate and deal with harassment of all forms.

Adopted: December 2008
Amended: September 2020

6.43 Use of Technology

It is the policy of the Library that Library owned, leased or maintained communication systems are used for Library business. Use of, and access to communication systems must be authorized. All systems activities must be conducted within legal and ethical boundaries and must not abuse the Library's time and resources. This includes access during or outside normal working hours within or outside of Library owned facilities.

All users must respect and acknowledge rights, follow legislation and laws with respect to ownership of information, intellectual property, network system security mechanisms, the rights of individuals to privacy and freedom from harassment and intimidation. Users are required to be responsible and accountable for their activities conducted while using the systems.

This policy applies to all employees, management, contractors, and volunteers at the Library.

"Systems" included in this policy are:

- Computer network, including all related hardware and software
- Internet
- Email
- Voice mail
- Regular mail
- Cellular phones/smart phones
- Radios
- Photocopiers
- Fax machines

Employees are responsible and accountable for their activities conducted on Library systems.

The systems are provided for receiving, transmitting, storing and processing messages, documents and computer files for business purposes only, during working hours only.

Use of the systems must be legal and ethical. The use of the systems must not abuse the Library's time and resources.

The Library has the right to audit these systems to ensure compliance with this policy, applicable common law, and applicable statutes. The Library may monitor, copy, access and/or disclose any information and/or files that employees may store, process, receive or transmit. Employees should consider these systems as the business property of the District and, have no expectations of privacy in their use of these systems.

Employees must receive authorization from their supervisor or the Director before allowing another employee access to files and documents created by another employee.

Employees will not modify or delete a file, document or message created by another employee without authorization from that employee, their supervisor, or the Director. This does not include email messages received by an employee which may be deleted as the employee deems appropriate.

Computers, email accounts, and access to the Internet are provided for work purposes only and may not be used for activities that go against any policies of the Library or the District, or that are illegal or threatening.

Any internet browsing unrelated to an employee's position with the Library must be limited to coffee breaks, lunch periods, or reasonable short margins immediately before the start or after the end of a shift, provided that such use, in the assessment of the Library, does not interfere with the work of others, violate any of the above guidelines, or reflect negatively upon the organization.

Adopted: December 2008
Amended: September 2020

6.44 Social Media

Social media refers to various web applications, sites, and accounts that enable people to easily communicate and share information such as text, images and videos. Examples of social media include, but are not limited to, Facebook, Twitter, YouTube, LinkedIn, Instagram, blogs, forums, and photo-sharing sites.

Inappropriate use refers to creating public posts or sending private messages on social media which:

- Reflect negatively on the Library or its staff
- Contain personal or confidential information
- Do not abide by Library policies
- Do not abide by municipal, provincial and federal laws
- Include profanity, copyrighted information, defamatory or offensive comments, sexual content, promotion of illegal activities, discrimination
- Contain content deemed inappropriate by the Director or the Board

The Library strives to enhance communication, better serve Library patrons and build stronger community relationships through the use of social media.

Use of Squamish Public Library Social Media Sites

The Director must approve the creation of any official Library social media site before the account is established. Designated employees (as assigned by the Director) may create content on Library social media sites at their discretion, as long as it does not constitute inappropriate use, as defined in this policy.

Designated employees shall monitor the social media accounts at least once per day during regular business hours. Inappropriate content posted by visitors will be removed.

General Guidelines for Comments and Postings on Social Media

When representing the Library on social media, whether on official Library social media applications or on their personal accounts, employees are expected to communicate in a respectful and professional manner.

As much as is reasonably possible, information will be confirmed for accuracy before posting.
Adopted: September 2016
Amended: September 2020

6.45 Dress Code

Working in a public service environment means we need to be mindful of safety and professionalism. Staff are mature and sensible enough to assess their own attire when they dress for work, so a restrictive dress code is not necessary. Here are some guidelines to follow for all seasons:

- Neat and clean;
- Comfortable enough so you can do your work for the length of your shift; nothing so tight/loose as to prevent you from working effectively or efficiently;
- Take into consideration your co-workers and the public regarding how much your work wear reveals, as you may have to do a lot of bending/reaching in their view;
- Have an extra layer to put on/take off in response to the building being at times too warm or too cool;
- Shoes that protect your feet from both accidental harm and prolonged discomfort.

The “no” list is minimal, and includes short skirts/shorts, bare midriffs, clothes exhibiting inappropriate language or subject matter, and flip-flops.

Adopted: September 2020

6.5 Director of Library Services

6.51 Annual Evaluation

An evaluation of the Director will be conducted annually with reference to questions based on the Director's Role Description and the associated "illustrative examples of work". In any interview, the number and nature of questions asked will depend on the interviewee and what they can be expected to know.

In February or March of each year, the Chair and up to two additional Trustees will assemble to form an "Evaluation Committee" for the coming year. The Evaluation Committee and Director will meet to discuss process, interview questions, and the outline of the final report.

In odd years (e.g., 2021, 2023, etc.) at the February Board meeting, the Board will move in camera to review and discuss the process, interview questions, and outline of the final report. If satisfied with the process, interview, and outline of the final report (or changes to same, if/where applicable), the Board will approve them.

In April of each year, the Library staff, Board Trustees, District CAO and the Director will be asked to complete a survey assessing the Director (anonymous if wished). The Evaluation Committee may schedule and conduct interviews with selected senior staff if this is felt appropriate.

In May of each year, the Evaluation Committee will review the results of the interviews and surveys and draft a Performance Evaluation Report based on the responses provided. The Evaluation Committee and the Director will meet to discuss the draft Performance Evaluation Report. The Director will complete and submit a self-evaluation report which will include a response to the draft Performance Evaluation Report.

In September of each year, the Board will review and discuss the final Performance Evaluation Report in camera. The approval (if so approved) will occur publicly. The final Performance Evaluation Report will be placed in the Director's file in a strongbox in the library controlled by the Board Chair.

In December of each year, the Chair will meet with the Director to review their progress over the past six months (the "December meeting").

In January of each year, the Chair will report to the Board on the results of the December meeting.

Adopted: September 2020
Revised: November 2020

6.52 Absence of the Director

When the Director is absent from work for any reason, one of the librarians may be put in the role of acting Director. The acting Director will be assigned by the Director. The acting Director shall receive $2.00 shift differential pay for the time they are performing the principal duties of the higher-paying position.

If the Director is absent from work for more than seven (7) calendar days, the Chair must be notified of the circumstances and the acting Director must be identified.

Adopted: December 2008
Reviewed: September 2020

6.6 Procedures

6.61 Probation Period

The probation period is designed to allow the employee and their supervisor time to determine whether there is a suitable match between the employee and the job. The employee is given time to learn their new job and the supervisor will evaluate the employee's ability to perform their job duties and fit in with the team.

Newly-hired employees will normally serve a probation period of three calendar months. The probation period will be specified in the letter of employment.

Before the end of the probation period, the supervisor will conduct two evaluations. The probationary period can be extended by mutual consent of both parties.

Upon successful completion of the probationary period, the employee shall be considered a permanent employee. Should an employee fail to meet the requirements of the position during the probation period, the supervisor, with the support of the Director, may advise the employee in writing of the termination of employment.

An employee who is promoted or transferred into a new position will normally have a trial period of three calendar months to determine whether the job match is suitable. Upon successful completion of the trial period, the employee shall be considered a permanent employee in that new position. If the employee is unsuccessful in the trial period, the employee will be given the opportunity to return to the position they held previously.

Adopted: December 2008
Amended: September 2020

6.62 Performance Reviews

The employee's supervisor shall arrange a performance review meeting during every employee's probation period. At the meeting, the supervisor shall provide feedback and engage in discussion regarding the employee's progress learning their new job. The supervisor and employee shall also discuss what other training or development may be needed.

All permanent employees shall also receive an annual performance review. The review will be based on the employee's job description in addition to objectives or goals previously agreed to. The employee shall be given time to prepare a self-evaluation in advance of their annual performance review. During the review, the employee and their supervisor shall discuss the employee's performance and develop performance goals. Employees shall be encouraged to provide feedback to their supervisor.

Key points discussed during the review meetings will be documented, including goals or objectives with timelines. One copy of the documentation will be given to the employee and a second copy will be placed in the employee's personnel file.

When devising the format of the annual performance review, the Director shall review for relevance the performance review format being used by the District of Squamish.

Adopted: December 2008
Amended: September 2020

6.63 Hours of Work and Overtime

The regular hours of work for full-time employees are 30 to 35 hours per week. The Library aims to bring all full-time employees up to 35 hours over time.

Relief/casual employees will be scheduled according to operational need on a week-by-week basis.

Each employee's schedule will be confirmed upon hiring. Notice of any change to the regular schedule of a full- or part-time employee will be communicated two weeks prior to taking effect, except in emergency situations to ensure proper coverage for the operation of the Library.

The Director will create a schedule of shifts for employees that is fair while providing the needed coverage.

There will be a 30 minute unpaid meal break during each shift of more than five (5) hours.

There will be a fifteen (15) minute paid rest break during each shift of four (4) hours or more.

Meal and rest breaks are expected to be taken within the shift; they are not to be taken at the end of the shift, thereby allowing an employee to leave early.

Schedules will ensure at least nine (9) hours rest between shifts.

Split shifts will not span more than twelve (12) hours.

Overtime
Staff are not expected to accrue overtime. They are expected to work their allotted hours each week. If, with the Director's permission, they accrue overtime, they are expected to take time off in lieu during that pay period. if that is not possible, approved overtime will be paid at the rate of two times (2x) the employee's regular rate of pay.

Adopted: December 2008
Amended: September 2020

6.64 Payment of Wages

Employees are paid on a bi-weekly basis. Employees complete a time sheet each week for approval by their supervisor.

Adopted: December 2008
Reviewed: September 2020

6.65 Sick Leave

Upon completion of probation, all permanent employees are entitled to one (1) day per month of paid sick days, which can be accumulated up to a maximum of 150 days. Sick leave accumulation is credited from date of hire.

When paid sick days are exhausted, eligible employees may apply for wage indemnity benefits.

Sick leave credits are cancelled when employment is terminated.

A letter/note from an employee's doctor may be requested by the supervisor to verify qualification for sick time pay.

Adopted: December 2008
Reviewed: September 2020

6.66 Health and Wellness Benefits

Library staff are eligible to participate in the District benefits plan subject to District practices and the eligibility criteria of the benefit carrier.

Permanent employees who normally work an average of twenty (20) hours or more per week are eligible for health and wellness benefits under the provisions of the plan which includes:

- Group Life and Accidental Death & Dismemberment (AD&D)
- Weekly Indemnity
- Dental benefits
- Extended health benefits
- BC Medical Services Plan

Group Life and Accidental Death & Dismemberment (AD&D)

- Participation is mandatory
- Employer pays 100% of premiums
- Plan provides life insurance coverage of two times annual salary and AD&D coverage in amount equal to life insurance
- Coverage details are laid out in the booklets provided by the insurance carrier

Weekly Indemnity

- Participation is mandatory
- Employees excluding the Director pay 100% of premiums
- Coverage details are laid out in the booklets provided by the insurance carrier

Dental benefits

- Participation is mandatory, unless the employee is covered through another plan
- Employer pays 100% of premiums
- Coverage details are laid out in the booklets provided by the insurance carrier

BC Medical Services Plan

- Participation is voluntary
- Employer pays 100% of premiums

Extended health benefits

- Participation is voluntary if the employee is covered through another plan
- Employer pays 100% of premiums
- Coverage details are laid out in the booklets provided by the insurance carrier

Coverage for the plans will begin as follows:

- Group Life & AD&D, Weekly Indemnity, and Dental coverage upon successful completion of the probation period
- Extended Health and BC MSP coverage at the beginning of the next month after the probation period is successfully completed

Employees are required to participate unless they are covered through another source (e.g. a spousal plan). The only exception is the BC Medical Services Plan which is completely voluntary.

Regular staff working less than twenty (20) regularly scheduled hours per week, including temporary and relief casual workers, will receive 12% of their regular earnings in lieu of health and wellness benefits once probation is completed. If the employee participates in the Municipal Pension Plan, the pay in lieu of benefits shall be 4%. If the employee's working hours reach 20 hours, they will lose the additional 12% payment but become eligible for health and wellness benefits.

Adopted: December 2008
Reviewed: September 2020

6.67 Municipal Pension Plan

All “eligible employees” will participate in the Municipal Pension Plan.

The Pension Corporation defines eligible employees as (a) full-time permanent employees; (b) employees who are employed continuously full-time for one year; or (c) part-time employees who have completed two years of continuous employment with one or more plan employers, and earned at least 35 per cent of the year’s maximum pensionable earnings in the last two years

The Pension Corporation is responsible for all of the rules and regulations regarding the Pension Plan and administers the Plan providing documentation and communication for employees in the plan.

The Library provides a monetary contribution towards every eligible employee’s pension and also administrative support in the form of employee enrolment or termination, payroll deduction, and remittance of employee and employer portions regularly to the Pension Corporation.

Adopted: December 2008
Reviewed: September 2020

6.68 Retirement

An employee who retires shall receive a retirement sum of two days' pay at the employee's current rate of pay for each year worked.

For the purpose of this Policy Manual, "retire" means an employee leaving the service of the Library and receiving benefits under the Pension (Municipal) Plan or upon receipt of a disability allowance or upon resignation by the regular full-time employee after twenty-five (25) years of full time service with the Library.

Vacation pay on retirement
On retirement, an employee is entitled to the same vacation pay which they would have earned if the employee had continued in employment to the end of the calendar year.

Adopted: December 2008
Reviewed: September 2020

6.69 Staff Attendance at Conferences

Staff representing the Library at conferences and workshops shall be approved for a leave of absence with pay, subject to prior approval by the Director. No employee shall lose pay through attending a conference during normal working hours.

An employee may claim time off in lieu for attending a conference or workshop which may include sessions occurring during the employee's time off. Such conference or workshop time is limited to eight (8) hours per day and is exclusive of travel time. It is subject to approval by the Director of Library Services.

Adopted: December 2008
Reviewed: September 2020

6.70 Professional Association Memberships

Employees may be required to hold active professional association memberships or certifications for their jobs. Such requirements will be listed as a requirement on the applicable job description.

Employee costs for the required professional association memberships or certifications will be reimbursed by the Library.

Adopted: December 2008
Reviewed: September 2020

6.71 Travel and Expenses

Any employee travel must be pre-approved by the Director. Travel advances must be requested a week prior and will be provided at the discretion of the Director.

All travel expenses must be verified with receipts. Mileage amounts and meal allowances will be paid at the rates set by the District in effect at the time.

Meal allowances will not be paid when a complimentary meal is provided as part of the conference or workshop.

Wages may be payable for workshop, conference, and travel time. The Director will determine what days/hours are eligible for payment on a case-by-case basis. All hours will be recorded on an employee's time sheet with an explanatory note.

Adopted: December 2008
Reviewed: September 2020

6.72 Resolution Process for Employee Concerns

The Library is committed to maintaining open communication with employees and ensuring everyone is treated fairly and with respect. However, differences may arise that cause conflict, concerns or a dispute. Every effort should be made to settle any conflict quickly. Employees will not suffer negative consequences for raising an issue.

Step 1
In the first step, every effort shall be made to settle the conflict between the persons involved. This should be done within (7) seven calendar days from the date of the conflict.

Step 2
If the conflict is not resolved at Step 1, written statements clearly outlining each position will be recorded. Within seven (7) calendar days following Step 1, the persons will implement a mutually agreed upon individual from within the organization to facilitate a resolution. This could be another employee, the Director, or a Trustee.

Step 3
If the conflict is not resolved at Step 2, parties to the conflict will contact the Director who will then listen to all facts from both parties and render a decision within seven (7) calendar days from that meeting. If the Director is perceived as being in a conflict of interest position by one of the parties, then the parties may alert the Chair. The Chair will then listen to all facts from both parties and render a decision within seven (7) calendar days from that meeting.

Adopted: December 2008
Reviewed: September 2020

6.73 Harassment Investigation Process

Harassment Investigation and Remedy
Procedures for commencement of investigation will not prejudice an employee's right to access other forms of remedial action.

Employees are encouraged to report all incidents of harassment without fear of reprisal. The goals of the harassment investigation are to:

- Provide a fair process
- Obtain all relevant information
- Make findings of fact
- Make a decision based on those facts

Complainant:

- Refers to the individual who feels he/she is being harassed or discriminated against
- Has the right to confidential, timely and appropriate action being taken on his/her behalf
- Shall be advised of the remedy applied to the complaint
- Shall maintain confidentiality other than to process the complaint

Respondent:

- Refers to the person against whom the complaint is being lodged.
- Has the right to a confidential, timely and unbiased investigation, with a full opportunity to respond to allegations.
- Shall maintain confidentiality other than for the purposes of obtaining advice with respect to responding to the complaint

Investigator:

- Will be a person, internal or external, with considerable expertise and experience investigating and resolving harassment complaints
- Has the authority, pursuant to this policy, to speak with anyone, request and review documents and enter any work locations that are relevant to the complaint
- Will report the findings and recommendations to the adjudicator

The Investigation
Individual interviews by the Investigator will be conducted with the complainant, respondent and any and all witnesses. The Investigator will conduct a review of evidence, including the interviews, relevant documents, phone messages, electronic evidence, other materials and/or correspondence. The results of the investigation including facts and recommendations will be reported to the adjudicator. The adjudicator will decide the matter and may require remedial action.

Remedial Actions
Remedial actions may include but are not limited to:

- Education and training
- Review and modification of policies, procedures and practices
- Disciplinary action up to and including dismissal
- Continuous monitoring and follow-up
- Any other strategy designed to eliminate and/or prevent harassment

Timeline
The Investigation and Final Resolution will be carried out and concluded as expeditiously as possible.

Malicious Complaints
Initiating an unjust harassment complaint out of malice is also a form of harassment. Where it is determined that an employee has alleged harassment with directed and specific intent to harm, then disciplinary actions may be taken against the employee who lodged the malicious complaint of harassment.

No Retaliation
No employee shall retaliate against any complainant who has reported an employee for an offence under this policy or against any other person who has provided information respecting or served as a witness in proceedings under this Respectful Workplace Policy.

Confidentiality
Allegations of harassment may involve sensitive disclosures. To protect the privacy and reputation of all parties involved in a complaint, all information concerning the harassment complaint, up to and including the final decision, shall remain confidential, subject to the privacy rules of the Freedom of Information and Protection of Privacy Act or any other course of action available through common law or statute.

No records of a complaint will be placed on the personnel file of a Respondent involved in a complaint unless the remedies involve disciplinary action.

Confidentiality cannot be guaranteed for individuals who initiate proceedings or make comments outside the Library's internal procedures.

If you feel you are being harassed, say "no" and do not ignore the harassment. If you can, immediately make the alleged harasser aware of your disapproval and/or discomfort with his/her comments, actions, or behaviour. At any time, if you do not feel comfortable approaching the alleged harasser, immediately implement the procedure below:

- Seek guidance.
- If the behaviour does not immediately stop, you should contact your supervisor or the Director
- All supervisors and the Director are expected to take action or prohibit or stop any behaviour that is in any way harassing once they have been made aware of such behaviour

If the behaviour continues and attempts to correct the behaviour have failed, file a formal complaint with the Director. Accurately write out all the details of the harassing behaviour, being as specific as possible. Be sure to use dates, times, locations, exact comments, actions, behaviour, materials and names of any witnesses. A harassment investigation will be initiated.

Adopted: September 2020

6.74 Discipline Process

All employees of the Library will follow all policies and guidelines. However, errors in judgment are occasionally made and any breaches of policies, procedures or guidelines may be subject to discipline. The Library will undertake to treat each incident as fairly and confidentially as possible.

The discipline policy is designed to support an employee in making the changes necessary to be successful in their position. The policy ensures that employees who do not follow the guidelines, policies, and/or procedures are given the opportunity to correct the behaviour. Discipline will be commensurate with the infraction.

The Director and/or supervisor (or the Chair, if the employee in question is the Director) will carefully research and consider the facts of each situation

Causes for disciplinary action may include, but are not limited to, the following:

- Disclosure of confidential information
- Negative criticism of the Director, the Board, or employees outside of established procedures (Resolution Process for Employee Concerns)
- Promoting any group or organization in which a worker has a vested interest (Conflict of Interest Policy)
- Removal of any confidential material from the work place
- Theft of Library property or willful damage to Library property
- Possession of or use of illegal substances or alcohol while on the job
- Any illegal act
- Dishonesty
- Unauthorized use of Library funds, material, or equipment
- Unacceptable absenteeism
- Disregard for the safety of yourself, co-workers, or patrons
- Failure to follow Library policies and/or procedures

Although the levels of discipline will vary, progressive discipline will apply in the majority of cases:

- Step 1: Verbal warning - recorded in personnel file and signed by employee
- Step 2: Written warning - recorded in personnel file and signed by employee
- Step 3: Discipline report - implying discharge, suspension or extension of probation if the offense is repeated and the nature of the infraction
- Step 4: Suspension or termination

In cases of serious misconduct, discipline may commence at any step, including suspension or termination.

Records of disciplinary action remain in an employee's personnel file for eighteen (18) months.

Adopted: December 2008
Reviewed: September 2020

6.75 Termination of Employment

Employees shall give written notice of their intention to resign to the Director no less than fourteen (14) calendar days prior to the last day of work. The period of notice must include only actual time to be worked and not vacation or statutory holiday time.

The requirement to work through the notice period may be waived by the Director.

The Director shall provide two months' written notice of their intention to resign.

In the case of a termination, the provisions of the *Employment Standards Act* apply.

Vacation Pay in Year of Termination
Employees are required to work the full calendar year in order to be entitled to that year's full vacation and pay. Employees who have used their annual vacation and are terminated prior to the end of the calendar year will have their unearned portion deducted from their last pay cheque.

Adopted: December 2008
Reviewed: September 2020