

PARRY SOUND PUBLIC LIBRARY

POLICY MANUAL

It Takes A Library to Raise a Community



Une bibliothèque est requise pour hausser la communauté

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Updated: November 2020

PARRY SOUND
PUBLIC LIBRARY

**FOUNDATION
POLICIES**

FOUNDATION POLICIES

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Parry Sound Public Library

Policy Type: Foundation
Policy Title: Mission Statement

Policy Number: FN - 01

Policy Approval Date: March 21, 2017
Policy Review Date: 2024

The mission statement articulates the board and the staff's shared understanding of the purpose of the library and whom it serves. It inspires those who work on behalf of the Parry Sound Public Library and provides a compass for action. This policy **ensures that the mission statement remains relevant and central to the library's operations.**

1. The mission statement is used as a decision-making framework for the board and staff. All strategic decisions of the library need to support the mission.
2. The mission statement is developed, reviewed and/or revised by the board as part of the planning cycle.
3. The Parry Sound **Public Library's mission statement must:**
 - a) be short, clear, and concise
 - b) be relevant to the direction of the library
 - c) be easily understood by people both inside and outside of the library
 - d) guide the actions of the board and staff

Related Documents:
Parry Sound Public Library GOV – 05 Planning

Approved Mission Statement – March 2017

The Parry Sound **Public Library's Mission** Statement

The Parry Sound Public Library enriches the quality of life in the Town of Parry Sound, contracting municipalities, and surrounding area by providing access to information for cultural, economic, educational, and recreational development and by promoting personal growth.



Parry Sound Public Library

Policy Type: Foundation
Policy Title: Vision Statement

Policy Number: FN - 02

Policy Approval Date: March 21, 2017
Policy Review Date: 2024

The board's vision statement describes the future success of the library. By creating a compelling vision, the board encourages action that moves the library towards a desirable future. This policy ensures that the board and staff are guided by a clearly articulated vision.

1. The vision statement is used as a decision-making framework for board and staff.
2. All strategic decisions of the board need to support the vision.
3. The vision statement is developed by the board as part of the planning cycle.
4. The Parry Sound **Public Library's** vision statement must:
 - a) be futuristic, in that it describes what is not yet true
 - b) convey a picture of a desirable future
 - c) be easily understood by people both inside and outside of the library
 - d) guide the actions of the board and staff

Related Documents:

Parry Sound Public Library GOV - 05 Planning

Approved Vision Statement – March 2017

The Parry Sound **Public Library's** Vision Statement:

To be the gateway to a lifelong love of reading, joy of learning, and search for information.

Parry Sound Public Library

Policy Type: Foundation
Policy Title: Statement of Values

Policy Number: FN - 03

Policy Approval Date: March 21, 2017
Policy Review Date: 2024

The statement of values articulates the board's and staff's shared beliefs about important principles and norms by which the library operates and delivers service. This policy ensures that the board articulates and reviews its values.

1. The statement of values is integrated into the decision making of the board and the delivery of day-to-day operations and services by the staff.
2. The statement of values is developed, reviewed and/or revised by the board as part of the planning cycle.

Related Documents:

Parry Sound Public Library FN - 04 Intellectual Freedom

Parry Sound Public Library GOV - 05 Planning

Approved Statement of Values – March 2017

The Parry Sound Public Library's Statement of Values:

Creativity, imagination and curiosity

Encouraging the joy of reading and life-long learning

Equity

Ensuring accessibility and fairness, to recognize diversity in serving all individuals

Intellectual Freedom

Guaranteeing and facilitating access to all expressions of knowledge and intellectual activity

Customer Service

Ensuring high quality and excellence in responding to the needs of our customers

Community Connectedness

Enhancing library service through partnerships and consultation with the community

Teamwork

Fostering a work culture that advocates cooperation, communication, respect, and training

Parry Sound Public Library

Policy Type: Foundation
Policy Title: Intellectual Freedom

Policy Number: FN - 04

Policy Approval Date: March 21, 2017
Policy Review Date: 2024

Recognizing that the Parry Sound Public Library board has a fundamental responsibility for upholding the principles of, as well as advocating for, intellectual freedom, this policy ensures the rights of individuals to access information.

1. **The board adopts the Canadian Federation of Library Associations' *Statement on Intellectual Freedom and Libraries***, approved originally in June 27, 1974; Amended November 17, 1983, November 18, 1985 and September 27, 2015.
2. It is the responsibility of the board, and those who work in the library, to:
 - a) ensure that all library users have the fundamental right to have access to all expressions of knowledge, creativity and intellectual activity, and to express their thoughts publicly
 - b) guarantee and facilitate access to all expressions of knowledge and intellectual activity, including those which some elements of society may consider to be unconventional, unpopular or unacceptable
 - c) make available all of the library's public facilities and services to all individuals and groups who need them
 - d) resist all efforts to limit the exercise of these responsibilities, while recognizing the right of criticism by individuals and groups
3. The board directs the library Chief Executive Officer (CEO) to ensure that the principles of intellectual freedom are integrated into all organizational policies, procedures, and practices.

Related Documents:

Canadian Federation of Library Associations' *Statement on Intellectual Freedom and Libraries*
(Appendix A)



Statement on Intellectual Freedom and Libraries

Approval History: ~ June 27, 1974 Amended November 17, 1983; November 18, 1985; and September 27, 2015

The Canadian Federation of Library Associations recognizes and values the Canadian Charter of Rights and Freedoms as the guarantor of the fundamental freedoms in Canada of conscience and religion; of thought, belief, opinion, and expression; of peaceful assembly; and of association.

The Canadian Federation of Library Associations supports and promotes the universal principles of intellectual freedom as defined in the Universal Declaration of Human Rights, which include the interlocking freedoms to hold opinions and to seek, receive and impart information and ideas through any media and regardless of frontiers.

In accordance with these principles, the Canadian Federation of Library Associations affirms that all persons in Canada have a fundamental right, subject only to the Constitution and the law, to have access to the full range of knowledge, imagination, ideas, and opinion, and to express their thoughts publicly. Only the courts may abridge free expression rights in Canada.

The Canadian Federation of Library Associations affirms further that libraries have a core responsibility to support, defend and promote the universal principles of intellectual freedom and privacy.

The Canadian Federation of Library Associations holds that libraries are a key institution in Canada for rendering expressive content accessible and affordable to all. Libraries are essential gateways for all persons living in Canada to advance themselves through literacy, lifelong learning, social engagement, and cultural enrichment.

Libraries have a core responsibility to safeguard and facilitate access to constitutionally protected expressions of knowledge, imagination, ideas, and opinion, including those which some individuals and groups consider unconventional, unpopular or unacceptable. To this end, in accordance with their mandates and professional values and standards, libraries provide, defend and promote equitable access to the widest possible variety of expressive content and resist calls for censorship and the adoption of systems that deny or restrict access to resources.

Libraries have a core responsibility to safeguard and foster free expression and the right to safe and welcoming places and conditions. To this end, libraries make available their public spaces and services to individuals and groups without discrimination.

Libraries have a core responsibility to safeguard and defend privacy in the individual's pursuit of expressive content. To this end, libraries protect the identities and activities of library users except when required by the courts to cede them.

Furthermore, in accordance with established library policies, procedures and due process, libraries resist efforts to limit the exercise of these responsibilities while recognizing the right of criticism by individuals and groups.

Library employees, volunteers and employers as well as library governing entities have a core responsibility to uphold the principles of intellectual freedom in the performance of their respective library roles.

Posted at <http://cfla-fcab.ca/en/monthly-update/guidelines-and-position-papers/>

Parry Sound Public Library

Policy Type: Foundation

Policy Number: FN - 05

Policy Title: Respect and Acknowledgement Declaration

Policy Approval Date:

April 2018

Policy Review Date:

2024

The Parry Sound Public Library understands the need to recognize and embrace the principles of Truth and **Reconciliation with Ontario's Indigenous population, as outlined in** the Truth and Reconciliation Commission Report.

Section 1: Declaration

With this understanding, the Parry Sound Public Library acknowledges the Indigenous Peoples on whose traditional territories we live and work. We believe that acknowledging territory shows recognition of and respect for Indigenous Peoples, both in the past and the present. We believe that the territorial acknowledgements are not simply a *pro forma* statement made before a meeting; but a vital *part* of the business. We believe that recognition and respect are essential elements of establishing healthy, reciprocal relations and are keys to reconciliation.

The Parry Sound Public Library will use this Respect and Acknowledgement Declaration at the beginning of all meetings held at the library.

We [I] will begin this event (Name the Event) by acknowledging that we are meeting on aboriginal land that has been inhabited by Indigenous peoples. Since time immemorial, this area has been the homeland of the Anishinaabek (Ojibwe, Pottowattami, and Odawa) people, namely, what has come to be referred to by the English as Parry Sound. Today, with their enduring presence, the Anishinabek still regard Parry Sound and parts of the surrounding area as their traditional territory. Families know these lands as the hunting grounds, medicine areas, and gathering places, related to them through oral history passed down for generations. Other Indigenous Nations have come to occupy this land such as the Haudenosaunee and the Metis Nation. We are grateful for the opportunity to meet here and we thank all the generations of people who have taken care of this land for thousands of years. This recognition must also be clearly and overtly connected to our collective commitment to make the promise and the challenge of Truth and Reconciliation real in our communities.

Section 2: Collection

The Parry Sound Public Library will provide collections relating to Indigenous cultures, languages, and peoples, including books, audio, and video materials. Our collection will include titles by and about First Nation communities and will include titles presented in the First Nation Communities Read program. Our collection of materials will also include First Nations, Inuit and Metis authors, illustrators, contributors, and a selection of DVDs on history, culture, and Indigenous issues.

Section 3: Services

The Parry Sound Public Library will provide welcoming spaces and library services to Indigenous peoples and share elements of First Nations, Inuit and Metis cultures with non-Indigenous persons.

PARRY SOUND
PUBLIC LIBRARY

BYLAWS

BYLAWS

Index of Current Policies

BL – 01 Statement of Authority

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BL – 03 Terms of Reference of the Officers

BL – 04 Powers and Duties of the Board

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Parry Sound Public Library

Policy Type: Bylaws

Policy Number: BL - 01

Policy Title: Statement of Authority

Initial Policy Approval Date: 2017/03/21

Year of next review: 2024

The Parry Sound Public Library board bears legal responsibility for the library by ensuring that it operates in accordance with the *Public Libraries Act*, R.S.O. 1990, c P.44. The purpose of this bylaw is to define the legal authority of the board. This bylaw replaces bylaw By1-1.

1. In accordance with the *Public Libraries Act*, s. 3 (1), the council of the town of Parry Sound has established the Parry Sound Public Library by the adoption of municipal bylaw # 2017 – 6698.
2. In accordance with the *Public Libraries Act*, s.3 (3), the Parry Sound Public Library shall be under the management and control of the Parry Sound Public Library board which is a corporation.

Related Documents:

Public Libraries Act, R.S.O. 1990, s. 3(1) and (3)
Council of the Town of Parry Sound, Bylaw # 2017 – 6698.

Parry Sound Public Library

Policy Type: Bylaws

Policy Number: BL - 02

Policy Title: Composition of the Board

Initial Policy Approval Date: 2017/03/21

Year of next review: 2024

Where required, the Parry Sound Public Library board adheres to the *Public Libraries Act*, R.S.O. 1990, c. P44 as it relates to its composition. The purpose of this bylaw is to guide the **council's appointment process and the library board's appointment of its officers.**

Section 1: Composition

1. While the *Public Libraries Act*, s. 9(1) prescribes a board of no fewer than five (5) members, and gives the municipal council the power to make appointments, the library board endorses a board that consist of at least five (5), and no more than nine (9) members; five members shall represent the Town of Parry Sound; additional members may be appointed on the basis of one representative per municipality of those municipalities which contract with the Parry Sound Public Library for library services.
2. In accordance with the *Public Libraries Act*, s. 10(4), municipal council will appoint all board members at the first meeting of council in each term.
3. In accordance with the *Public Libraries Act*, s. 10 (2a), municipal council shall not appoint more of its own members to the board than the number that is one less than a majority of the board.
4. In accordance with the *Public Libraries Act*, s. 10 (3), a board member shall hold office for a term concurrent with the term of the appointing municipal council, or until a successor is appointed.
5. A board member may be re-appointed for one or more terms.
6. A member seeking re-appointment must follow the same process of application for consideration as for new candidates to the board.
7. Employees cannot be appointed to the Board. Past employees are prohibited from holding Board positions for a period of three years from the conclusion of their employment.
8. In accordance with the *Public Libraries Act*, s. 13, if any member of the board is disqualified from holding office, the members shall forthwith declare the seat vacant and notify council accordingly.

BL – 02 Composition of the Board (*continued*)

Section 1: Composition (continued)

9. In accordance with the *Public Libraries Act*, s.12, when a vacancy arises in the membership of the board, the municipal council shall promptly appoint a person to fill the vacancy and to hold the office for the unexpired term, except where the unexpired term is less than forty-five days.

Section 2: Officers

1. In accordance with the *Public Libraries Act*, s. 14-15, the officers of the board are the chair, the secretary, the treasurer and the Chief Executive Officer (CEO).
2. In addition, the library board designates a vice-chair as an officer.
3. In accordance with the *Public Libraries Act*, s. 14(3), the chair shall be elected at the first meeting in a new term.
4. The vice chair shall also be elected at the first meeting in a new term.
5. The library board appoints the CEO, who will be secretary and treasurer as allowed by the *Public Libraries Act*, s. 15(5).
6. If any of the officers step down, retires or is dismissed during his/her term, the library board must immediately elect or appoint a new officer.

Related Documents:

Parry Sound Public Library BL - 03 Terms of Reference of the Officers
Public Libraries Act, R.S.O. 1990, c P44

Parry Sound Public Library

Policy Type: Bylaws

Policy Number: BL - 03

Policy Title: Terms of Reference of the Officers

Initial Policy Approval Date: 2017/03/21

Year of next review: 2024

The Parry Sound Public Library board elects and appoints officers. The officers must ensure the proper functioning of the board and the proper conduct of board business, in accordance with appropriate legislation and prescribed rules of procedure.

The officers are the chair, the vice-chair, the secretary, the treasurer and the Chief Executive Officer (CEO). This bylaw outlines the responsibilities of these officers. This bylaw replaces By1-6, By1-7, and By1-8.

Section 1: Terms of Reference of the Chair

1. In accordance with the *Public Libraries Act*, R.S.O. 1990, c. P44 s. 14 (3), a board shall elect one of its members as chair at its first meeting in a new term.
2. The term of office for the chair of the Parry Sound Public Library shall be for the term of the library board.
3. In accordance with the *Public Libraries Act*, s. 14(4), the board, in the absence of the chair, may appoint an acting chair. See Section 2: Terms of Reference of the Vice Chair
4. The chair leads the library board, acts as an official representative of the library, and ensures the proper functioning of the board and the proper conduct of board business, in accordance with appropriate legislation and prescribed rules of procedure adopted by the board.

BL – 03 Terms of Reference of the Officers (*continued*)

Section 1: Terms of Reference of the Chair (*continued*)

5. The chair will:

- a) preside at regular and special meetings of the library board
- b) set the agenda in consultation with the CEO
- c) ensure that business is dealt with expeditiously and help the library board work as a team
- d) in accordance with *Public Libraries Act*, s. 16(6), vote on all questions
- e) act as an authorized signing officer of all documents pertaining to board business
- f) sits ex-officio on all the committees of the library board and acts as a resource person
- g) co-ordinate the CEO evaluation process
- h) share with the CEO the responsibility for conducting board orientation
- i) **co-ordinate the library board's evaluation process**
- j) represent the library board, alone or with other members of the library board, at any public or private meetings for the purpose of conducting, promoting or completing the business of the library board
- k) not commit the library board to any course of action in the absence of the specific authority of the library board

Section 2: Terms of Reference of the Vice-Chair

1. The election of vice-chair shall take place at the first meeting in each calendar year for the term of the library board.
2. The vice-chair will be acting chair for the duration of the absence of the chair.

Section 3: Terms of Reference of the Secretary

1. The CEO of the Parry Sound Public Library serves as secretary of the library board, as permitted by the *Public Libraries Act*, s. 15(5).
2. The secretary acts as the record-keeper to the library board. In the absence of the secretary, the library board may appoint one of its members as the acting secretary.
3. In accordance with the *Public Libraries Act*, s. 15(3), the secretary will:
 - a) conduct the board's official correspondence
 - b) keep minutes of every meeting of the board

BL – 03 Terms of Reference of the Officers (*continued*)

Section 3: Terms of Reference of the Secretary (continued)

4. In addition, the secretary will:
 - a) prepare the agenda prior to each board meeting, in cooperation with the chair
 - b) distribute the agenda, with all reports and enclosures, to all board members prior to the relevant board meeting
 - c) distribute the minutes to all board members prior to the next board meeting.

Section 4: Terms of Reference of the Treasurer

1. The CEO of the Parry Sound Public Library serves as treasurer to the library board, as allowed by the *Public Libraries Act*, s. 15(5).
2. The treasurer shall monitor the financial activities of the library and shall ensure that complete and accurate records are kept in accordance with generally accepted accounting practices.
3. In accordance with the *Public Libraries Act*, s. 14(4), the treasurer will:
 - a) receive and account for all the library board's money
 - b) open an account or accounts in the name of the library board in a chartered bank, trust company or credit union approved by the board
 - c) deposit all money received on the library board's behalf to the credit of that account or accounts
 - d) disburse the money as the library board directs
4. The treasurer will act as an authorized signing officer of all documents pertaining to the financial business of the library board.
5. The treasurer will provide the library board with a report of all financial transactions and of the financial position of the library, monthly or as otherwise required.

Section 5: Terms of Reference of the Chief Executive Officer (CEO)

1. In accordance with the *Public Libraries Act*, s.15(2), the library board appoints the CEO, who shall attend all board meetings.
2. The library board delegates the authority for management and operations of services to the CEO.

BL – 03 Terms of Reference of the Officers (*continued*)

Section 5: Terms of Reference of the Chief Executive Officer (CEO) (continued)

3. As an officer of the library board, the CEO:
 - a) acts as the secretary/ treasurer to the library board
 - b) does not vote on board business
 - c) sits ex-officio on all the committees of the library board and acts as a resource person
 - d) assists and supports the library board at the presentation of the library budget before the council
 - e) reports directly to the library board on the affairs of the library and makes recommendations he or she considers necessary
 - f) **interprets and communicates the board's decisions to the staff**

Related Documents:

Parry Sound Public Library BL - 02 Composition of the Board

Parry Sound Public Library BL - 05 Meetings of the Board

Public Libraries Act, R.S.O. 1990, c. P44

Parry Sound Public Library

Policy Type: Bylaws

Policy Number: BL - 04

Policy Title: Powers and Duties of the Board

Initial Policy Approval Date: 2017/03/21

Year of next review: 2024

The library board bears legal responsibility for the Parry Sound Public Library. The powers and duties of the library board are prescribed in the *Public Libraries Act*, R.S.O. 1990, c. P44, to which this bylaw adheres. The role of the library board is to govern the affairs of the library. This bylaw shall replace By1-2.

1. In accordance with the *Public Libraries Act*, s. 20, the library board:
 - a) shall bear legal responsibility for the Parry Sound Public Library
 - b) shall seek to provide, in co-operation with other boards, a comprehensive and efficient public **library service that reflects the community's unique needs**
 - c) shall operate one or more libraries and ensure that they are conducted in accordance with this Act and the regulations
 - d) may operate special services in connection with a library as it considers necessary
 - e) shall fix the times and places for board meetings and the mode of calling and conducting them, and ensure that full and correct minutes are kept
 - f) shall make an annual report to the Minister and make any other reports required by this Act and the regulations or requested by the Minister from time to time
 - g) **shall make provision for insuring the board's real and personal property**
 - h) shall take proper security for the treasurer
 - i) may appoint such committees as it considers expedient

Related Documents:

Parry Sound Public Library GOV - 01 Purpose of the Board
Public Libraries Act, R.S.O. 1990, c. P44.

Parry Sound Public Library

Policy Type: Bylaws

Policy Number: BL - 05

Initial Policy Approval Date: 2017/03/21

Policy Title: Meetings of the Board

Year of next review: 2024

Parry Sound Public Library board members must meet regularly to ensure the proper governance of the library and to conduct the business of the board. **Since the library board 'as a whole' has the authority to act, and not individual members, the board meeting is the major opportunity for the library board to do its work – to make decisions, solve problems, educate board members, and plan for the future and review monitoring or evaluation material submitted by employees.** This policy sets procedures to follow for meetings and ensures compliance with the *Public Libraries Act*, R.S.O. c. P.44.

Section 1: Types of Meetings

1. In accordance with the *Public Libraries Act*, s. 16.1 (2), board meetings will be open to the public unless the subject matter being considered falls within the parameters of the *Public Libraries Act*, s. 16.1(4) as stated in point 5 of this section.
2. In accordance with the *Public Libraries Act*, s. 16(1), the library board shall hold regular meetings once a month at least 10 months each year and at such other times as it considers necessary.
3. In accordance with the *Public Libraries Act*, s. 14(1), the first meeting shall be called by the Chief Executive Officer (CEO) of the library board, in each new term, upon receipt of the confirmation of appointments from the municipal clerk. This inaugural meeting shall be held as soon as possible, after the appointments are made by municipal council.

At this first meeting, the CEO oversees the elections of the officers. The elections begin with the position of chair.

4. In accordance with the *Public Libraries Act*, s. 16(2), the chair or any two members of the library board may summon a special meeting by giving each member reasonable notice in writing, specifying the purpose for which the meeting is called, which shall be the sole business transacted at the meeting.

Section 1: Types of Meetings (*continued*)

5. In accordance with the *Public Libraries Act*, s. 16.1(4), a meeting or part of a meeting may be closed to the public if the subject matter being considered is:
- a) the security of the property of the board
 - b) personal matters about an identifiable individual
 - c) a proposed or pending acquisition or disposition of land by the board
 - d) labour relations or employee negotiations
 - e) litigation or potential litigation, including matters before administrative tribunals, affecting the board
 - f) advice that is subject to solicitor-client privilege, including communications necessary for that purpose
 - g) a matter in respect of which a board or committee of a board may hold a closed meeting under another Act

6. In accordance with the *Public Libraries Act*, s. 16.1 (5) and (6), a meeting shall be closed to the public if the subject matter relates to the consideration of a request under the *Municipal Freedom of Information and Protection of Privacy Act*, R.S.O. 1990, c. M56, if the board or committee of the board is the head of an institution for the purposes of that Act.

Before holding a meeting or part of a meeting that is to be closed to the public, the library board or committee of the board shall state by resolution:

- a) the fact of the holding of the closed meeting
 - b) the general nature of the matter to be considered at the closed meeting
7. Board members may attend library board meetings remotely via teleconference or Internet video conferencing call.
- a) As all board meetings are open to the public, these meetings must be conducted in such a way that all members participating can hear each other, at the same time, and that the public can also hear the deliberations.
 - b) A member of the library board or a committee may attend, participate and vote at an open or closed meeting remotely, if the member is prevented from physically attending because of:
 - i. personal illness or disability; or
 - ii. employment purposes or the business of the public good; or
 - iii. a family or other emergency.
 - c) Members who wish to attend a meeting remotely must give notice two hours before the commencement of the meeting to the Secretary so that the equipment can be made ready
 - d) Meeting minutes will reflect that a member is participating remotely
 - e) The vice-chair chairs the meeting, when the chair of the library board attends the meeting remotely
 - f) Quorum applies to the members attending in person and remotely.

Section 2: Order of Proceedings

1. Parliamentary authority.

- a) The rules contained in the current edition of *Robert's Rules of Order Newly Revised* shall govern the proceedings of the library board in cases where there are no bylaws of the board in place.

2. Call to order.

- a) Meetings shall be called to order by the chair on the hour fixed for the meeting.
- b) In the absence of the chair, the vice-chair will preside over the meeting.

3. Quorum.

- a) In accordance with the *Public Libraries Act*, s. 16(5), the presence of a majority of the board is necessary for the transaction of business at a meeting.
- b) Where a quorum is not present within fifteen minutes of the hour fixed for a meeting, the secretary shall record the names of the board members present and the meeting shall stand adjourned until the next meeting or until a special meeting is called.
- c) Nothing in the foregoing shall prohibit the members in attendance for a regular meeting, when no quorum is present, from constituting themselves as a committee dealing with such agenda items as they see fit. However, no decisions taken at such meeting may be executed until ratified by motion at a regular meeting of the library board.
- d) If notified by a majority of board members of their anticipated absence from a meeting, the secretary shall notify all members of the library board that the meeting is cancelled.

4. Attendance at meetings.

In accordance with the *Public Libraries Act*, s. 13, should a member be absent for three (3) consecutive meetings, the board, shall:

- a) consider the member disqualified from the board and notify the appointing council that the seat is vacant, or
- b) consider the circumstances of the absence and pass a resolution authorizing that person to continue as a board member

Section 2: Order of Proceedings (continued)

5. Agenda.

- a) **The agenda focuses the discussion in order to make good use of the library board's time. Meetings of the library board 'as a whole' do not re-do the work of the employees or of the committees.**
- b) The order of business for all regular meetings of the library board shall be as follows:
 - 1. Call to order
 - 2. Approval of the agenda
 - 3. Declaration of any conflicts of interest
 - 4. Approval of consent agenda
 - 5. Correspondence
 - 6. Minutes of the preceding meeting
 - 7. New Business
 - 8. Financial Reports
 - 9. **Chief Executive Officer's Report** - Approval as received
 - 10. Board Action report
 - 11. Closed Session
 - 12. Other business (Round Table)
 - 13. Date of the next meeting & Adjournment

6. Voting.

- a) All motions at board meetings, except those approving or amending the bylaws, are decided by a majority of votes cast. A motion to add, amend or remove a bylaw shall require a majority vote of at least two thirds of the members in order to be carried.
- b) In accordance to the *Public Libraries Act*, s. 6(6), the chair or acting chair of the board may vote with the other members of the board upon all questions. Any question on which there is an equality of votes shall be deemed to be negative.

7. Minutes.

- a) Once approved, minutes of meetings are the official record of decisions and provide direction for officers and employees in their subsequent actions.
- b) Minutes are approved at the next meeting of the library board and signed by the chair.
- c) Minutes (excluding in camera minutes) are public documents and shall be made available to the public.
- d) Minutes of closed meetings are kept separately and held to be confidential.

Section 3: Chairing the Meeting

1. The function of the chair is to act in a leadership role to the library board, ensuring that business is dealt with expeditiously, and also to help the library board work as a team. It is the duty of the chair of the library board to:
 - a) open meetings of the library board by calling the members to order
 - b) announce the business before the library board in the order in which it is to be acted upon
 - c) receive and submit, in the proper manner, all motions presented by the members of the library board
 - d) put to vote all motions which are moved and seconded in the course of proceedings, and announce the results
 - e) decline to put to vote motions which infringe the rules of procedure
 - f) restrain the members, when engaged in debate, within the rules of order
 - g) exclude any person from a meeting for improper conduct
 - h) enforce the observance of order and decorum among the members
 - i) authenticate, by signing, all bylaws, resolutions and minutes of the library board
 - j) instruct the library board on the rules of order
 - k) represent and support the library board, declaring its will, and implicitly obeying its decisions in all things
 - l) receive all messages and communications on behalf of, and announce them to, the library board
 - m) ensure that the decisions of the library board are in conformity with the laws and bylaws governing the activities of the library board

Section 4: Board Meeting Ground Rule

1. The library board values a diversity of opinions and strives to set an environment conducive to exploring ideas. The board members will at the start of the term, set, and agree on, ground rules to guide their deliberations.

Related Documents:

Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M56
Public Libraries Act, R.S.O. 1990, c. P44, s.14, 16
Robert's Rules of Order New Revised (RONR) 10th edition
PSPL – GOV 10 Consent Agenda



Parry Sound Public Library

Policy Type: Bylaws

Policy Number: BL - 06

Policy Title: Amendment of Bylaws

Initial Policy Approval Date: 2017/03/21

Year of next review: 2024

Bylaws are the fundamental governing rules of the library board. The purpose of this bylaw is to state the conditions under which bylaws are amended.

1. Bylaws may be amended in response to legislation or when circumstances change.
2. At a board meeting any member can propose a review or an amendment of a bylaw.
3. All members of the library board will receive notice and draft of proposed changes prior to the next board meeting at which a motion for amendment may be tabled.
4. A motion to add, amend or remove a bylaw shall require a majority vote of at least two thirds of the members in order to be carried.

Related Documents

Parry Sound Public Library BL - 05 Meetings of the Board Section 2 (6) a

PARRY SOUND
PUBLIC LIBRARY

**GOVERNANCE
POLICIES**

GOVERNANCE POLICIES

Index of Current Policies

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Parry Sound Public Library

Policy Type: Governance

Policy Number: CCJ - 01

Policy Title: C.C. Johnson Bequest Fund

Policy Approval Date:

March 23, 2000

Policy Review Date:

2024

C.C. Johnson, a former mayor of Parry Sound and library board chairman, left approximately \$119,000 to the library board **“to be invested by the said board and the net** income derived therefrom to be used by the board for the purchase of additional books over and above the books usually purchased by the board with their grant from the Town”. **In addition to books, the money is used to purchase other materials for loan, ie.** magazines, records. Costs involved in processing, cataloguing, acquiring and generally preparing material for loan are interpreted as being covered under the terms of the will. Money from the Bequest Fund is not to be used for the purpose of acquiring shelving or other capital equipment.

The board budgets for capital growth in the Bequest Fund each year that will be at least equal to the increase in the Consumer Price Index during the previous year.

All transfers from the Bequest Fund to the General Account are to be approved in the minutes of the board meetings.

The Bequest Fund accounts are designated Parry Sound Public Library Board – C.C. Johnson Bequest Fund. Transactions are limited to a) deposits of trust income, receipts and proceeds of investments and b) disbursements for trust investments purchased, and transfers to the current operating account of the library board. People who have access to the safety deposit box are the secretary-treasurer of the board and one of the other signing officers.

Parry Sound Public Library

Policy Type: Governance

Policy Number: GOV - 01

Policy Title: Purpose and Duties of the Board

Policy Approval Date:

March 21, 2017

Policy Review Date:

2024

Section 1 – Purpose of the Board

The purpose of the library board is to govern the affairs of the public library in service to the community. This policy sets out the work of the library board and the ways in which the library board achieves its purpose.

1. The library board oversees the development of a comprehensive and efficient public library service by:

- a) **developing and expressing the library board's philosophy and values**
- b) articulating mission, service priorities and long-term strategy
- c) setting policies on governance and service
- d) planning for further library development
- e) delegating authority to the Chief Executive Officer (CEO) and evaluating their performance
- f) securing the resources to achieve the intended results
- g) exercising financial control
- h) advocating for library service
- i) evaluating results and assessing outcomes and impact

Section 2 – Duties of the Entire Board

1. The library board governs effectively by:

- a) setting an annual library board agenda that reflects current goals and strategic issues
- b) working proactively and making decisions that focus on the **library's future and place in the community** representing the interests of the community
- c) providing opportunities for board development and training
- d) working effectively as a team
- e) working collaboratively with the CEO and the council
- f) **evaluating the board's performance**
- g) engaging the community in determining responsive and dynamic library service
- h) behaving with integrity

Section 3 – Duties of Individual Board Members

The library board expects its members to understand the extent of their authority and to use it appropriately. This policy sets out the obligations of individual board members. While an individual board member has several responsibilities, outside of a meeting of the library board he or she has no authority to make decisions.

1. Each board member is expected to become a productive participant in exercising the duties of the board as a whole.
2. Individual members of the library board are responsible for exercising a Duty of Diligence as follows:
 - a) be informed of legislation under which the library exists, board bylaws, mission, vision and values
 - b) be informed about the activities of the library and the community and issues that affect the library
 - c) be prepared for all board meetings and
 - d) attend board meetings regularly, contribute from personal and professional experience, and use meeting time productively
3. Individual members of the library board are responsible for exercising a Duty of Loyalty, as follows:
 - a) adhere to the regulations of the Municipal Conflict of Interest Act, R.S.O. 1990, c. M50
 - b) act in the interest of the library members and community over and above other interest group involvement, membership on other boards, council or personal interest
 - c) **speak with “one voice” once a decision is reached and a resolution is passed by the library board**
 - d) represent the library positively to the community
4. Individual members of the library board are responsible for exercising a Duty of Care, as follows:
 - a) promote a high level of library service
 - b) consider information gathered in preparation for decision making
 - c) offer personal perspective and opinions on issues that are subject to library board discussion and decisions
 - d) show respect for the opinions of others
 - e) assume no authority to make decisions outside of board meetings
 - f) know and respect the distinction in the roles of the library board with regard to governance and the employees, management and operations
 - g) refrain from individually directing the Chief Executive Officer (CEO) and the employees
 - h) respect the confidential nature of library service to users while being aware of, and in compliance with, applicable laws governing freedom of information
 - i) resist censorship of library materials by groups or individuals
5. Board members will review and follow the *Parry Sound Public Library Board Code of Conduct* (see Appendix A)

Related Documents:

Parry Sound Public Library. BL - 01 Statement of Authority and Powers of the Board
Parry Sound Public Library GOV - 04 Policy Development
Parry Sound Public Library GOV - 05 Planning
Parry Sound Public Library GOV - 06 Board Evaluation
Parry Sound Public Library GOV - 07 Financial Oversight / Control
Parry Sound Public Library GOV - 08 Board-CEO Partnership
Municipal Conflict of Interest Act, R.S.O. 1990, c. M50

Appendix A:

Board Code of Conduct

Within the framework of the Parry Sound Public Library Policy GOV - 01, it is the duty of library board members to maintain high ethical standards. This commitment includes the proper use of authority, appropriate decorum in group and individual behavior and respect for others and their contributions to the Library. As such:

Respect

Within the framework of the legislative and policy requirements of the Ontario Human Rights Code, and the Workplace Harassment and Discrimination and the Prevention of Workplace Violence Policies, members will fulfill their responsibilities in ensuring that the Library is free from discrimination and harassment. No Member shall:

- a) Speak disrespectfully of any member of the Board, staff or volunteers.
- b) Use offensive words in meetings of the Board or against any Member.
- c) **Speak in a manner that is discriminatory in nature based on an individual's age, colour, ancestry, race, citizenship, ethnic origin, place of origin, creed, disability, family status, marital status, gender identity/expression, sex, or sexual orientation.**

Board meetings

With the understanding that Library Board meetings are public and that their behavior affects the image of the Parry Sound Library, Board members shall:

- a) Not speak on any subject other than the subject in debate.
- b) Not disobey the decision of the Chair or of the Board on questions of order or procedure or upon the interpretation of the rules of the Board

Use of Library Property and Resources

Members will only use Library facilities, equipment, supplies, services or other resources for the business of the library.

Privacy and Confidential Information

Members will respect the privacy of others and will not disclose or release by any means to any member of the public, any confidential information acquired by virtue of their position within the library. Members will maintain this obligation even after leaving the Board.

Conflict of Interest

Within the legislative framework of the *Municipal Conflict of Interest Act*, Board members will act in the public interest and not engage in conflicts of interest, either apparent or real. The duties and responsibilities to the Library should not compete with private interests, financial or otherwise and the interests of family, friends or associated organizations.

Members will not accept payments to make referrals or to act as a paid agent before the Board or Board Committee.

Political Neutrality

Members will not use Library facilities, equipment, supplies, services (including staff services) or any other resources for election campaign or campaign-related activities.

Members will not use a position of authority at the Library to compel staff or volunteers to engage in partisan political activities.

Gifts

Members will not accept or provide any gift or benefit where it may be, or perceived to be, in exchange for favour or influence.

Exceptions:

- Small gifts (cards or edibles, such as chocolates or cookies)
- Advertising material (calendars, scratch pads, pens, t-shirts)
- Any hospitality or gift that has a monetary value under \$100

Parry Sound Public Library

Policy Type: Governance

Policy Number: GOV - 02

Policy Title: Board Orientation and Training

Policy Approval Date:

March 21, 2017

Policy Review Date:

2024

To be effective, library board members must have sufficient knowledge of board governance and issues that are central to the role of the library in the community. This policy sets out the requirements for board orientation and ongoing training.

Section 1 - Orientation

The orientation of board members is necessary in order for there to be a common and shared understanding of the authority and role of the library board.

- 1) Board members shall be given a thorough orientation within two months of their appointment to the library board.
- 2) The Chief Executive Officer (CEO) and the board chair shall be responsible for developing an agenda to provide an orientation which shall include, but not be limited to:
 - a) **information on the library's vision, mission and values**
 - b) an overview of the *Public Libraries Act*, R.S.O. 1990, c. P44
 - c) an overview of the board bylaws and governance policies
 - d) a discussion on the purpose, structure, code of conduct and function of the library board
 - e) a tour of the library and an introduction to employees and services
- 3) Each board member will receive:
 - a) the current *Parry Sound Public Library Policy Manual*
 - b) **the library's current planning document**
 - c) a copy and overview of the annual operating plan and the current budget
 - d) an application for library membership
 - e) *a copy of the current legislation - Public Libraries Act R.S.O. 1990*
 - f) a copy of the *Library Board Orientation* materials prepared by the Southern Ontario Library Service
 - g) a copy of *Cut to the Chase: Ontario Public Library Governance at a Glance*. (Ontario Library Boards' Association)

Section 1 – Orientation (continued)

- 4) Board members will receive training on the accessibility standards set out in the Regulations of the *Accessibility for Ontarians with Disability Act*, including training on the Human Rights Code as it pertains to persons with disabilities.

Section 2 – Ongoing Training

Ongoing training ensures that library board members focus on good governance, strategic directions and policy implications rather than on operational details. This policy ensures that library board members have access to, and avail themselves of, training opportunities.

1. To ensure ongoing education, the library board will:
 - a) schedule time for board training
 - b) **maintain a membership in the Ontario Library Association and the Ontario Library Boards' Association**
 - c) assign a representative who will attend the regional Trustee Council meetings and report back to the library board
 - d) fund two board members to attend a relevant conference (e.g. OLA Superconference) annually
2. The library board will receive information from the Chief Executive Officer (CEO) about training and networking offered by various organizations in Ontario.
3. The cost of any training must be approved by the library board before it is undertaken.
4. Board members will report on their participation in training events.
5. In the first year of its term, the library board will review and discuss sections of the *Library Board Development* materials, prepared by Southern Ontario Library Service.
6. Board members are encouraged to participate in training opportunities that include, but are not limited to:
 - a) effective governance
 - b) planning
 - c) advocacy
 - d) funding development
 - e) decision making

Related Documents:

Accessibility Standards for Customer Service and *Ontario Regulation 165/16*
Ontario Library Boards' Association. *Cut to the Chase: Ontario Public Library Governance at a Glance.*

Southern Ontario Library Service. *Library Board Development* materials posted at
<https://www.sols.org/index.php/boards-trustees>

Parry Sound Public Library

Policy Type: Governance
Policy Title: Committees of the Board

Policy Number: GOV - 03

Policy Approval Date: March 21, 2017
Policy Review Date: 2024

The Parry Sound Public Library board may use ad hoc committees to further its work. This policy ensures that the library board establishes terms of reference and specific duties for each of these committees, as the need arises.

1. Committees report directly to the library board and have no authority other than to draft recommendations or **prepare alternatives for the library board's consideration.**
2. Committees operate for defined periods of time and have a specific purpose which must be described in written terms of reference.
3. Ad hoc committees coordinate the work, do the research and draft the documents to be reviewed and adopted by the library board as a whole.
4. An ad hoc committee that is established by the library board may include non-board members.
5. Meetings of committees may be called by the chair of the committee or by a majority of the members of a committee.
6. Committees shall not supervise or direct employees.

Related Documents:

Parry Sound Public Library Ad Hoc Policy Committee – Terms of Reference. (Appendix A)

Appendix A

This is an example of an Ad Hoc Committee - in this case created to review policy.

Parry Sound Public Library Ad Hoc Policy Committee Terms of Reference

1. Purpose:

- a) **ensure that the library board's policies meet the requirements of the *Ontario Public Library Guidelines* (OPLG)**

2. Responsibilities:

- a) audit and evaluate existing policies based on the OPLG
- b) establish a work plan to review, revise and develop policies required by the OPLG
- c) **research, draft and recommend new policies or policy revisions that align with the library's vision, mission and strategic plan**

3. Duration of the Committee:

- a) **the committee meets until the library's policies comply with the requirements of the OPLG in preparation for accreditation**

Parry Sound Public Library

Policy Type: Governance
Policy Title: Policy Development

Policy Number: GOV - 04

Policy Approval Date: March 21, 2017
Policy Review Date: 2024

In accordance with the *Public Libraries Act, R.S.O. 1990, c. P44*, s. 3(3), the Parry Sound Public Library is under the management and control of the library board. The library board has the sole authority and responsibility for establishing policy. This policy directs the library board to develop and monitor policies.

Policies set the framework for the governance and operations of the library and provide direction to library board **and employees. The policies are the tool for achieving the library's purpose and advancing the mission.** Board members and employees are responsible for knowing, understanding, and complying with the policies of the Parry Sound Public Library.

Section 1: Types of Policies

1. The work of the library is guided by policies in four areas:
 - a) **Foundation policies which record the board's decisions on vision, mission, and values**
 - b) Board bylaws which establish the organizational structure of the library board and how it does business
 - c) Governance policies which define the responsibilities and regulate the work of the library board
 - d) Operational policies which regulate the services and day-to-day operations of the library

Section 2: Responsibilities

1. The library board will:
 - a) establish a schedule to review existing policies and will integrate this schedule into the board meeting agendas
 - b) ensure that policies comply with the *Public Libraries Act*, any applicable municipal bylaws, provincial and federal legislation
 - c) where appropriate, delegate the development of operational policies to employees

Section 3: Policy Approval

1. The library board will:

- a) receive all policy changes, in draft, seven days prior to the next scheduled board meeting
- b) introduce a new policy or policy change through a motion at a duly constituted board meeting
- c) approve all policies at a duly constituted board meeting

Section 4: Policy Distribution

1. All policies should be documented in a standard format; numbered according to policy type and include the date of approval and the date of the next review.

2. The library board will:

- a) include approved policies in the *Parry Sound Public Library Policy Manual*
- b) ensure that all board members and employees have access to the policy manual
- c) **post policies on the library's website, when appropriate**

Section 5: Considerations

1. The initiative to develop a new policy or to revise an existing policy can come from several sources:

- a) the Chief Executive Officer
- b) a member of the board
- c) the council
- d) government
- e) a member of the public

Related Documents:

Public Libraries Act, R.S.O.1990, c. P44



Parry Sound Public Library

Policy Type: Governance
Policy Title: Planning

Policy Number: GOV - 05

Policy Approval Date: March 21, 2017
Policy Review Date: 2024

The Parry Sound Public Library board shall maintain an effective planning process for the library in order to fulfill its mandate under the *Public Libraries Act, RSO 1990, c. P44, s. 20(a)*: **"A board shall seek to provide, in co-operation with other boards, a comprehensive and efficient public library service that reflects the community's unique needs". This policy establishes a formal planning process.**

1. The planning process ensures that:
 - a) the vision of the library board is realized
 - b) the library is able to respond to changing needs and trends in the community
 - c) key decision makers in the community make a long-term commitment to library services
 - d) services available elsewhere in the community are not unnecessarily duplicated
 - e) library funds are responsibly expended in a deliberate and accountable manner
 - f) continuity of services is maintained regardless of personnel changes in the board or employees
2. To this end, the library board shall:
 - a) in the second year of its four-year term, develop a formal planning document that includes the mission and vision statements, and priorities
 - b) develop a cycle for reviewing and assessing:
 - i. client needs in the community served by the library
 - ii. the services of the library in the light of client needs and feedback
 - iii. the priorities of the municipality
 - iv. current board strategic planning documents: mission statement, goals and objectives
 - c) **report to the community on the library's progress in fulfilling its plan by means of:**
 - i. distribution of an annual report
 - ii. presentations to Council, service groups and community organizations
 - d) ensure public information and communication about the planning process and the plan are accessible to persons with disabilities.

3. **Reviewing and assessing the library's current environment will be** addressed through a situational analysis which may include:
- a) Community analysis - A range of community-related information with possible implications for library service, including demographic data, municipal planning documents, and information on local agencies and services, is gathered and formally analyzed at least once every four years, and the results used in the planning of library service.
 - b) Consultation with users - Library users are consulted regularly concerning library service (e.g. by means of surveys, focus groups, formal and informal interviews, open houses, suggestion box, website, etc.). The Library ensures that the invitation to comment and the feedback process are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.

Related Documents:

Public Libraries Act, R.S.O. 1990, c. P44

Parry Sound Public Library FN - 01 Mission Statement

Parry Sound Public Library FN - 02 Vision Statement

Parry Sound Public Library OP - 15 Accessibility in the Library



Parry Sound Public Library

Policy Type: Governance
Policy Title: Board Evaluation

Policy Number: GOV - 06

Policy Approval Date: March 21, 2017
Policy Review Date: 2024

The Parry Sound Public Library board will monitor its own effectiveness in fulfilling its major responsibilities and achieving strategic goals. The evaluation process identifies key areas for board improvement and the requisite follow-up action. This policy ensures that the library board assesses its effectiveness.

1. The library board will evaluate its effectiveness on an annual basis.
2. The chair is responsible for managing the process of the evaluation.
3. The library board evaluates itself in the areas of:
 - a. Board conduct and practice
 - b. Policy development
 - c. Planning
 - d. Advocacy
 - e. Relationship with the CEO
 - f. Financial oversight
 - g. Board development
4. To facilitate the evaluation process, the library board will develop an annual work plan in January of each year.
5. In November each year, the library board will evaluate its success in completing the work plan.

Related Documents:

Parry Sound Public Library TO BE DEVELOPED: Annual Work Plan

Parry Sound Public Library

Policy Type: Governance

Policy Number: GOV - 07

Policy Title: Financial Control / Oversight

Initial Policy Approval Date: June 21, 2016

Year of next Review: 2024

The Parry Sound Public Library **board is accountable to the community for the library's financial affairs.** The board must ensure adequate controls are in place to manage finances and see that the library has adequate resources to deliver service and fulfill its mission. This policy sets out the **board's financial practices.**

Section 1: Accountability

1. Financial year.

The financial year of the Parry Sound Public Library shall terminate on the 31st day of December in each calendar year.

2. Bank accounts.

In accordance with the *Public Libraries Act*, R.S.O. 1990, c. P44 s. 15(4b), the treasurer will open an account or accounts in the name of the board in a chartered bank, trust company or credit union approved by the board.

3. Signing officers.

- a) The board shall appoint at least three signing officers, one of which will be the treasurer.
- b) All cheques or other orders for the payment of money in the name of the Parry Sound Public Library board shall be signed by any two signing officers.

4. Budget.

- a) In accordance with the *Public Libraries Act*, s. 24(1), the board shall submit to council, annually on or before the date and in the form specified by council, estimates of all sums required during the year.
- b) The board prepares, for council approval, annual estimates of a long-term capital budget **which supports the library's approved long term goals.**
- c) The board will provide sufficient information to support the estimates.

GOV – 07 Financial Control/Oversight (*continued*)

Section 2: Financial Monitoring

1. The board monitors the finances in order to ensure that the ongoing financial position of the library is consistent with the priorities approved by the board. The board shall monitor the monthly financial report as prepared by the treasurer, at each meeting.
2. In accordance with the *Public Libraries Act*, s. 24(7), the accounts of the board shall be audited, by a person appointed under section 296 of the *Municipal Act*, S.O. 2001, c. 25 and submitted to the council annually on or before the date specified by the council.
3. An audit may also be undertaken, upon the death, resignation, dismissal or other termination of the treasurer of the board, and at such other times as the board shall direct.

Section 3: Financial Responsibilities of Chief Executive Officer (CEO)

1. The CEO will submit a copy of the financial statement to the provincial Ministry responsible for libraries as part of the requirements to complete the Ontario Public Libraries Annual Survey.
2. The CEO is authorized to operate the library within the approved budget.

Related Documents:

Parry Sound Public Library BL - 03 Terms of Reference of the Officers
Municipal Act, S.O. 2001, c. 25
Public Libraries Act, R.S.O. 1990, c. P44

Parry Sound Public Library

Policy Type: Governance
Policy Title: Board – CEO Partnership

Policy Number: GOV - 08

Policy Approval Date: March 21, 2017
Policy Review Date: 2024

Section 1 – Delegation of Authority to CEO

In accordance with the *Public Libraries Act*, R.S.O. 1990, c. P44, s. 15(2), the library board appoints a Chief Executive Officer (CEO) who shall have general supervision over, and direction of, the operations of the Parry Sound **Public Library and its employees**. **This policy outlines the nature of the library board's relationship** with the CEO.

1. **The CEO is the library board's only link to the operation of the library. As such:**
 - a) the library board directs the CEO through:
 - i. decisions made at board meetings, by majority vote
 - ii. approved written policies
 - iii. approved budgets and plans
 - iv. the CEO job description
 - b) only official decisions of the full library board are binding on the Library CEO
 - c) decisions or instructions of individual board members are not binding on the Library CEO
2. The CEO will:
 - a) take or approve lawful actions in the name of the library
 - b) **take actions consistent with the board's mission, vision, values and policies**
 - c) be responsible for the employment and management of all library employees
 - d) be responsible for the performance evaluation and appraisal of all library employees
 - e) design, implement and manage all operational practices and activities
 - f) provide the board with the information, support, and professional knowledge and expertise it needs to be successful.

Section 2: Board support for the CEO (continued)

A board-CEO partnership, rooted in mutual trust and respect, is crucial to the proper governance and overall well-being of the library. In the same way the library board relies on the CEO for the information, professional expertise and administrative support it needs to be successful, the success of the library CEO depends on support from the board. This support includes:

1. an understanding of and appreciation for the breadth, depth **and complexity of the CEO's** responsibilities
2. moral support during challenging times
3. a willingness to be the public face of decisions that may be unpopular with some stakeholders
4. a collaborative process for establishing mutually agreed-upon annual objectives based on the vision and strategic directions of the board
5. a performance appraisal process that provides constructive feedback and direction for improving performance
6. a commitment to invest in ongoing training and development for the CEO.

Section 3: Evaluation of the CEO

It is the library board's responsibility to appoint a qualified and competent individual as the Chief Executive Officer (CEO). The library board oversees the performance of the CEO and supports the CEO's development. As part of this process the library board and CEO engage in annual performance appraisal, planning and review. This process facilitates communication between the library board and the CEO and ensures that the board's priorities are achieved. This policy also sets out the basis for the CEO evaluation.

1. **The CEO's performance will be evaluated after the first six months for a new hire, and annually thereafter. To complete this task, the library board shall:**
 - a) have a current written job description which states the overall responsibilities of the CEO
 - b) develop, with the CEO, performance objectives based on the current strategic priorities of the library board
 - c) **appraise the CEO's performance based on the job description, his/her progress towards achieving the board's priorities**, and his/her compliance with board policies and relevant competencies.
2. Information collected to assess the performance of the CEO may include:
 - a) **the annual report from the CEO on outcomes of the previous year's objectives and actions**
 - b) data on library performance measures such as circulation, membership, program statistics, collection development etc.
 - c) input from members of the library board, employees and/or outside stakeholders
3. A committee will oversee the review and prepare a written report for the library board. The review consists of these steps:
 - a) **the committee consults with the board on the CEO's performance against the agreed-upon objectives** established a year prior; there may also be consulting with employees and/or other stakeholders
 - b) the CEO conducts a self-assessment of his/her performance

Section 3: Evaluation of the CEO (continued)

- c) the committee meets with the CEO to discuss his/her performance, provide constructive feedback and set objectives and a learning path for the year ahead
 - d) **the committee prepares a written report for the board, respecting the CEO's right to privacy as an employee**
4. **In the event that the CEO's performance needs improvement, the library board must clearly state where progress must be made and will:**
- a) offer training and/or mentoring opportunities to address specific issues
 - b) re-evaluate the performance of the CEO after a six-month period.

Related Documents:

Parry Sound Public Library CEO Job Description
Parry Sound Public Library CEO Evaluation Form

APPENDIX A

CORPORATION OF THE TOWN OF PARRY SOUND CEO JOB DESCRIPTION Version Date: May 2019

POSITION TITLE: LIBRARY CEO

DEPARTMENT: Library Services

REPORTS TO: Library Board

SUPERVISES:

DIRECTLY:	Interlibrary Loans Officer Technical/Cataloguer Services Coordinator Children's Services Coordinator Adult Services Coordinator
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INDIRECTLY: Circulation Clerk, Library Assistant

POSITION SUMMARY

Provides supervision, management, leadership, technical expertise and related communications for Library Services regarding the development and implementation of service levels, policies and long-range departmental strategies, departmental operating and capital budgets, development of library collections (books/periodicals, audio-visual and computer materials/equipment), and championing the Library mission and the Town's mission and values.

According to the Public Libraries Act, R.S.O. 1990, Chapter P.44, Section 15 (2): "A Board shall appoint a Chief Executive Officer who shall have general supervision over and direction of the operations of the public library and its staff, shall attend all Board meetings, and shall have other powers and duties that the Board assigns from time to time."

DUTIES and RESPONSIBILITIES

Management and Leadership

1. Provide overall leadership and supervision of staff and volunteers which includes work planning, scheduling, distribution and follow-up; staff mentoring/coaching and monitoring of work conditions; human resources administration (recruitment/de-hiring, compensation, performance review).
2. Prepare the Department's annual business plan and budget (operating, capital) and participate in the review and approval process of the Library budget with the Board and Council.
3. Monitor the Department's overall performance (planning, building, economic development, by-enforcement) against the business plan and budget; prepare and submit periodic performance reports with initiation or corrective action as necessary.
4. Develop and implement new/revised policies and procedures for the Library.
5. Participate as a member of the Corporation's Senior Management Team; act as a project leader (when assigned) on corporate-wide improvement project(s).

Technical

6. Identify and track best practices and trends/advances in the fields of library science, information technology/automation, audio-visual materials, and cultural services for possible application by the Library and Town such as the Trillium Grant.
7. Track demographic changes and area growth/development, forecasting citizen's needs for facilities and services delivered by the Library.
8. Provide planning and overall direction of the Library collection development including books, periodicals, reference materials, audio-visual materials and computer facilities; coordinate library development with neighbouring municipalities in order to maximize shared services, materials and facilities.
9. Develop and implement library and cultural programs in sponsorship with community groups/associations that are responsive to the current and future needs of citizens.

10. Establish operating procedures, work methods and standards covering the safe and secure operations and maintenance of the Parry Sound Library; conduct on-going monitoring of operations and maintenance with initiation of corrective action as required.
11. Develop and implement a preventative (life cycle) maintenance program for the Library buildings, facilities, and technical equipment.
12. Establish and implement a quality assurance program covering service delivered by the Parry Sound Library; conduct on-going review of feedback with follow-up on customer complaints.
13. Establish and implement a quality assurance program covering departmental service delivery; on-going review of customer feedback with follow-up on complaints from citizens/commercial interests.
14. Work in compliance with and ensure staff is knowledgeable of and in compliance with, the *Occupational Health and Safety Act*, WHMIS, applicable legislation, regulations, statutes, departmental policies/procedures/practices, operational guidelines, and perform safe work practices.
15. Undertake special projects and perform other duties as assigned, in accordance with library and the board's or corporate objectives.
16. Undertake fundraising projects for the Parry Sound Library and initiate them.

Communications/Representations

17. Provide leadership in the marketing and promoting of the Parry Sound Library in order to maintain/increase its visibility and use by the public.
18. Develop and maintain a contact network with professionals in the field and counterparts in other municipalities; investigation of feasibility of shared services, programs, equipment, and facilities with neighbouring municipalities and/or related public sector organizations.
19. Represent the Parry Sound Library with customers, and community groups/associations, cultural associations/groups, historical associations/groups, private/corporate sponsors and the written and electronic media.
20. Conduct staff training for all staff with communication reports and staff meetings.
21. Prepare concise, timely reports/recommendations, and attend meetings of Council, Committees, public and/or other meetings.
22. Liaison with regulatory officials/agencies in the library and cultural fields at the federal, provincial and municipal levels; submission of applications for public grants/sponsorships.
23. Act as Secretary/Treasurer for the Library Board
 - Performs the duties of Treasure to the Board in accordance with the current Public Libraries Act.
 - Receives and accounts for the Board's money.
 - Opens an account or accounts in the name of the Board in a chartered bank, trust company or credit union approved by the Board.
 - Ensures that all money received on the Board's behalf is deposited to the credit of the Board's account or accounts.
 - Disburses the money as the Board directs. Receives and pays all bills and maintains financial records in accordance with good business practice.
 - Prepares and presents regular financial reports of receipts and expenditures.

Finance

24. Directs the financial administration of the library to ensure cost-effectiveness of services and operations.
25. Prepares and administers the annual operating and capital budgets of the library and provides the Board with financial statements and other financial reports as required.
26. Serves as signing officer of the Board.

27. Makes applications for and administers special grants.

Personnel

- 28. Hires, promotes, and dismisses staff in accordance with policy.
- 29. Establishes and maintains personnel practices and directs hiring, training, and development, performance appraisal, salary administration, discipline and dismissal of staff, in accordance with provincial and federal legislation.
- 30. Recommends salary administration policies to the Board.
- 31. Advises the Board on staffing requirements.
- 32. Acts as a liaison between staff and Board.
- 33. Prepares work and vacation schedules and authorizes leaves of absence.

EDUCATION, SKILLS and EXPERIENCE

- 1. Diploma in Library Techniques or equivalent plus business courses. Master's degree in library science preferred.
- 2. Minimum ten (10) years' related municipal library experience with three (3) years' progressive experience in management and supervision.
- 3. Thorough knowledge of library principles and practices, applicable Acts/Regulations/Standards, collection development, fundraising techniques, budget formulation, local government functions/responsibilities, health and safety, and employee relations principles and practices.
- 4. Strong communication (written, oral and interpersonal), analytical, report-writing, problem-solving, public relations, strategic planning, organizational, leadership, and supervisory skills.
- 5. Knowledge of Microsoft Windows and Office applications, financial information systems and associated evaluative techniques, and library applications.
- 6. Ability to demonstrate tact and discretion in handling matters of a confidential or politically sensitive nature, and to maintain confidentiality.
- 7. Ability to deal effectively and courteously in all aspects of the position; to work effectively at fostering good rapport and cooperative working relationships; and to champion the corporate mission and values.
- 8. Possess a valid Driver's License in good standing and a reliable working vehicle to use on corporate business.

PHYSICAL DEMANDS and WORKING CONDITIONS

Physical demand requires computer work concentration, sitting and standing. Working conditions are conducted in an office environment; exposure to public criticism, and phone/counter interruptions.

Normal hours of work are thirty-five (35) hours per week over a seven (7) day period. Available to attend evening and/or weekend meetings and other events, as required.

REVIEW / APPROVAL

Current Incumbent:		Date:
Library Board Chair:		Date:

APPENDIX B

CEO Performance Appraisal Form Parry Sound Public Library

Process

*For each statement, circle the response that best reflects your opinion. The rating scale is:
Results Unsatisfactory (1); Results Usually Meet Expectations (2); Results Consistently Meet Expectations (3);
Results Exceed Expectations (4).*

Results Unsatisfactory:

Does not consistently meet job requirements and expectations; requires close supervision and direction; action plan is required.

Results Usually Meet Expectations:

Usually or generally meets job requirements and expectations but requires additional development /needs improvement to fully meet job requirements.

Results Consistently Meet Expectations:

Consistently meets job requirements and expectations; assignments and responsibilities are accomplished with minimum supervision and direction.

Results Exceed Expectations:

Achieves exceptional performance. Demonstrates knowledge and/or skills exceeding usual levels.

Section A: General Management

- Demonstrates strong use of written and oral skills
1 2 3 4
- Formulates policies, plans and designs programs effectively
1 2 3 4
- Makes informed and sound decisions
1 2 3 4
- Uses financial and quantitative data to plan and evaluate the delivery of services
1 2 3 4
- Demonstrates understanding of the budget process, including its development, approval and implementation
1 2 3 4
- Assesses potential granting programs; applies to relevant ones, manages grants and related reporting requirements
1 2 3 4

Comments/Examples:

Section B: Human Resources Management

- Employs and deploys staff effectively
1 2 3 4
- Coaches and develops individuals
1 2 3 4
- Fosters teamwork to achieve library goals
1 2 3 4

Comments/Examples:

Section C: Community Relationship Management

- Builds a network of relationships with community groups/agencies, municipal staff and library partners
1 2 3 4

Comments/Examples:

Section D: Vision Building

- Initiates the work of envisioning a future library service to implement change and improve service.
1 2 3 4

Comments/Examples:

Section E: Library Knowledge

- Keeps abreast of professional information and understands the issues relevant to library service, operations and management.
1 2 3 4
- Applies knowledge effectively
1 2 3 4

Comments/Examples:

Section F: Commitment to Library Service

- Focuses on users' needs
1 2 3 4
- Defines standards for quality and evaluates services against those standards
1 2 3 4
- Searches for ways to increase customer satisfaction
1 2 3 4

Comments/Examples:

Section G: Goals & Objectives

- Implementation of the Library Strategic and Business Plans
1 2 3 4

Comments/Examples:

Section H: Additional Comments

- Overall assessment
1 2 3 4

Comments/Examples:

Signed:

Chief Executive Officer

Date:

Evaluators:

Parry Sound Public Library

Policy Type: Governance

Policy Number: GOV - 09

Policy Title: Emergency CEO Succession

Policy Approval Date:

March 2020

Policy Review Date:

2024

Leadership plays an essential role in the success of any organization. As an unexpected disruption in CEO leadership is always a possibility, planning for both that eventuality as well as planned transitions in leadership is a best practice. This Emergency CEO Succession policy can help bring order at a time of potential confusion, so that the Parry Sound Public Library can continue to fulfill its mission.

Section 1: Policy and Procedure

The unexpected, temporary absence of a CEO can be a challenging time for any organization. It is the policy of the Parry Sound Public Library to be prepared to ensure stability and accountability of the organization until the return of the CEO. To support this policy, HR – 16 Emergency CEO Succession Plan, outlines general principles for an emergency absence.

Section 2: Guiding Principles

In its CEO Emergency Succession Plan, the Parry Sound Public Library Board will strive to :

- Be responsive, responsible, and decisive in an emergency
- Ensure continuity in operations and strategic direction
- Demonstrate and convey confidence in its interim executive leadership
- Communicate in a measured, timely, and effective manner with all key stakeholder groups, internally and externally
- Engage its Board and Staff in support of respective changes
- Ensure its response is aligned with Parry Sound Public Library values, vision, and mission
- Demonstrate sensitivity and responsiveness to stakeholder concerns
- Provide appropriate support to the Interim CEO

When it is necessary to fill the position of CEO, the Board Chair will work with Staff to affirm the procedures described in the Plan or to make modifications as appropriate. The full Board will be informed of key developments and, if applicable, be asked to ratify major changes to the Plan at the earliest opportunity.

Section 3: Authority of the Interim CEO

The person appointed as Interim CEO shall have the full authority for decision making and independent action as the CEO, as per the Parry Sound Public Library Policy HR – 16 Emergency CEO Succession Plan.

Section 4: Board Oversight

The Board Chair is responsible for monitoring the work of the Interim CEO and will be sensitive to any special support requirements of the Interim CEO in this temporary leadership role. The Board Chair may call upon the members of Staff to keep the Board regularly informed of matters pertaining to the implementation of the Emergency CEO Succession Plan. Should circumstances warrant, an emergency meeting of the Board will be called by the Board Chair.

Section 5: Emergency CEO Succession

1. The Board is committed to appointing an Interim CEO within one (1) month of the loss of service of the existing CEO. This appointment shall be accompanied by the awarding of an appropriate level of compensation to the person chosen. The person chosen may be the Acting CEO.
2. The Board is committed to a high level of communications to Staff throughout the period of the loss of services of the existing CEO, at least until the appointment of an Interim CEO. The Board will formally communicate with Staff within 48 hours of the loss of services of the existing CEO.
3. The Board will establish a special operations team from amongst its members to provide oversight, guidance, and support during the emergency absence period. This team shall meet at least once a week. This group shall include the Acting CEO.
4. The Board is committed to communicating with patrons and stakeholders throughout the period of the loss of services of the existing CEO, at least until the appointment of an Interim CEO.
5. In the event that the Board Chair or another member of the Board is in a position to step into either the Acting or Interim CEO role, and the Board is willing to appoint him/her to the latter, that person shall immediately step down from the Board and be subject then to Board oversight.

Related Documents:

Parry Sound Public Library HR – 16 Emergency CEO Succession Plan

Parry Sound Public Library GOV – 08 Board – CEO Partnership



Parry Sound Public Library

Policy Type: Governance
Policy Title: Consent Portion of the
Agenda Inclusions and Exclusions

Policy Number: GOV - 10

Policy Approval Date: May 21, 2019
Policy Review Date: 2024

The purpose of this policy is to outline what items may be included and excluded in the consent portion of the board meeting agenda.

Section 1 – Policy Statement

For an item to be included in the consent portion of the board meeting agenda, it must meet one of the following criteria:

1. Topic of a routine / recurring nature
2. Procedural decisions that require no discussion but are required under the bylaws
3. Self-explanatory non-controversial items
4. Items provided for informational purposes only

The following are examples of items that may be included in the consent portion of a board meeting agenda:

- Approval of previous board and committee meetings
- Correspondence requiring no action
- Reports from staff members and committee members
- Updates for informational purposes only on items previously discussed
- Dates of future meetings

The following items are excluded from the consent portion of a board meeting agenda:

- **The treasurer's financial report**
- Items requiring strategic thought
- Items requiring further action or decision making
- Items of a controversial nature

Section 2 – Policy Implementation

This policy must be implemented as follows:

1. The consent portion of the agenda, along with copies of the referenced items, must be disseminated to board members for review prior to the meeting.

GOV – 10 Consent Portion of the Agenda Inclusions and Exclusions (continued)

2. The board chair must ask if anyone requires that an item on the consent portion of the agenda be moved to the regular agenda. The board chair determines where on the agenda that item will be placed.
3. Other than a quick point or quick question, items that remain on the consent agenda are not discussed.
4. The consent agenda is accepted in a single motion and applies to all items on the consent agenda.

Related Documents:

Parry Sound Public Library Policy *BL-05 Meetings of the Board*

Parry Sound Public Library

Policy Type: Governance

Policy Number: GOV - 11

Policy Title: Succession Planning

Policy Approval Date:

March 21, 2017

Policy Review Date:

2024

An effective board is comprised of people who collectively have the knowledge, the skills and background necessary to govern with excellence and to lead the library in the realization of its vision. Municipal council appoints members to the library board, however to assist the council and as advocates for the library, the library board works to influence and shape appointments to the board. This policy sets out the requirements for recruiting board members and planning for board succession.

1. The library board recognizes that the *Public Libraries Act*, R.S.O. 1990, c. P44, s. 10(4) requires that the council appoint library board members. To support the appointment process, the library board will collaborate with council on a preliminary selection process.
2. In the third year of the current term, the library board will:
 - a) **undertake a review of the board's effectiveness in governing and accomplishing the strategic plan**
 - b) solicit input from the Chief Executive Officer (CEO)
 - c) **match the board's needs with the expertise** and interests of the current members and identify the gaps that will need to be filled
 - d) **develop a board member's position description to highlight qualities and desired skills**
 - e) **undertake a review of the board's effectiveness in governing and accomplishing** the strategic plan
3. Six months before the end of the current term, the library board will:
 - a) solicit input identify suitable candidates and solicit their willingness to serve
 - b) inform the potential candidates of the imminent appointment process
 - c) meet with council to discuss needs of the library and provide the council with a list of recommended candidates
4. Potential candidates will be provided with briefing materials and information about library governance and services, which may include:
 - a) **information on the library's vision, mission and values**
 - b) information on the role, structure, code of conduct and function of the library board
 - c) an introduction to the *Public Libraries Act*
 - d) a tour of the library
 - e) a copy of the current planning document

Related Documents:

Public Libraries Act, R.S.O. 1990, c. P44



Parry Sound Public Library

Policy Type: Governance
Policy Title: Board Advocacy

Policy Number: GOV - 12

Policy Approval Date: March 21, 2017
Policy Review Date: 2024

The library board must ensure that the community is aware of the importance of the library and that funding bodies fully understand the important role which the library plays in the community. Through its advocacy work, the library board seeks to promote the profile of the library and enhance its importance to the community. This policy sets out the advocacy responsibilities of the library board.

1. The board chair (or delegate) shall be the official spokesperson for the Parry Sound Public Library on issues approved by the library board.
2. In pursuing its advocacy activities, the library board shall:
 - a) prepare an annual advocacy plan
 - b) inform council of the needs of the community, the development of library services, plans and achievements by means of reports
 - c) meet with council twice a year to review progress and discuss funding needs
 - d) participate regularly in activities that build relationships with individuals and organizations that share interests with those of the Parry Sound Public Library
 - e) identify and respond to issues, concerns and government policies that may directly or indirectly affect the Parry Sound Public Library and ensure that government decision-makers at all levels are aware of the value of the library and its benefit to individuals and to the community

Parry Sound Public Library

Policy Type: **Governance**

Policy Number: **GOV - 13**

Policy Title: **CEO Succession and Extended Leave**

Policy Approval Date:

December 2021

Policy Review Date:

2025

Background

To ensure the continued smooth running of Parry Sound Public Library operations during any period of CEO turnover and adherence to Board responsibilities under the *Public Libraries Act*, R.S.O. 1990, c.P.44., the following policies and procedures for CEO succession and extended leave have been set in place by the Board.

Policy

Upon receiving notice from the incumbent CEO of intent to retire or resign from the position, or take an extended leave of absence, the Board of the Parry Sound Public Library shall implement the process described in this document to seek for and hire a new or an interim CEO.

For the purpose of this policy, an extended leave of absence is any leave of more than six (6) consecutive weeks.

An *ad hoc* Hiring Committee shall be formed to conduct the search and interview process, and responsibility for the selection of new CEO or an interim CEO (in the case of an extended leave) shall be given to this committee.

The Hiring Committee shall consist of the Chair of the Board, and at least two (2) other members of the Board as decided by the Board. The Board will ensure that there is a representative from each of the contracting municipalities among the maximum of five (5) persons sitting on the Hiring Committee.

At such time as the Hiring Committee has conducted a search, conducted interviews and selected an appropriate candidate for the position of CEO, the Chair of the Board shall conduct negotiations with regard to salary, start date, benefits and any other personnel matters with the selected candidate.

When the selected candidate and Chair of the Board have reached agreement on terms and conditions of service, the candidate shall be presented to the Board for appointment as CEO under the *Public Libraries Act*.

Roles and Responsibilities

The Board is responsible for:

- forming the Hiring Committee, ensuring that all contracting municipalities are represented on this committee; and
- approving the candidate selected by the Hiring Committee by appointing the new or interim CEO at a meeting of the full Board.

The Hiring Committee is responsible for:

- appointing its Chair;
- advertising the position;
- receiving and screening applications;
- interviewing suitable candidates; and
- selecting the best candidate.

The Hiring Committee will be authorized to conduct the process more than once if no suitable candidate can be found in the first round.

The Chair of the Board is responsible for:

- conducting salary and benefit negotiations with the selected candidate, subject to the advice and approval of the Hiring Committee; and
- issuing a letter of offer.

The incumbent CEO is responsible for:

- providing appropriate notice of departure or need for leave to the Board; and
- advising the Board on an appropriate candidate to discharge the duties of Interim CEO if it appears one will be necessary.

Procedures (CEO Resignation/Retirement)

1. Notification and Forming of Hiring Committee

- The incumbent should provide at least four (4) weeks' notice to the Board of intent to retire or resign from the position.
- The Board will formally accept this notice at the soonest possible full meeting (regular or special, as required).
- At the time notice is received and accepted, the Board will form an *ad hoc* Hiring Committee consisting of the Chair, and at least two (2) other members of the Board, including at least one (1) representative of each contracting municipality among the members of the committee, to a maximum of five (5).
- The Board will approve terms of reference for the Hiring Committee, reflecting the procedures outlined in this policy.

2. Interim CEO

- Depending on the period of notice given, if a new CEO cannot be hired before the departure date of the incumbent, the Board shall approve the appointment of an Interim CEO to discharge the responsibilities of the position until a new CEO is appointed. The incumbent CEO will determine an appropriate candidate, ideally from among the library staff, to serve as Interim CEO in the period between the incumbent's final date of work and the appointment of a new CEO.
- This choice will be approved by the Board in principle, and the Interim CEO will be appointed by the Board at a full meeting upon the departure of the incumbent.
- The Interim CEO will handle essential day-to-day management and decision-making as well as responsibilities related to finance (signing invoices and cheques), hiring, Library Board meetings, health and safety, and management issues.
- If necessary, regular program responsibilities of the staff person appointed as Interim CEO will be covered by other staff members given additional hours to perform these tasks, or by contract staff.
- The Interim CEO will be given acting pay as CEO if serving for more than five (5) days.
- The appointment as Interim CEO will be revoked at the same meeting when the new CEO is appointed.

3. Recruitment Process

- As soon as the incumbent's resignation has been approved by the Board, the position of CEO will be posted, and a closing date identified.
- The Hiring Committee will review and approve a current job posting, based on past examples and the CEO job description (Please refer to *GOV – 08 Board – CEO Partnership*).
- Advertising will be done in a cost-effective manner, mostly through the library's own website and social media, known Canadian library job boards (e.g. The Partnership's job board, library school job boards at universities) and library listservs.
- An e-mail account will be created to receive applications, and a box will be placed on the CEO desk for any that arrive in person or by mail.
- Staff and Board members will be encouraged to talk about the search and direct interested persons to the job posting.

4. Screening Process

- The Hiring Committee will set up a rated screening form corresponding to the job posting and meet after the posting closes to rate all received applications against the screening form.
- Candidates will be rated on whether they meet or do not meet the qualifications stated in the job posting.
- The Hiring Committee will decide which of the screened applicants will be invited to an interview, or whether the posting period needs to be extended to attract additional candidates.

5. Interview Process

- The Hiring Committee will arrange for an appropriate interview space and determine suitable dates for conducting interviews.
- Selected candidates will be invited for interview.
- The Hiring Committee will agree to a set of interview questions. The same questions will be asked of all candidates.
- Question responses will be rated, but the interview evaluation process will leave room for discussion among Hiring Committee members to reach a decision as to whether to offer the position to a desired candidate or go through the process again.

6. Hiring Process

- When the Hiring Committee decides it has identified a suitable candidate for the position, it will call references and identify what it regards as an appropriate job offer.
- The Chair of the Board will contact the successful candidate and conduct negotiations regarding salary, start date, benefits and any other personnel matters.
- If the Chair and the candidate come to an agreement, the Chair will issue a letter of offer.
- If the Chair and the selected candidate cannot come to an agreement, the Hiring Committee will consider whether to offer the position to another interviewed candidate, return to the pool of applicants, or go through the recruitment process again.
- When a signed accepted letter of offer is received, the Chair will notify the Hiring Committee.
- Depending on the time of the month when the offer is accepted, the candidate will be presented to the next regular meeting of the full Board, or a special meeting will be called to appoint the new incumbent and revoke the appointment of the Interim CEO.
- When the appointment of the new CEO has been approved by motion of the Board, the Board will release press statements with regard to the hiring.

Procedures (CEO Extended Leave)

1. Notification and Forming of Hiring Committee

- The incumbent should provide at least four (4) weeks' notice to the Board of intent to take an extended leave from the position.
- The Board will formally accept this notice at the soonest possible full meeting (regular or special, as required).
- At the time notice is received and accepted, the Board will form an *ad hoc* Hiring Committee consisting of the Chair, and at least two (2) other members of the Board, including at least one (1) representative of each contracting municipality among the members of the committee, to a maximum of five (5).
- The Board will approve terms of reference for the Hiring Committee, reflecting the procedures outlined in this policy.

2. Recruitment Process

- As soon as the incumbent's leave has been approved by the Board, the Hiring Committee will review and approve a current job posting for the position of Interim CEO, based on the CEO Job Description (Please refer to *GOV – 08 Board – CEO Partnership*).
- The position will be posted internally for seven (7) days.
- If applications are received from within the library staff, they will be screened and interviewed in accordance with the process outlined below before the position is posted externally.
- If no internal candidate comes forward and is selected, the position of Interim CEO will be posted externally and a closing date identified.
- Advertising will be done in a cost-effective manner, mostly through the library's own website and social media, known Canadian library job boards (e.g. The Partnership's job board, library school job boards at universities) and library listservs.
- An e-mail account will be created to receive applications, and a box will be placed on the CEO desk for any that arrive in person or by mail.
- Staff and Board members will be encouraged to talk about the search and direct interested persons to the job posting.

3 Screening Process

- The Hiring Committee will set up a rated screening form corresponding to the job posting and meet after the posting closes to rate all received applications against the screening form.
- Candidates will be rated on whether they meet or do not meet the qualifications stated in the job posting.
- The Hiring Committee will decide which of the screened applicants will be invited to an interview, or whether the posting period needs to be extended to attract additional candidates.

4. Interview Process

- The Hiring Committee will arrange for an appropriate interview space and determine suitable dates for conducting interviews.
- Selected candidates will be invited for interview.
- The Hiring Committee will agree to a set of interview questions. The same questions will be asked of all candidates, whether internal or external.
- Question responses will be rated, but the interview evaluation process will leave room for discussion among Hiring Committee members to reach a decision as to whether to offer the position to a desired candidate or go through the process again.

5. Hiring Process

- When the Hiring Committee decides it has identified a suitable candidate for the position, it will call references and identify what it regards as an appropriate job offer.
- The Chair of the Board will contact the successful candidate and conduct negotiations regarding salary, start date, benefits and any other personnel matters. As a term position, the offer will be at the first or second level of the CEO's pay grade, depending on qualifications and experience, as recommended by the Hiring Committee. Salary and benefits will be pro-rated for the period of the term.
- If the Chair and the candidate come to an agreement, the Chair will issue a letter of offer.
- If the Chair and the selected candidate cannot come to an agreement, the Hiring Committee will consider whether to offer the position to another interviewed candidate, return to the pool of applicants, or go through the recruitment process again.
- When a signed accepted letter of offer is received, the Chair will notify the Hiring Committee.
- Depending on the time of the month when the offer is accepted, the candidate will be presented to the next regular meeting of the full Board, or a special meeting will be called to appoint the Interim CEO.
- When the appointment of the Interim CEO has been approved by the Board, the Board will release press statements regarding the hiring.

Related Documents:

Parry Sound Public Library **HR – 16 Emergency CEO Succession Plan**
Parry Sound Public Library **GOV – 08 Board – CEO Partnership**

PARRY SOUND
PUBLIC LIBRARY

**HUMAN
RESOURCES
POLICIES**

HUMAN RESOURCES POLICIES

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Parry Sound Public Library

Policy Type:	Human Resources	Policy Number:	HR - 01
Policy Title:	Human Resources Management	Initial Policy Approval Date:	2017/04/18
		Year of next review:	2024

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.* The library board, as the employer of all library staff, seeks to create and maintain a work environment that is conducive to attaining its vision and mission. This policy replaces Per-1 Definitions, Per-2 General Information, and HR-32 Personnel Files.

Section 1: Policy Objectives

1. *Appropriate staffing is in place to provide services to the community.* This means that there are a sufficient number of employees who receive ongoing training and skill updating, and that there is always someone who can step in to run the library on an emergency basis in the absence of the Chief Executive Officer (CEO).
2. *Employees are treated fairly and professionally.* This means that there exists human resources policies and procedures that at a minimum respect and adhere to provincial legislation related to employment and where possible go beyond minimum standards. These policies are applied consistently to all employees, and employees are aware of these policies and procedures, and have a vehicle for expressing an ethical dissent or reporting that human resources policies have not been adhered to.
3. *Employees receive fair compensation.* This means that rates of pay and benefits do not deviate materially from the geographic and professional market for the skills employed, and that compensation adheres to the principles of pay and internal equity.
4. ***Employee's personal information is kept confident.*** Personnel records may be accessed only by the CEO, direct supervisor or HR professional who must protect the privacy of employees.

HR – 01 Human Resources Management (*continued*)

Section 2: Responsibility

The library board is the employer of all staff and ultimately responsible for all human resources decisions.

1. The library board develops and approves all policies that are in support of its vision for human resources management including any clauses or practices originating from the municipality.
2. The library board, as a collective whole, directly hires and manages one employee, the CEO.
3. The municipality may assist with payroll processing and provide support and guidance in a number of human resources areas, such as recruitment.
4. The library board may establish a committee to undertake HR work on behalf of the board as a whole, in which case terms of reference for the committee will be established.

The CEO is responsible for human resources management within the library.

1. The CEO develops human resources policies that **support the board's vision, for library board approval.**
2. The CEO keeps abreast of legislative and social changes which have an impact on the **board's human resources policies and procedures.**
3. The CEO hires and manages all library employees, either directly or through other managers and supervisors.

Section 3: Employee Records

The library maintains current, confidential information for each employee to meet statutory requirements such as income tax, pension, and employment insurance benefits. Information is kept to provide documentation to substantiate decisions on hiring, promotion, compensation, benefits, disciplinary action, and termination. A record of emergency contact information for each employee is also maintained.

1. Employee records are kept in a locked filing cabinet in a secure location. All electronic records are password protected.
2. An employee may request and will be granted access to his or her records.

HR – 01 Human Resources Management (*continued*)

Section 3: Employee Records (continued)

3. An employee is not permitted to remove or add anything to the content of the files.
4. **Where a board member seeks access to an employee's personal information the board member may only obtain the personal information:**
 - a) in compelling circumstances affecting the health or safety of an employee
 - b) in compassionate circumstances, to facilitate contact with the next of kin or a friend of an employee who is injured, ill, or deceased
5. Each record contains basic administrative information including emergency contact numbers; benefits; salary and tax-related information; employment contract; performance appraisals; and professional development information.
6. Employees should advise the employer promptly of any change to their information retained in their records.
7. Records that are no longer required are destroyed in a secure manner.
8. Any breach of privacy must be reported to the CEO.

Section 4: Employee Communications

Well informed employees contribute to stronger organizational decision making and better represent the library to the public.

1. Reports, long term plans and operational information are circulated to employees.
2. The CEO meets regularly with employees to facilitate strong staff participation in the workplace.

Related Documents:

Public Libraries Act, R.S.O. 1990, c. P44, s. 15(1)
Human Resources PolicyPro, Ontario Edition, November 2018

Parry Sound Public Library

Policy Type:	Human Resources	Policy Number:	HR - 02
Policy Title:	Staff Selection and Assignment	Initial Policy Approval Date	2017/04/18
		Year of next review:	2024

To achieve its mission, the Parry Sound Public Library board seeks to hire the most qualified employees possible, based on individual merit and ability. The library board attempts to identify and remove barriers that prevent people from having a fair chance to participate and succeed in the workplace. This policy replaces PER-3 Responsibilities of the Board, PER-4 Job Descriptions, PER-5 Hiring Policy, PER-9 Probation Period, PER-10 Orientation and Training, PER-11 Hours of Work, PER-12 Dress Code, PER-14 Salary and Wage Scales, PER-17 Promotion, PER-26 Replacement Personnel, and HR-33 Hiring Family Members.

Section 1: Job Descriptions

1. A current job description is maintained for each position. The job description includes:
 - a) duties, tasks and responsibilities of the position
 - b) the importance of the position with regard to the mission of the library
 - c) minimum competencies/experience/education required to do the work
 - d) reporting relationship
2. Job descriptions are reviewed annually to ensure that they are aligned with the mission and goals of the library board and that they accurately reflect the work being done.
3. Changes to the job description 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) a valid social insurance number
 - b) Canadian citizenship, landed immigrant status or valid work permit, and
 - c) qualifications outlined in the job posting

HR – 02 Staff Selection and Assignment (*continued*)

Section 2: Recruitment Procedures and Selection (*continued*)

2. In addition, a current police record report is required for an applicant offered a position involving work with vulnerable people using library services, including children, youth, and users with disabilities. The presence of any criminal conviction indicating a behavior that may put at risk the safety of library users would disqualify a candidate from working for the library.
3. At all stages of the recruitment process, the library will make clear that accommodations are available, upon request, for applicants with disabilities.
4. The library is committed to promoting a diverse and inclusive workplace and will consider alternative qualifications in order to achieve this. Reasonable accommodations are available upon request, to enable individuals with disabilities to perform the essential functions of a job.
5. When a new position is created or when a vacancy is to be filled, either salaried or contract, the position is posted internally providing current staff with an opportunity to apply for the position. Should the position not be filled internally, the position is posted **on the library's website**. The position may also be advertised in the newspaper and/or posted to online job boards. The posting includes the key areas of responsibilities, qualifications, hours of work, and deadline for applications.
6. The library will ensure that employees with disabilities receive information in an alternative format or with communication support if required, about opportunities to apply for new positions or vacancies.
7. Criteria used to select the appropriate individual will be documented and applied consistently. The selection may also include testing for skills that are required for the job.
8. At least two references are contacted for the preferred candidate.
9. A letter of employment that outlines the working relationship between the individual and the library will be issued. The **letter of employment will include the library's policy for** accommodating employees with disabilities. The letter of employment is signed by the employee and returned to the library before the commencement of work.
10. Once the signed letter of employment has been received, other candidates interviewed are advised of the decision and thanked for their interest.

HR – 02 Staff Selection and Assignment (*continued*)

Section 2: Recruitment Procedures and Selection (*continued*)

11. Treatment of information collected throughout the selection process conforms to privacy legislation; it must be used for the purposes for which it was collected. Records are kept for 1 year. An individual making inquiries on his or her unsuccessful application will be given information on how he or she was assessed based on the set criteria.

Section 3: Employment of Family Members

1. Immediate relatives of existing employees or board members may be promoted or hired provided that no potential or real conflict of interest exists from a reporting or supervisory relationship.
2. An immediate relative includes a spouse (including common-law and same sex spouses), parent, grandparent, child, grandchild, sibling, aunt or uncle, niece or nephew and including step-relatives.
3. Summer employment for the children of employees is acceptable and encouraged as long as there is no direct reporting relationship.

Section 4: Probation

1. A probation period allows for assessment, by both the incumbent and the CEO/supervisor, of the suitability of the employee for the new role. The probationary period is three months during which:
 - a) training, coaching and feedback is provided
 - b) a performance review is completed
 - c) the probationary period maybe extended ²
 - d) the employee maybe terminated

Section 5: Acting Positions

1. The CEO may appoint an employee 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 level than the employee's normal rate of pay.

HR – 02 Staff Selection and Assignment (*continued*)

Section 6: Orientation

1. A new employee receives an orientation about his or her role and the mission and services of the library.
2. The orientation includes a review of relevant policies and procedures including workplace accommodation policies.
3. **As part of a new employee's orientation her or she will be scheduled to receive training** required under provincial legislation such as Basic Occupational Health and Safety Awareness Training

Related Documents

Parry Sound Public Library HR - 03 Terms and Conditions of Employment
Human Resources PolicyPro, *Ontario Edition*, November 2018

Parry Sound Public Library

Policy Type:	Human Resources	Policy Number:	HR - 03
Policy Title:	Terms and Conditions of Employment	Initial Policy Approval Date:	2017/04/18
		Year of next review:	2024

The Parry Sound Public Library board's terms and conditions of employment are in compliance with the Ontario employment legislation, such as *Employment Standards Act S.O. 2000, Chapter 41.*, *Ontario Human Rights Code R.S.O 1990 H. 19*, and the regulations of the *Accessibility for Ontarians with Disabilities Act 2005*. This policy replaces PER-25 Training and Development of Staff, HR-27 Grievances, PER-28 Disciplinary Action, PER-29 Dismissal of Employee, PER-30 Resignation of Employee, and PER-31 Retirement.

Section 1: Hours of Work

1. **The library's hours of operation are set by the library 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 schedule by the CEO or her designate.
3. An employee is entitled to a 30 minute break free from work, taken within five hours of the start of the shift.
4. Each employee working an eight hour shift is entitled to a one hour unpaid lunch break and two fifteen minute rest breaks.

Section 2: Overtime

1. An employee 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.

HR – 03 Terms and Conditions of Employment (*continued*)

Section 3: Attendance

1. An employee is responsible for communicating before the start of the shift any absence or anticipated lateness to the CEO or designate.
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. Employees 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.

For policy information on employee dress code, please refer to HR – 10 Employee Conduct.

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, employees scheduled to work that shift will be paid. Employees unable to reach the library due to inclement weather when the library is open will not be paid.
2. When weather deteriorates or a maintenance issues occurs during the workday that requires the library to close, employees sent home will be paid for the remainder of their shifts.

Section 6: Professional Development

Professional development is a shared responsibility of the library and the employees. Professional development allows employees to enhance their skills and meet the evolving needs of the library.

1. Employees are required to participate in professional development activities.
2. Professional development opportunities will take into account the accommodation needs of employees with disabilities.
3. The library pays employees to attend approved events including seminars, workshops, and conferences. The library pays for the cost of registration and travel expenses.

HR – 03 Terms and Conditions of Employment (*continued*)

Section 6: Professional Development (*continued*)

4. Fees for courses or tuition will be fully reimbursed to employees if courses relate directly to current work requirements. Fees are reimbursed when proof of successful course completion is submitted.
5. Fees for courses or tuition may be reimbursed by up to 50% if courses are developmental and increase competencies or provide for career progression. Fees are reimbursed when proof of successful course completion is submitted.
6. Employees must obtain prior approval from the CEO for participation in, and reimbursement for, all professional development activities.

For policy information on professional development, please refer to HR – 11 Professional Development, Performance and Discipline.

Section 7: Job Accommodation

1. **The library supports employees with disabilities by taking into account the employee's accessibility needs.**
2. Upon request, and in consultation with an employee with a disability, the library will provide or arrange for the provision of accessible formats and communication support for information that is needed in order for the employee to perform his or her job as well as information that is generally available to all employees.
3. Individualized workplace emergency response information will be provided and employees will be designated and trained as emergency response support when an employee with a disability makes the library aware of the need for an accommodation.
4. The CEO or designate will develop, and document, processes to support the needs of employees with disabilities in the following areas:
 - a) an individual accommodation plan which meets the legislated requirements of the *Integrated Accessibility Standards (IASR) Ontario Regulation 191/11*
 - b) return to work for employees requiring accommodations after an absence due to an injury or illness
 - c) notice of career development and advancement opportunities.
5. The CEO, or designate, may require the employee to provide a **doctor's letter confirming** accommodation requirements. The cost of preparing such a letter will be borne by the library.

HR – 03 Terms and Conditions of Employment (*continued*)

Section 8: 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 Workplace Harassment and Discrimination*.

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

- a) **Step One: 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 (5) business days. A written record of the response will be prepared.
- b) **Step Two: Formal Step.** If the matter is not resolved at Step One, the employee may proceed by submitting a written statement to the CEO within five days of receiving the verbal response for Step One. 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 the receipt of the written complaint the CEO will investigate and provide the employee with a written decision within ten (10) working days.
- c) **Step Three: Appeal.** If the employee is unsatisfied with the response from the CEO the employee can submitting a written request to the board chair for a hearing before an appeal committee of the library board. A three-member committee of the library board will hear the complaint and provide a written decision to the CEO based on stipulated facts and evidence presented at the hearing. The written decision will be reported to the CEO twenty (20) working days after the conclusion of the hearing. The CEO will implement the decision of the library board.

Section 9: 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 principals of service to the public and common sense.
2. **Conflict of interest is defined as a conflict between an employee's personal interest and his or her role with the library as a publicly funded employee.** It generally arises when an employee has the opportunity to influence decisions in ways that could lead to personal benefit or advantage.

HR – 03 Terms and Conditions of Employment (*continued*)

Section 9: Conflict of Interest (continued)

3. Conflict of interest may exist when a monetary gain has been or may be conferred on an employee and includes both actual and perceived conflicts. Direct monetary interest is one in which an employee 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 an employee's responsibility to the library.**
5. An employee 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 employee 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 employee, while maintaining the highest ethical standards.

Section 9: Resignations and Retirements

1. The library expects an employee who is leaving to cooperate in a smooth transfer of responsibilities.
2. The library asks that an employee who wishes to resign 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 employees; however, in circumstances where this relationship must be terminated, the library provides fair and reasonable treatment in accordance with the *Employment Standards Act* and common law practices.
2. The library considers the following grounds for termination:
 - a) continual absence without appropriate notification
 - b) failure to meet standards of performance after warnings and suspensions as set out in *HR - 11 Professional Development, Performance and Discipline*
 - c) an act of willful misconduct, disobedience or neglect of duty

HR – 03 Terms and Conditions of Employment (*continued*)

Section 10: Termination (continued)

3. Terminations are to be treated in a confidential, professional manner by all concerned.
4. Prompt notification to the staff will be given by the CEO that an employee has been dismissed.

Related Documents:

Parry Sound Public Library HR – 01 Human Resources Management
Parry Sound Public Library HR - 02 Staff Selection and Assignment
Parry Sound Public Library HR – 07 Workplace Harassment and Discrimination
Parry Sound Public Library HR – 10 Employee Conduct
Parry Sound Public Library HR – 11 Professional Development, Performance and Discipline
Human Resources PolicyPro, *Ontario Edition, November 2018*
Employment Standards Act S.O. 2000, Chapter 41
Integrated Accessibility Standards (IASR) Ontario Regulation 191/11
Accessibility for Ontarians with Disabilities Act 2005.

Parry Sound Public Library

Policy Type:	Human Resources	Policy Number:	HR - 04
Policy Title:	Vacation, Public Holidays and Leave	Initial Policy Approval Date:	2017/04/18
		Year of Next Review	2024

The Parry Sound Public Library board's terms and conditions of employment with respect to vacations, public holidays and leave are in intended to provide employees with appropriate time away from work. This Policy replaces policies: PER-18 Statutory Holidays, PER-19 Annual Vacation, PER-20 Leave of Absence, and Per-21 Sick Leave.

Section 1: Public Holidays under the *Employment Standards Act*

1. The library observes these public holidays, and will be closed on the following days:
 - New Year's Day
 - Family Day
 - Good Friday
 - Easter Monday
 - Victoria Day
 - Civic Holiday
 - Canada Day
 - Labour Day
 - Thanksgiving Day
 - Christmas Day
 - Boxing Day (December 26).
2. The procedure for paying public holidays will follow the instructions contained within the *Employment Standards Act*. Full-time staff will qualify for the non-statutory holidays including Easter Monday, Civic Holiday, and Remembrance Day.
3. An employee may use vacation time to observe religious holidays that fall on dates other than those listed. To do so an employee must submit a vacation request.

HR – 04 Vacation, Public Holidays and Leave (*continued*)

Section 2: Annual Vacation Time Entitlement and Vacation Pay

1. All employees are entitled to an annual vacation with pay. Permanent Employees working 17.5 hours or more per week accrue annual *vacation time* as set out in Table 1 while employees working fewer than 17.5 hours and short-term employees will receive *vacation pay* in accordance with the *Employment Standards Act*.

Table 1.

Full Time Years of Service	Annual Vacation Entitlement.
Less than one year	Prorated 15 days by number of months work in the year
1 – 3	15 days or 105 hours
4 - 14	20 days or 140 hours
15-19	25 days or 175 hours
20 +	30 days or 210 hours

2. **Years of service for the purposes of vacation accrual is based on an employee's date of hire anniversary.** The years of service for those working less than full-time (35 hours per week) will be pro-rated based on the actual hours worked in a week, using the following formula:

$$\frac{\text{Actual number of hours paid in the year}}{1820 \text{ (number of FT hours in a year)}} \times \text{FT annual vacation based on years of service}$$

3. Vacation time is eligible for use as it is earned.
4. Employees are expect to take their vacation within the year it is earned to enjoy the necessary rest and revitalization.
5. Upon request, the CEO may grant permission to carry over up to one third of earned vacation to the next calendar year.
6. Employees must submit vacation request forms for approval. Vacation requests are authorized by the CEO.
7. Vacation to which an employee is entitled may be taken in one unbroken period or several periods, however the CEO has the right to schedule vacations in accordance with operational needs.
8. **If a public holiday falls during an employee's vacation period, he or she is entitled to another day off.**

HR – 04 Vacation, Public Holidays and Leave *(continued)*

Section 2: Annual Vacation Time Entitlement and Vacation Pay (continued)

9. Should an employee fall ill immediately prior to or during his or her vacation, sick leave may be **substituted for vacation when a doctor's note is presented**.

Section 3: Sick Leave and Preventative Medicine

1. Employees earn one day of paid sick leave credit per month, cumulative for each month of continuous service. Sick leave credit is prorated for employees working fewer than 35 hours but no fewer than 17.5 hours. Credit becomes eligible for use on the first day of the month following the month in which it was earned. Employees working fewer than 17.5 hours per week and contract employees do not receive paid sick leave.
2. An employee is to advise the CEO or his or her supervisor prior to the beginning of the shift on the day he or she takes sick leave
3. **Any sick leave of over five days requires a doctor's note.**
4. Employees may use their sick leave credits for preventative or non-emergency medical appointments but arrangements with the CEO or supervisors must be made seven days in advance of taking time off.
5. Accumulated sick leave has no cash value on termination of employment.¹

Section 4: Bereavement Leave

The library wishes to assist bereaved employees with paid leaves of absence. Salaried employees working 35 hours per week may receive from one to five paid days off of work based on the **deceased's relationship to the employee, using the schedule in Table 2.**

Table 2.

Paid Bereavement Days	Relationship
5	Immediate family – spouse, child, parent, sister, brother,
3	In-laws, grandparents, grandchild
2	Uncle, aunt, cousin, nephew, niece, or person with whom the employee has maintained a close personal relationship

HR – 04 Vacation, Public Holidays and Leave (*continued*)

Section 5: Personal Leave

Leaves with full or partial pay may be granted for special situations. If employees need leave for compassionate or other personal circumstance, they may make written requests to the CEO. Such leaves are discretionary to meet the operating needs of the library.

Section 6: Other Leaves

Other leaves are offered according to the *Employment Standards Act*. These include:

- pregnancy
- parental
- family medical
- organ donor
- personal emergency
- declared emergency
- reservist

Related Documents

Employment Standards Act S.O. 2000, Chapter 41

Human Resources PolicyPro, *Ontario Edition*, November 2018

Parry Sound Public Library

Policy Type:	Human Resources	Policy Number:	HR - 05
Policy Title:	Compensation	Initial Policy Approval Date:	2017/04/18
		Last Review/Revision Date	May 2020
		Year of Next Review	2024

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.*

For both full-time and part-time employees, the library board 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 ongoing review of market competitiveness to ensure that the library has the capacity to recruit qualified employees by offering competitive salaries.

Section 1: Pay Equity Legislation

1. The Parry Sound Public Library is not part of the Town of Parry Sound Pay Equity Plan, however has utilized their comparatives in union and non-union positions. The library board is responsible for the maintenance of pay equity with some direction from the Town of Parry Sound.
2. The library board has a pay equity plan, which follows current pay equity legislation in the province of Ontario.
3. The library board follows current pay equity legislation to score all jobs and place them into appropriate job classes.
4. Jobs are evaluated using a method that is compatible with pay equity legislation. For each job, the analysis covers:

Factors	Sub-factors
Skill	Formal education and experience
Responsibility	Freedom to act, complexity and consequences of error
Effort	Contacts, supervision, leadership, physical demands and sensory demands
Working Conditions	Disagreeable conditions

5. The library board will maintain the pay equity plan on an on-going basis, as new positions are created or positions altered, with significant changes to job responsibilities for an employee. A complete review of the pay equity plan will be completed once every five years; the next review to be done in 2025.

Section 2: Salary Reviews

1. All wage rates and ranges for job classes will be reviewed and updated every three years to ensure market competitiveness with other libraries.
2. All wage rates and ranges will be reviewed annually to adjust for increases in cost of living.

Section 3: Merit Increases

1. An employee may receive a merit increase of one step in the salary range for his or her job class following a satisfactory annual performance review, and a recommendation by the CEO.
2. **An employee's date of hire becomes his/her anniversary date.** Review for merit increases will take place at the beginning of each calendar year.

Section 4: Benefits

1. The library board contributes to the following legislated insurance plans for all full-time and part-time employees:
 - a) Workplace Safety and Insurance
 - b) Employment Insurance
 - c) Canada Pension Plan
2. For all permanent full-time employees, the library offers the municipality's group insurance coverage with premiums to be shared by the library board and employees:
 - a) accidental death and dismemberment
 - b) dependent life insurance
 - c) extended health care insurance,
 - d) dental coverage
 - e) life insurance
 - f) long term disability
3. To assist employees in preparing for a secure retirement, the library co-contributes with employees to the Ontario Municipal Employees Retirement System (OMERS).

Related Documents

Parry Sound Public Library HR – 11 Professional Development, Performance and Discipline
Pay Equity Act R.S.O. 1990, Chapter p.7
Human Resources PolicyPro, Ontario Edition, November 2018

Parry Sound Public Library

Policy Type: Human Resources

Policy Number: HR - 06

Policy Title: Payment of Job-Related Expenses

Policy Approval Date:

March 21, 2017

Policy Review Date:

2024

This policy regulates travel by employees on Parry Sound Public Library business to ensure that it is done at reasonable costs, in a manner that does not create unnecessary hardship for employees, and that expenses and reimbursements are appropriately documented.

Section 1: Guidelines

1. The library board will reimburse employees for reasonable expenses incurred on pre-approved business.
2. Travel should be done as economically as possible without creating undue hardship for the employee.
3. Travel options should be considered in the context of employee time, other work demands and fatigue. Selecting a travel option is a matter of judgment and employees expected to act responsibly.
4. Requests for reimbursement for unreasonable costs can be refused.
5. Whenever possible employees should travel together if it reduces costs.
6. Employees traveling 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 again are personal expenses, not travel expenses and will not be reimbursed.
2. Employees may claim actual expenses incurred if they are required to travel from one branch to other branches during the working day.
3. Employees traveling to workshops or meetings outside of the municipality must claim from their regular branch location or their home, whichever distance is shorter.

Section 2: Transportation (continued)

4. Employees using their own vehicles will be reimbursed mileage at the municipal rate. Employees must be covered by personal motor vehicle liability insurance and ensure that their coverage includes business use of their vehicles. Coverage should not be less than \$1,000,000.
5. Employees will not be reimbursed for traffic or parking tickets, car repairs or maintenance.

Section 3: Meals

1. The general meal guideline, including tip, is based on the municipal rates. Employees may claim amounts greater than these guidelines with an explanation. All claims must be accompanied by itemized receipts.
2. Rates will not be paid where meals are provided at the meeting, conference or event.
3. Alcohol may not be claimed.

Section 4: Accommodation

1. Employees should book the most economical (standard) rooms available.
2. Sharing with other employees to reduce costs is appreciated but it is not required.
3. Employees will not be reimbursed for personal or recreational items (e.g toothbrushes, pay-per-view, or items from the room mini-bar).

Section 5: Training

Professional development is a shared responsibility of the library and the employees.

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

HR - 06 – Payment of Job-Related Expenses (*continued*)

Section 6: CEO

1. The CEO may be issued a corporate credit card.
2. No personal expenses may be charged to this card.
3. Credit card charges are billed directly to the library, however expenses must be accounted for on an expense claim form.
4. It may be appropriate for the CEO to pay for meals for others such as peers, visitors, or library partners. In this circumstance the CEO may claim alcohol in moderation when served as part of a meal.

Section 7: Payment and Reimbursement

1. The CEO or their designate must approve expense claims and confirm that all expenses are reasonable, meet the policy, have proper receipts and are justified.
2. Expenses of the CEO are approved by the board chair.
3. Employees may request travel advances or use their own cash or credit cards.
4. Employees are responsible for completing and signing expense claims forms for advances and reimbursements:
 - a) full details of each trip must be provided including date, and purpose
 - b) individual expenses must be itemized
 - c) unusual expenses must be explained such as claims made for other employees
 - d) original receipts must be attached to the expense claim
 - e) expenses must be submitted monthly
5. It is a serious offence to deliberately falsify an expense claim and it is cause for disciplinary action.

Parry Sound Public Library

Policy Type: Human Resources

Policy Number: HR - 07

Policy Title: Workplace Harassment
and Discrimination

Initial Policy Approval Date: 2017/02/21

Year of next Review: 2024

The Parry Sound Public Library board recognizes the dignity and worth of every person and is committed to providing a workplace free from discrimination and harassment and ensuring that any complaint is resolved quickly and with fairness and confidentiality. This policy replaces previous policies Per-6 Discrimination, Per-7 Sexual Harassment and Per-8 Discrimination or Harassment Action Procedure.

Board members, employees, and volunteers are expected to uphold this policy. Workplace discrimination or workplace harassment will not be tolerated from any person in the library including members of the board, supervisors, co-workers, volunteers, clients and family members.

Section 1: Discrimination

1. The Ontario *Human Rights Code* states that “Every person has a right to equal treatment with respect to employment without discrimination because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status or disability”. Human Rights Code, R.S.O. 1990, chapter H.19 s. 5 (1).
2. Discrimination may include abuse of authority or position of power as follows:
 - a) to endanger an **employee's** job
 - b) to undermine the performance of that job
 - c) to threaten the economic livelihood of an employee
 - d) to interfere with or influence the career of an employee in any way

Section 2: Workplace Harassment

1. Within the Ontario Human Rights Code, every person who is an employee has a right to freedom from harassment in the workplace by the employer or agent of the employer or by another employee.

HR - 07 Workplace Harassment and Discrimination (*continued*)

Section 2: Workplace Harassment (continued)

2. The *Occupational Health and Safety Act* (OHSA) defines “**workplace harassment**” as engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome. As of September 2016, workplace harassment includes “**workplace sexual harassment**”, that is, engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression or making a sexual solicitation or advance and the person knows or ought reasonably to know that the solicitation, advance, comment or conduct is unwelcome.
3. The Ontario *Employment Standards Act* (ESA) prohibits employers and anyone acting on their behalf from harassing or penalizing an employee in any way because the employee asks the employer to comply with the ESA or asks the employer about employee rights under the ESA.
4. Harassment may include:
 - a) making remarks, joke or innuendos that demean, ridicule, intimidate, or offend
 - b) displaying or circulating offensive pictures or materials in print or electronic form
 - c) bullying
 - d) repeated offensive or intimidating telephone calls or e-mails
 - e) inappropriate sexual advances, suggestions or requests
5. Uninvited sexual touching will be considered assault and reported to the police.
6. A reasonable action taken by an employer or supervisor relating to the management and direction of workers or the workplace, within the conditions of the *Occupational Health and Safety Act* is not workplace harassment.

Section 3: Responsibilities and False Reports

1. The CEO will develop and maintain a workplace discrimination and harassment program in consultation with the health and safety representative. See Appendix A of this policy for a copy of current program.
2. The workplace discrimination and harassment program will set out:
 - a) the process for dealing with and investigating complaints including how parties involved will be made aware of outcomes and corrective action and how confidentiality will be maintained
 - b) procedures for reporting incidents of workplace discrimination and workplace harassment including measures for reporting incidents to an outside source if necessary
 - c) A formalized training program, as required by Bill 132 and
 - d) the system for maintaining all associated records should an inspection by the Ministry of Labour or employee inquiries occur, and

HR – 07 Workplace Harassment and Discrimination (*continued*)

Section 3: Responsibilities and False Reports (*continued*)

3. This policy (HR - 07) and the Workplace Discrimination and Harassment Program (HR - 07-Appendix A) will be:
 - a) reviewed by the library board as often as necessary but at least once a year
 - b) posted in the staff room

Related Documents:

Human Rights Code, R.S.O. 1990, chapter H.19, section 5 (1).
Occupational Health and Safety Act, R.S.O. 1990, chapter O.1
Bill 132: An Act to amend various statutes with respect to sexual violence, sexual harassment, domestic violence and related matters (Statutes of Ontario, 2016, Chapter 2)
Bill 168: An Act to amend the Occupational Health and Safety Act with respect to violence and harassment in the workplace and other matters. (Statutes of Ontario, 2009, Chapter 23)
Parry Sound Public Library HR – 08 Prevention of Workplace Violence
Parry Sound Public Library OP - 02 Safety, Security and Emergencies in the Library

Appendix A

Program to Address Discrimination and Workplace Harassment

1. Awareness of Discrimination and Workplace Harassment Policy and Program

The *Workplace Harassment and Discrimination Policy* (HR-07) will be included in the **library's policy** binder and will be posted in the staff area along with this *Workplace Harassment Program* information.

2. Training on Discrimination and Workplace Harassment Policy and Program

All employees and volunteers will receive information and instruction on the contents of policy HR-07 and the related program, as part of the initial orientation and renewed on an annual basis. Each person will sign off that they received this training and this information will be included in the training records for library staff.

3. Reporting Incidents of Discrimination and Workplace Harassment.

Any employee or volunteer subjected to discrimination or harassment in the workplace should discuss the situation with the CEO. In the event that there is a complaint against the CEO or a conflict of interest, a complaint shall be filed with the board chair. The library board may conduct an investigation or designate an individual to investigate and issue a report.

At any time during a meeting or interview concerning a complaint, both the employee lodging the complaint and the person against whom the complaint has been lodged has the right to be represented and accompanied by a person of his or her choice.

Any related documents or materials having to do with the complaint are to be made available and the employee with a complaint must provide written notes about the events leading up to the complaint which include:

- a) What happened – a description of the events or situation
- b) When it happened – dates and times
- c) Where it happened
- d) Who saw the incident, if anyone

In the case of harassment, information about the incident or complaint, including identifying information about any individual involved will be kept confidential unless disclosure is necessary for the purpose of investigation or taking corrective action, or required by the law.

4. Complaint Investigation and Resolution Procedures

An investigation that is appropriate in the circumstances will be conducted into incidents and complaints of harassment. The CEO will advise the person against whom the complaint has been lodged of the investigation. The library recognizes and acknowledges that, under Bill 132, an inspector from the Ontario Ministry of Labour has the power to order the library board, as employer, to have an **impartial third party conduct an investigation, at the library's expense, and report the outcome of their findings** to the complainant.

The CEO, or his or her designate, initiates a confidential investigation immediately and finishes within 30 days. Throughout the process, the investigator keeps all parties informed; interviews the employee concerned and witnesses; collects evidence; prepares a report; and informs the parties, in writing, of the decision and the underlying reasons for the decision.

The CEO is responsible for imposing any disciplinary or corrective measures.

Any employee may file a complaint with the Ontario Human Rights Commission when the harassment **or discrimination is related to one or more of the Human Rights Code's prohibited grounds** - *race, ancestry, place of origin, colour, ethnic origin, citizenship, creed (religion), sex, sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status or disability.*

Parry Sound Public Library

Policy Type: Human Resources

Policy Number: HR - 08

Policy Title: Prevention of Workplace
Violence

Initial Policy Approval Date: 2017/02/21

Year of next Review: 2024

This policy addresses the prevention of workplace violence as part of the Parry Sound Public Library **board's responsibility for worker health and safety under the Ontario *Occupational Health and Safety Act***.

Violent behaviour in the workplace is unacceptable from anyone including staff, members of the board, volunteers, clients, and others who do business with the library. Individuals who violate this policy may be removed from library property, and in the case of employees, are subject to disciplinary action including termination.

Section 1: Definitions

1. The Parry Sound Public Library recognizes the definition of violence as set out in the *Occupational Health and Safety Act*. Workplace violence means:
 - a) the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker,
 - b) an attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker,
 - c) a statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker. *Occupational Health and Safety Act, R.S.O. 1990, chapter O.1, s.1 (1)*
2. Violence in the workplace may include:
 - a) verbally threatening to attack a worker
 - b) leaving threatening notes or sending threatening e-mails to the workplace
 - c) **shaking a fist in a worker's face**
 - d) hitting or trying to hit a worker
 - e) throwing or kicking an object
 - f) sexual aggression against a worker
3. Violence in the library or on library property also includes:
 - a) intentionally or recklessly damaging of the property of another person
 - b) intentionally causing alarm
 - c) recklessly creating a risk by fighting
 - d) creating a hazardous condition or danger by recklessly engaging in conduct which creates a

HR – 08 Prevention of Workplace Violence (*continued*)

Section 1: Definitions (*continued*)

- substantial risk of serious physical injury
- e) intentionally placing or attempting to place another person in fear of imminent serious physical injury
- f) wielding a weapon

Section 2: Responsibility and Response

1. The CEO or designate must develop and maintain a workplace violence program which will set out:
 - a) a process for assessing the risk of violence in the workplace
 - b) measures to control risk including those from domestic violence
 - c) procedures for reporting incidents of violence
 - d) the process for dealing with, and investigating, violent incidents and complaints. (See Appendix A which follows).
2. Employees are encouraged to report behaviour that they reasonably believe poses a potential for violence as described above.
3. Anyone experiencing or witnessing imminent danger or actual violence involving weapons or personal injury should call the police.
4. Workplace violence should be reported immediately to the most senior staff member available.
5. Physical or sexual assault or threat of physical violence will be reported to the police.
6. All reports will be thoroughly investigated by the CEO or designate.
7. The library will provide staff with information on the risk of violence in the library and training **workshops on a periodic basis addressing concerns such as “dealing with difficult people.”**
8. The Parry Sound Public Library, at the request of an employee, or at its own discretion, may prohibit members of the public, including family members, from seeing an employee on library property in cases where the employee suspects that an act of violence will result from an encounter with said individual(s).
9. This policy (HR - 08) and the Workplace Violence Program (HR - 08-Appendix A) will be:
 - a) reviewed annually by the library board
 - b) posted in the staff room

HR – 08 Prevention of Workplace Violence (*continued*)

Section 3: Confidentiality and False Reports

1. All investigations shall be conducted in strict confidence to the extent possible. Documents will be stored in the Human Resources cabinet and access to these records will be restricted.
2. Employees who are found to have made false or malicious complaints will be subject to disciplinary action.

Related Documents:

Occupational Health and Safety Act, R.S.O. 1990, chapter O.1

Bill 168: An Act to amend the Occupational Health and Safety Act with respect to violence and harassment in the workplace and other matters. (Statutes of Ontario, 2009, Chapter 23)

Parry Sound Public Library HR - 07 Workplace Harassment and Discrimination

Parry Sound Public Library OP - 02 Safety, Security and Emergencies in the Library

Human Resources PolicyPro, *Ontario Edition, November 2018*

HR – 08 Prevention of Workplace Violence (*continued*)

Appendix A – Workplace Violence Program

Plan for Maintaining Security in the Library

1. The library staff will conduct a worksite assessment as often as necessary to ensure measures for violence prevention are effective. The assessment will:
 - a) identify jobs or locations with the greatest risk
 - b) identify high risk factors
 - c) include a physical workplace security audit
 - d) evaluate the effectiveness of existing security measures
2. The CEO, or designate, will annually review the history of past incidents to identify patterns or trends.
3. The CEO, or designate will review the annually the previously recognized areas of higher risk in the library including :
 - a) ongoing contact with the public
 - b) working alone or in small numbers
 - c) the circulation desk where money is kept
 - d) closing the library building at night
 - e) monitoring of secondary entrances to the library

Measures for Reducing the Risk of Workplace Violence

1. Learn to recognize the signs of violence
 - a) Early identification and prevention of violence in the workplace is encouraged. Potential threats of violence that should be reported could include the following:
 - i. threatening statements to do harm to self or others
 - ii. reference to other incidents of violence
 - iii. confrontational behaviour
 - iv. major change in personality, mood or behaviour
 - v. substance abuse
2. Institute general measures to reduce risk including:
 - a) **designate the CEO's** office and staff room (rooms with doors that lock and telephone) as emergency safe rooms
 - b) keep all secondary entrance doors locked, but with 'crash bars'
 - c) keep the exterior lights around the building in good working order
 - d) ensure staff will not work alone in the library without prior consent of the CEO

HR – 08 Prevention of Workplace Violence (*continued*)

Appendix A - Workplace Violence Program (*continued*)

3. Staff procedures to increase personal safety
 - a) Notice your surroundings and report any unsafe or dangerous situation to the most senior staff member.
 - b) If you feel uncomfortable about a person who has entered the library, trust your instincts. If you feel threatened, make a scene - YELL!
 - c) Use a buddy system when leaving work.

Measures for Reducing the Risk of Workplace Violence (*continued*)

- d) If you ever find you are working alone in the library, let the CEO, or someone at home know the situation and tell him or her when you expect to leave.
 - e) If you enter a bathroom and suspect it is unsafe, do not call out. Back out, go to a safe, lockable place with telephone and call for help.
 - f) Know the nearest exit or room with a lock.
4. Staff procedures for threatening behaviour:
 - a) Do not argue with a threatening person. Identify yourself as a library staff member. Remain calm and keep your voice low and firm.
 - b) Do not put yourself or others in danger. Keep a distance of four feet.
 - c) Be friendly but firm, introduce yourself, look at the person while you talk to him/her, let the person talk, clarify the problem and offer solutions.
 - d) Get assistance from another staff person.
 - e) Advise him/her that the police will be called if the abuse does not stop.
 - f) If the behaviour does not change, call the police.
 - g) Notify the CEO or designate.
5. Staff procedures for dealing with violence/assault
 - a) If you hear raised voices or sounds of a scuffle investigate.
 - b) If you witness violence or an assault call the police and describe the situation.
 - c) Recruit other staff to move others out of the way to a safer location.
 - d) Do not block exits to prevent a threatening/violent person from leaving the building.
 - e) Do not invade the personal space of the threatening person.
 - f) Do not get between two people fighting.
 - g) Notice details so you can describe the situation to the police.
 - h) Notify the CEO.
6. Domestic Violence : Steps to Increase Your Personal Safety
 - a) Tell someone at work about your situation.
 - b) **Make up a “code word” for co-workers** so they know when to call for help.
 - c) Ask your co-workers to screen your calls and visitors.
 - d) Ask a co-worker to call the police if your abuser is bothering you.

HR – 08 Prevention of Workplace Violence *(continued)*

Appendix A - Workplace Violence Program *(continued)*

How to report a situation

1. A report should be made as soon as possible after an action or behaviour occurred
2. An informal, verbal complaint may be brought forward to the CEO. It is in the best interest of all concerned that a report be written.
3. If a formal complaint is requested, the employee must file a written report with the CEO
4. The report should include a brief statement of the incident, when it occurred, where it occurred, date and time it occurred, the person(s) involved and the names of any witnesses if any.

Investigation and Dealing with Incidents or Complaints

1. After receiving a report the CEO or her designate will complete an investigation as quickly as possible, depending on the nature and severity of the issue. This will include interviews with the employee, the alleged perpetrator, if a staff member, and any witnesses.
2. The results of the investigation will be discussed with the employee and recommended preventative actions and/or resolutions presented.
3. A separate meeting will be held with the alleged perpetrator, if a staff member.
4. If the findings do not support the allegations the CEO will recommend that no further action is necessary and that the matter be closed.
5. Should the investigation conclude that there is evidence of misconduct the CEO will prescribe a resolution that may include police intervention.
6. Employees who are found to have made false or malicious complaints will be subject to disciplinary action.

Parry Sound Public Library

Policy Type: Human Resources

Policy Number: HR - 09

Policy Title: Health and Safety

Initial Policy Approval Date: 2017/02/21

Year of next Review: 2024

The Parry Sound Public Library board and Chief Executive Officer (CEO) are committed to the establishment of a healthy and safe workplace and to the integration of health and safety practices in all areas of the workplace. The underlying principle of the policy is the responsibility of all employees in maintaining a safe workplace which is best achieved through consultation and co-operation 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 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 must prepare a written report (see Section 4), and forward to a director of the Ministry of Labour within 48 hours. See Appendix A.
4. The *OHSA* sets out duties with respect to workplace safety, and materials and equipment in the workplace. [Section 25\(2\)](#) of the [Occupational Health and Safety Act](#) requires employers to prepare and review at least annually a written occupational health and safety policy and develop and maintain a program to implement that policy.
5. *Ontario Regulation 297/13 Occupational Health and Safety Awareness and Training* requires a worker to complete a basic occupational health and safety awareness training program

Section 2: Rights of the Worker

1. A worker has the following rights:
 - a) to participate in the process of identifying and resolving workplace health and safety concerns
 - b) to know about potential hazards to which he or she may be exposed
 - c) to refuse work that he or she believes is hazardous to either his or her own health and safety or that of another worker
 - d) all other rights indicated in the *Occupational Health and Safety Act*

Section 3: Responsibilities

1. The Ontario *Occupational Health and Safety Act* (OHSA) and its regulations impose a legal duty on employers and on supervisors for ensuring the well-being of workers under their supervision and to take reasonable measures to protect their safety.
2. The library board delegates authority to administer and direct health and safety to the CEO.
3. The library CEO is responsible for:
 - a) ensuring adherence to the principles of this policy
 - b) ensuring compliance with all applicable health and safety legislation
 - c) ensuring training and procedures for effective health and safety program management, including adequate allocation of funds and resources
 - d) investigating all accidents involving personal injury and reporting incidents to proper authorities when required
 - e) addressing employees' safety concerns promptly
 - f) ensuring that health and safety infractions are addressed
4. Supervisors are responsible for :
 - a) making sure that work is done safely
 - b) ensuring employees are aware of hazards and how to protect themselves
 - c) maintaining an orderly and uncluttered work area
 - d) providing adequate training to employees in order to protect their health and safety
 - e) investigating in the presence of the employee health and safety representative, refusals to work or, in the event that he/she is not available, a fellow employee
5. Employees are responsible for:
 - a) knowing procedures to follow in the case of accidents or sudden illnesses
 - b) reporting any known hazards to their supervisors
 - c) reporting any accidents or injuries to their supervisors
 - d) understanding the hazards associated with any materials they used and all relevant safety information regarding their use
 - e) reporting any missing or defective equipment
 - f) maintaining an orderly and uncluttered work area
 - g) operating any equipment in a way that will not endanger any employee
 - h) knowing the location of the first aid kit

HR - 09 Health and Safety (*continued*)

Section 3: Responsibilities (*continued*)

- i) knowing the locations and use of the fire extinguishers as well as the location of emergency exits
- j) participating in fire drills and other emergency evacuation procedure

Section 4: Emergency Response Information for Employees with Disabilities

1. In accordance with *Ontario Regulation 191/11 Integrated Accessibility Standards* the library will provide individualized workplace emergency response information for an employee who has a disability, if the disability is such that the information is necessary and the library is aware of the need **for accommodation due to the employee's disability.**
2. **With the employee's consent the workplace emergency response information shall be provided** to the person designated to provide assistance.
3. The individualized workplace emergency response information shall be reviewed when:
 - a. the employee moves to a different work location,
 - b. **the employee's overall accommodation needs are reviewed, and**
 - c. the overall emergency response procedures are reviewed

Section 5: Health and Safety Representative

1. The *OHSA* requires that a workplace with fewer than 20, but more than five employees, have a workplace Health and Safety Representative. In accordance with [Section 8 of OHSA](#):
 - a) employees will appoint one health and safety representative from among the workers who does not exercise managerial functions and has powers as set out in Section 8(11) of the *OHSA*
 - b) the library board will pay the representative while carrying out his or her duties
2. The Health and Safety Representative will, in accordance with [Section 8 of OHSA](#):
 - a) identify workplace hazards
 - b) inspect the workplace at least once a month
 - c) be consulted about workplace testing
 - d) make recommendations to the CEO
 - e) investigate work refusals and serious accidents
 - f) maintain a health and safety bulletin board which will include but not be limited to:
 - i. a copy of the *Occupational Health and Safety Act*
 - ii. copies of the following Parry Sound Public Library policies: *HR - 09 Health and Safety*, *HR - 08 Prevention of Workplace Violence*, and *HR - 07 Workplace Harassment and Discrimination*
 - iii. the most recent version of the poster from the Ministry of Labour entitled *What You Should Know About the Ontario Employment Standards Act*
 - iv. the most recent version of the poster from the Workplace Safety and Insurance Board entitled *In Case of Injury—1234*

HR - 09 Health and Safety (*continued*)

Section 5: Health and Safety Representative (*continued*)

- g) be trained in basic first aid by an accredited agency
- h) maintain the first aid box which meets the requirements of the *Workplace Safety and Insurance Act Regulation 1101* (For contents, see Appendix B of this policy)

Section 6: Working Alone

1. Working alone describes a situation where a person is the only employee in the library, or where the employee does not have direct contact with a co-worker.
2. The library board directs the CEO to develop a plan for working alone. The plan identifies the occupational hazards, risks, procedures for personal safety, special training, and emergency assistance in the event of an incident when working alone. In addition:
 - a) all employees will be made aware of potential risks and will be trained on procedures when working alone
 - b) employees will not work alone in the library without the prior consent of the CEO
 - c) volunteers and students will not work alone

Related Documents:

Parry Sound Public Library HR – 07 Workplace Harassment and Discrimination
Parry Sound Public Library HR - 08 Prevention of Workplace Violence
Occupational Health and Safety Act, R.S.O. 1990, chapter O.1
Ontario Regulation 191/11 *Integrated Accessibility Standards s. 27*
Ontario Regulation 297/13 *Occupational Health and Safety Awareness and Training*
Human Resources PolicyPro, Ontario Edition, November 2018

Appendix A

Ministry of Labour Health and Safety Contact Centre

Toll-free: 1-877-202-0008

TTY: 1-855-653-9260

- Call any time to report critical injuries (see note below), fatalities or work refusals.
- Call 8:30 a.m. – 5:00 p.m., Monday – Friday, for general inquiries about workplace health and safety.
- In an emergency, always call 911 immediately.

A critical injury:

- places life in jeopardy
- produces unconsciousness
- results in a substantial loss of blood
- involves the fracture of an arm or leg (but not a finger or toe)
- results in the amputation of an arm, leg, hand or foot (but not a finger or toe)
- involves burns to a major portion of the body, or
- causes the loss of sight in an eye

Appendix B

First Aid Station Requirements

(1) As outlined in Workplace Safety and Insurance Act 1997, Regulation 1101, Section 8 the library will have a first aid station with a first aid box which is furnished and provided by the library itself. It will contain as a minimum,

- (a) a current edition of a standard *St. John Ambulance First Aid Manual*;
- (b) 1 card of safety pins; and
- (c) dressings consisting of,
 - (i) 12 adhesive dressings individually wrapped,
 - (ii) 4 sterile gauze pads, 3 inches square,
 - (iii) 2 rolls of gauze bandage, 2 inches wide,
 - (iv) 2 field dressings, 4 inches square or 2 four-inch sterile bandage compresses, and
 - (v) 1 triangular bandage.

- (2) The employer shall ensure that the first aid station is at all times in the charge of a worker who,
 - (a) is the holder of a valid St. John Ambulance Emergency First Aid Certificate or its equivalent; and
 - (b) works in the immediate vicinity of the station.



Parry Sound Public Library

Policy Type: Human Resources
Policy Title: Employee Conduct

Policy Number: HR - 10

Policy Approval Date:
Policy Review Date:

March 21, 2017
2024

This policy provides a standard to guide conduct of employees in all matters related to the Parry Sound Public Library. It covers eight (8) aspects of employee conduct, the purpose of which are to provide a positive work environment:

1. Code of conduct
2. Alcohol & drug policy
3. Smoking at the workplace
4. Gifts and Benefits
5. Cell phone and handheld devices
6. Conflict of Interest
7. Dress code

Section 1 – Code of Conduct

1. All employees of the Parry Sound Public Library are expected to:
 - a) behave in a manner which is professional, and which upholds the standards of safety and respect for users.
 - b) work together to ensure that the work of the library, as communicated by the Library CEO, are implemented. In the essence of teamwork, employees share goals with each other, make action plans and complete them together.
 - c) conduct the business affairs of the library in good faith, and with honesty, integrity, due diligence, and competence.
 - d) serve the public with respect and dignity.
 - e) protect privacy and confidentiality except as otherwise required by law or as authorized by the CEO. No employee will share, copy, reproduce, transmit, divulge or otherwise disclose any confidential information related to the library, including, but not, limited to user information.
 - f) refrain from making negative comments, oral or written, that reflect poorly on the Parry Sound Public Library, its Board, CEO, other employees or services. Negative promotion includes, but is not limited to, verbal interactions, personal social/electronic media posts, written formats, and publications. Negative

Section 1 – Code of Conduct (*continued*)

communications to any member of the public through any medium shall not be tolerated and may be grounds for dismissal.

- g) refrain from inappropriate language, oral or written that interferes with a respectful and harmonious working environment. It includes, but is not limited to: swearing, excessive sarcasm, name calling, mocking or vulgar, and obscene, insulting or abusive language.

- 2. All employees must sign and abide by the Policy Acknowledgement Statement and Confidentiality Statement (see Appendix A). These agreements endure in the event of termination of employment from the Parry Sound Public Library.

Section 2: Alcohol & Drug policy

We recognize that impairment due to alcohol and drug use can adversely affect health, safety, performance and conduct of employees on the job, and impose hardships on other employees, colleagues or library patrons.

The library's policy statement on alcohol & drugs is intended to:

- foster a safe and healthy workplace, free from the negative effects of substance use;
- protect employees and others from unnecessary risks of harm;
- ensure employees have appropriate treatments when warranted.

Impairment in the workplace is unacceptable. Employees are expected to report to work Fit for Duty.

The use, distribution, storage, sale and/or possession of illicit drugs and/or alcohol by an employee on Library property, is strictly prohibited.

The prescriptive use of prescribed or over the counter drugs is permitted on the job only if it does not impair an **employee's ability to perform the essential functions of the job effectively and in a safe manner and does not** endanger other individuals in the workplace.

An employee who reports for work and is found to be under the influence of drugs or alcohol will be directed to leave the premises and transportation will be provided. Employees will not be paid for time lost. An employee who fails to adhere to this policy may be subject to discipline up to and including termination.

Section 3: Smoking at the workplace

Employees shall not smoke or carry lighted tobacco or other plant products including electronic cigarettes on the library property.

Section 4: Gifts and Benefits

Employees must not place themselves in a position where they are under obligation to favour an individual, group, company, organization, firm or any organized entity. Employees must refrain from accepting gifts and benefits from firms or individuals, taking into consideration there is a role for moderate hospitality.

Section 5: Cell phone and handheld devices

All library employees are expected to ensure the safe and appropriate use of cell phones and other hand-held wireless communication devices.

Cell phones can be a distraction in the workplace. Employees are expected to exercise discretion in using personal cell phones. Therefore:

- a) making and receiving personal calls and/or texting during work time is to be avoided and completed during breaks and lunch periods;
- b) personal cell phones should be out of sight and on silent or vibrate mode during working hours;
- c) for privacy reasons, employees are prohibited from taking photographs within the library on their cell phone without first obtaining express written permission from other employees or the CEO.

For policy information on employee use of technology and social media, please refer to HR – 14 Use of Technology and Staff use of Social Media

Section 6: Conflict of Interest

1. As a public sector employer, the library board 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 an employee's personal interest and his or her role with the library** as a publicly funded employee. It can be noted that:
 - a) Conflict generally arises when an employee could possibly influence decisions in ways that might lead to personal benefit or advantage.
 - b) Conflict of interest may exist when a monetary gain has been, or may be, conferred on an employee and includes both actual and perceived conflicts. Direct monetary interest is one in which an employee or his or her family could benefit financially from a decision while a larger group of people could not.
 - c) Conflict includes any social, professional, personal or organizational affiliation that is so substantial as to interfere or appear to interfere with an **employee's responsibility to the library**.
3. As soon as it arises, an employee is required to disclose to the Library CEO as to the circumstances that may represent an actual, perceived or potential conflict of interest, including disclosure of financial interests in any entity known to have business, directly or indirectly, with the library.
4. Having identified an apparent conflict of interest at the library, the CEO shall consult with the employee involved to resolve the apparent conflict in a manner consistent with the best interests of the library and the rights of the employee, while maintaining the highest ethical standards.

Section 7: Dress

The library strives to present an approachable and professional image to users and visitors. Employees are requested to wear business or business casual attire which is clean and in good condition.

Examples of unsuitable attire are:

- a) Jeans
- b) Shoes with open toes and/or heels
- c) Tops with big logos
- d) Sweat shirts or pants
- e) Muscle tops
- f) Cut offs
- g) Attire that exposes the midriff

Notwithstanding, if there is a deemed 'dress down day', casual (but clean and tidy) attire will be acceptable.

Related Documents:

Parry Sound Public Library OP - 03 Patron Behaviour Policy
Parry Sound Public Library OP - 23 The Library and Political Elections
Parry Sound Public Library HR - 11 Professional Development, Performance & Discipline
Parry Sound Public Library HR – 14 Use of Technology and Staff use of Social Media
Human Resources PolicyPro, *Ontario Edition, November 2018*

Appendix A

Part #1 - Policy Acknowledgement Statement

- ✓ I have reviewed the Foundation documents of Parry Sound Public Library including the Mission Statement (FN-01), Vision Statement (FN-02), Statement of Values (FN-03); Intellectual Freedom (FN-04) and Respect and Acknowledgement Declaration (FN-05).
- ✓ I have reviewed the Human Resources policies of the Parry Sound Public Library (HR-01 through HR-12).
- ✓ I have noted the requirements outlined in Policy Number HR-10 related to Employee Conduct.
- ✓ **I understand it is my responsibility to work within the Library's** policies and procedures and to ask questions of my direct supervisor or CEO when I have a question.
- ✓ I understand the CEO will provide electronic notice of any updating of policies and/or procedures, and I will review these accordingly.

Employee Name

Employee Signature

Date

Part #2 - Confidentiality Statement

1. I will not disclose or make improper use, directly or indirectly, of any confidential information that comes to my attention through my position with the Parry Sound Public Library to any person; except in accordance with requirements at law. Confidential information is:
 - a. Personal information, as defined in subsection 2(1) of the *Municipal Freedom of Information and Protection of Privacy Act*, **R.S.O. 1990, c. M.56 ("MFIPPA") about Library users and/or members of the public;**
 - b. Personal information, as defined in subsection 2(1) of *MFIPPA* about Library employees;
 - c. Information received or discussed in the completion of my work as an employee, including any meeting of the Library, unless specifically exempted by the CEO or Board.
 - d. Other information that the Library decides is confidential.
2. I agree that section 1 (above) applies while I am an employee of Parry Sound Public Library.
3. I agree that section 1 (above) applies when I am no longer an employee of Parry Sound Public Library.
4. I understand that a breach of confidentiality will result in disciplinary action up to and including termination, and that I may be personally named in any legal cases which follow.

Employee Name

Employee Signature

Date

Witness: _____ Date _____

Parry Sound Public Library

Policy Type: Human Resources
Policy Title: Professional Development,
Performance and Discipline

Policy Number: HR - 11

Policy Approval Date: March 21, 2017
Policy Review Date: 2024

Employees' work performance and achievements contribute to the operational, and overall, success of the Parry Sound Public Library. Professional development allows employees to enhance their skills and meet the evolving needs of the library. Acceptable work performance includes not only skills to perform specific tasks but also demonstrating interpersonal skills, computer and internet skills, customer service skills, and engagement in self-directed learning.

Section 1: Professional Development and Training

1. The Parry Sound Public Library supports the on-going education and training of all permanent employees through their participation at conferences, workshops and courses with designated funding in the annual budget.
2. All decisions will be based on the applicability of the education and/or training to the achievement of the **board's Strategic Plan**. The Chief Executive Officer (CEO) shall **consider the employee's experience and job description, budgetary limitations, succession needs, and the employee's annual staff development goals** which are set with employee input.
3. Employees may, on occasion, be required to participate in training or in-service education opportunities to ensure they are current with leading edge library practices. Employees shall be compensated for attendance at such training or education at their regular hourly rate of pay, with consideration made for travel time. Ongoing training and education may include **in-service training on technology, readers' advisory, reference, cataloguing, customer service delivery, supervision and management, health and safety, and other best library practices**.
4. Any employee who is interested in a specific job-related training or education session, workshop or conference must submit a written request two (2) months in advance. Shorter periods for such requests may be entertained based on availability of funds and scheduling implications. The training and/or education must be appropriate to the position or in keeping with the Parry Sound Public **Library's projected succession needs**. Following attendance, a report stating the benefits to the employee and/or to the Library may be requested. Sharing of the report at a staff meeting may also be requested by the CEO.

Section 1: Professional Development and Training (continued)

5. All applications for education and training opportunities should be discussed with the CEO prior to registration. Costs will not be considered if attendance is not approved by the CEO in advance.
6. To be reimbursed for expenses, employees must submit original itemized receipts (see *HR - 06 Payment for Job-Related Expenses*).

Section 2: Performance Reviews

While the term 'performance review' suggests a focus on the past, performance reviews also focus on on-going performance improvement and professional development. The policy and process ensure objective and fair decision-making regarding compensation within the pay grade, promotion, disciplinary action and termination; and ensures that expectations and performance standards are met.

1. Initial evaluations must take place at the end of the first three (3) months of employment. A successful evaluation at this stage is necessary for continued employment and progression from probationary status. Ongoing evaluations may take place during the probationary period to assist employees experiencing problems and to improve their performance.
2. After the initial evaluations, the library board has an annual performance review system which is designed to:
 - a) allow for open and ongoing communication between the employee and CEO or supervisor
 - b) align employee performance objectives with library goals
 - c) establish a clear understanding and agreement on job responsibilities and the competencies required to fulfill the job
 - d) allow for regular feedback on performance
 - e) determine what an employee needs to do, as well as the support needed to succeed
 - f) take into account accessibility needs and individual accommodation plans
3. General guidelines to be followed:
 - a) the performance review is conducted in a formal and private setting
 - b) the employee is given advance notice of the review (including a copy of the appraisal form) in order to prepare a performance self-assessment
 - c) **the employee's strengths should always be acknowledged and good performance reinforced**
 - d) weaknesses should be discussed and an action plan for development agreed upon
 - e) any conflicts or concerns of the employee with the review are documented
 - f) **both the employee's and supervisor's comments are recorded on the review form**

Section 3: Pay Equity Legislation

1. The Parry Sound Public Library is not part of the Town of Parry Sound Pay Equity Plan, however has utilized their comparatives in union and non-union positions. The library board is responsible for the maintenance of pay equity with some direction from the Town of Parry Sound.
2. The library board has a pay equity plan, which follows current pay equity legislation in the province of Ontario.
3. The library board follows current pay equity legislation to score all jobs and place them into appropriate job classes.
4. Jobs are evaluated using a method that is compatible with pay equity legislation. For each job, the analysis covers:

Factors	Sub-factors
Skill	Formal education and experience
Responsibility	Freedom to act, complexity and consequences of error
Effort	Contacts, supervision, leadership, physical demands and sensory demands
Working Conditions	Disagreeable conditions

5. The library board will maintain the pay equity plan on an on-going basis, as new positions are created or positions altered, with significant changes to job responsibilities for an employee. A complete review of the pay equity plan will be completed once every five years.

Section 4: Salary Reviews

1. All wage rates and ranges for job classes will be reviewed and updated every three years to ensure market competitiveness with other libraries.
2. All wage rates and ranges will be reviewed annually to adjust for increases in cost of living.

Section 5: Merit Increases

1. An employee may receive a merit increase of one step in the salary range for his or her job class following a satisfactory annual performance review, and a recommendation by the CEO.
2. **An employee's date of hire becomes** his/her anniversary date. Review for merit increases will take place at the beginning of each calendar year.

Section 6: 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 way an employee was treated. Complaints related to harassment in the workplace follow process defined in *HR - 07 Workplace Harassment and Discrimination*. For all other complaints, every effort shall be made to address the complaint fairly and promptly as follows:

Section 6: Complaints (continued)

- a) Step One: 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 (5) business days. A written record of the response will be prepared.
- b) Step Two: Formal Step. If the matter is not resolved at Step 1, the employee may proceed by submitting a written statement to the CEO within five (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 the receipt of the written complaint the CEO will investigate and provide the employee with a written decision within ten (10) working days.
- c) Step Three: Appeal. If the employee is unsatisfied with the response from the CEO the employee can submitting a written request to the board chair for a hearing before an appeal committee of the library board. A three-member committee of the library board will hear the complaint and provide a written decision to the CEO based on stipulated facts and evidence presented at the hearing. The written decision will be reported to the CEO no more than twenty (20) working days after the conclusion of the hearing. The CEO will implement the decision of the library board.

Section 7: Problem Resolution and Discipline

The Parry Sound Public Library board promotes fair and constructive treatment of unacceptable conduct or work performance. A progressive discipline process is intended to improve performance and behavior.

1. In all cases, an employee is made aware of a performance or behavior problem promptly and receives both verbal and written expectations to ensure that he or she knows the standard expected.
2. The progressive disciplinary process is initiated for serious situations in which policies and procedures have **been ignored or contravened, or an employee's performance fails to meet acceptable standards.**
 - a. Step One: Verbal Warning. The CEO or supervisor discusses the situation with the employee, specifying clear expectations and standards of performances, a plan of action to bring about the desired change, and a reasonable period of time for improvements. A date is set for a follow-up interview
 - b. Step Two: Written Warning. Should the problem continue after the time period specified in step one, the employee will be given a written warning. The employee is advised that continued failure to improve the behaviour could lead to further disciplinary action including possible dismissal.
 - c. Step Three: Suspension. **If the employee's performance fails to improve or if there is a** recurrence of misconduct, the CEO determines the need for and length of the suspension. After the suspension an interview will be scheduled to discuss the conditions of return to work.
 - d. Step Four: Dismissal. If the employee fails to improve or if there is a recurrence of misconduct, the CEO prepares for termination.

Section 8: Termination

1. The Parry Sound Public Library values a secure employment relationship with its employees. However, in circumstances where this relationship must be terminated, the library provides fair and reasonable treatment in accordance with the *Employment Standards Act* and common law practices.
2. The Parry Sound Public Library considers the following grounds for termination:
 - a) continual absence without appropriate notification
 - b) failure to meet standards of performance after warnings and suspensions
 - 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 will be given by the CEO that an employee is no longer employed by the Parry Sound Public Library.

Section 9: Resignations and Retirements

1. The Parry Sound Public Library expects an employee who is leaving to cooperate in a smooth transfer of responsibilities.
2. The library asks that an employee who **wishes to resign give written notice of a period equal to the individual's annual vacation entitlement.**

Related Documents:

Parry Sound Public Library HR – 05 Compensation

Parry Sound Public Library HR – 06 Payment of Job-Related Expenses

Parry Sound Public Library HR – 07 Workplace Harassment and Discrimination

Parry Sound Public Library HR – 13 Whistleblowing – Reporting, Investigation and Protection

Human Resources PolicyPro, *Ontario Edition*, November 2018

Parry Sound Public Library

Policy Type: Human Resources
Policy Title: Accessibility and Staff

Policy Number: HR - 12

Policy Approval Date: March 21, 2017
Policy Review Date: 2024

In accordance with the *O. Reg 165/16*, relating to the *Accessibility for Ontarians with Disabilities Act 2005*, the Parry Sound Public Library has developed an Accessibility in the Library policy which includes the required policies to support accessibility, in specific areas such as purchasing, Internet and collections but which also includes the human resource policies relating to training on AODA regulations and the *Ontario Human Rights Code*, accommodation for job applicants, and accommodation plans.

This policy outlines the specific requirements of accessibility as it relates to library staff.

Section 1: Integrated Accessibility Commitment

Related to the Integrated Accessibility Standards Regulation of *Accessibility for Ontarians with Disabilities Act 2005*, the Parry Sound Public Library has made a Statement of Organizational Commitment in all areas from Information and Communication to Employment. All employees will be given a copy and will be familiar with the **library's** *Accessibility in the Library* (OP - 15) policy.

Section 2: Customer Service Training

The Parry Sound Public Library has established a policy(*OP – 15 Accessibility in the Library*) which covers Accessible Customer Service, and which meets all requirements in ensuring that customers are provided service in accordance with the key principles of dignity, independence, equity/equal opportunity, integration and responsiveness. The library will provide training to its board members, staff and volunteers on how to provide customer service to people with disabilities and will keep a record of when the training was provided and the individuals who received the training. All employees be familiar and act in accordance with these Accessible Customer Service ideals.

Section 3: Workplace Emergency Response Plans

The Parry Sound Public Library is obligated to be prepared for emergency situations and has policies addressing emergency preparedness. The library supports employees who have disabilities by providing the employee with individualized workplace response information. An employee with a disability that may put them at risk in case of emergency are encouraged to complete the Identification of Potential Barriers form submit it to the Library CEO. All information is confidential and will only be shared in case of emergency.

Individualized workplace emergency response information will be created, and employees will be designated and trained as emergency response support when an employee with a disability makes the library aware of the need for an accommodation. During an emergency, this Workplace Emergency Response Plan for employees will be enacted.

Section 4: Job Accommodation

1. The Parry Sound Public Library **supports employees with disabilities by taking into account the employee's** accessibility needs.
2. Upon request, and in consultation with an employee with a disability, the library will provide or arrange for the provision of accessible formats and communication support for information that is needed for the employee to perform his or her job as well as information that is generally available to all employees.
3. The CEO or his or her designate will develop, and document, processes to support the needs of employees with disabilities in the following areas:
 - a. an individual accommodation plan which meets the legislated requirements of the *Integrated Accessibility Standards (IASR) Ontario Reg 165/16*
 - b. return to work for employees requiring accommodations after an absence due to an injury or illness
 - c. notice of career development and advancement opportunities.
4. **The CEO, or his or her designate, may require the employee to provide a doctor's letter confirming** accommodation requirements. The cost of preparing such a letter will be borne by the library.

Related Documents:

Parry Sound Public Library OP - 15 – Accessibility in the Library
Human Resources PolicyPro *Ontario Edition, November 2018*

Parry Sound Public Library

Policy Type: Human Resources

Policy Number: HR - 13

Policy Title: Whistleblowing - Reporting, Investigation and Protection Policy

Initial Policy Approval Date: June 21, 2016

Year of next review: 2024

This policy sets out guidelines for the reporting and investigation of serious misconduct where there are no procedures in place for doing so, and provides protection from retaliation to those who report serious misconduct in good faith. Reporting serious misconduct in good faith is also referred to as whistleblowing.

This policy applies to all Parry Sound Public Library board members and staff.

Section 1: General

1. **The Parry Sound Public Library (“the library”) is committed to the** principles of integrity, accountability, responsibility, leadership, respect, freedom of speech and openness.
2. Staff are to act in a way that enhances public confidence in the library and to fulfill their duty to act honestly and exercise reasonable care and diligence.
3. Staff have a responsibility to report instances of serious misconduct. Examples of **serious misconduct are set out in Schedule “A” to this policy.**
4. This policy is intended to supplement existing procedures at the library whereby employees may already raise matters of serious concern. This policy is not intended to override or replace existing reporting processes provided for under library policies or legislation and does not create an independent reporting requirement where other reporting processes exist.
5. Reports made under this policy may be redirected where other more appropriate procedures are applicable.
6. Protection for reporting in good faith of alleged serious misconduct (see 5.0 – Whistleblower Protection against Retaliation) applies in all cases regardless of the library policy or process under which the report was made.

HR – 13 Whistleblowing – Reporting, Investigation and Protection (*continued*)

Section 2: Roles & Responsibilities

1. Chief Executive Officer: The Chief Executive Officer (CEO) is responsible for overseeing this policy, and act as a Designate for the day-to-day administration and stewardship of the policy. The CEO will report serious misconduct issues to **the Parry Sound Public Library Board (“the board”) as appropriate.**
2. Designate: The CEO receives in confidence all reports of alleged serious misconduct unless he/she is alleged to be involved. The Designate (designate) is responsible for overseeing the investigation of allegations of serious misconduct and/or retaliation for the reporting of serious misconduct. The designate is responsible for assigning investigations to the most appropriate party, notifying the appropriate parties of investigations and outcomes, reporting to the CEO, and ensuring the confidential retention of investigation documentation in accordance with library policy and the requirements of the Municipal Freedom of Information and Protection of Privacy Act.
3. Town of Parry Sound Chief Administrative Officer/Library Board: In the event an allegation of serious misconduct involves the CEO, the matter will be dealt with in-camera by the library board directors who will determine and assign responsibility for the investigation and disposition of the matter in conjunction with the Town of Parry Sound Chief Administrative Officer. Where this is the case, the library board will take on the role as designate.
4. Staff: Staff are to report alleged instances of serious misconduct in good faith to the CEO. Should the alleged serious misconduct involve the CEO, staff should report the misconduct to the library board.

Section 3: Reporting of Serious Misconduct

1. Acting in Good Faith: Reports of serious misconduct are a serious matter. Staff reporting alleged serious misconduct are to act in good faith and have reasonable grounds for believing the report to be true. Where staff come forward to report their own serious misconduct under this policy, they will not be exempt from discipline appropriate to the serious misconduct; however, such reporting will be given appropriate consideration as a mitigating factor and these instances will be dealt with on an individual basis in accordance with this policy.
2. False or Frivolous Reports: Knowingly making false allegations or making allegations in a malicious manner will be viewed as serious misconduct. Reports found to be frivolous, false, malicious or in bad faith will be dealt with in accordance with this policy.

HR – 13 Whistleblowing – Reporting, Investigation and Protection (*continued*)

Section 3: Reporting of Serious Misconduct (*continued*)

3. Process for Reporting Serious Misconduct: Any staff aware of serious misconduct are responsible to report it either to CEO or the library board. Should the alleged serious misconduct involve the CEO, staff should report the misconduct to the library board. Staff shall report serious misconduct in writing (see **“Schedule B: Form for Reporting Serious Misconduct”**). **Where an employee reports serious misconduct to his or her CEO verbally**, the CEO must document the discussion, confirm its accuracy with the employee and promptly forward in an impartial and strictly confidential manner the report to the board.

Section 4: Confidentiality

1. The designate will make every reasonable effort to provide confidentiality to those reporting serious misconduct. Staff making a report under this policy are encouraged to provide their name in confidence when doing so which permits for follow-up questions and clarification if necessary. Investigation may not be possible unless the source of the information is identifiable. The designate may investigate a report made on an anonymous basis and will determine whether to do so in light of all of the circumstances, including the seriousness of the issue raised, the credibility of the concern and the likelihood of confirming the allegation from other sources.
2. Investigations will be carried out in a manner that limits disclosure of the report and **allegations on a “need to know” basis. Information about a report of serious misconduct will** only be disclosed to those responsible for investigating and/or addressing the report. Reports will be made to the designate as identified under 7.0 – Retention and Documentation of Investigations.
3. Confidentiality extends to all records relating to reports, including but not limited to meetings, interviews and investigation results. Personal information, including the identity of the person reporting the alleged serious misconduct, will be protected in accordance with the Municipal Freedom of Information and Protection of Privacy Act. Individuals making a report, investigators, witnesses and individuals against whom a report has been made are expected to maintain confidentiality. Breaches of confidentiality may be regarded as serious misconduct and will be treated accordingly.
4. Although the designate will take all reasonable steps to protect the identity of the individual reporting the serious misconduct, information collected and retained may be required to be released by law including release required in court proceedings, arbitration or other legal proceedings.

HR – 13 Whistleblowing – Reporting, Investigation and Protection (*continued*)

Section 5: Whistleblower Protection against Retaliation

1. Forms of Retaliation: Any form of retaliation, discrimination or reprisal against an employee because that person reported serious misconduct in good faith or because that person acted as a witness or otherwise participated in an investigation in good faith will be considered a serious violation of this policy. Such retaliatory actions are themselves serious misconduct and may result in discipline up to and including dismissal.
2. Reporting Retaliation: If an employee believes that they have been subjected to retaliation as set out above, that person may submit a written report to the designate who will ensure the allegation is appropriately investigated.

Section 6: Investigations

1. Investigation Process: The designate has primary responsibility for investigating allegations of serious misconduct. The designate will review and assess the seriousness of all reports promptly and determine the manner in which the report will be investigated. This determination will not be influenced by the position or length of service of the employee(s) accused of serious misconduct.
2. Material Financial Concerns: If upon initial assessment it appears that the concern raised could materially affect the financial position of the library or the integrity of the library's system of internal controls, the CEO will advise the library board. The CEO will notify the Town of Parry Sound of the amount of any potential loss for insurance purposes. The library will make every reasonable effort to pursue the recovery of library losses from the offender or other appropriate sources.
3. Criminal Activity and Other Illegal Conduct: In circumstances where it appears that a criminal act may have occurred, the designate may report the matter to the appropriate police agency. In circumstances where it appears that there may have been violations of other laws, the designate may advise the appropriate enforcement agency.
4. Acknowledging Reports: Within ten (10) working days of a report being received, the designate will respond in writing to the employee making the report acknowledging that the allegation of serious misconduct has been received. Subject to legal constraints, the designate will also inform the employee making the report at the conclusion of any investigation. The designate may not be able to disclose the precise action being taken where doing so would be contrary to Municipal Freedom of Information and Protection of Privacy Act or other requirements for confidentiality.
5. Opportunity to Respond to Allegations: In all but exceptional circumstances, individuals accused of serious misconduct will be given an opportunity to know and respond to the allegations made.
6. Consequences of Serious Misconduct: Consequences for employees found guilty of serious misconduct may include discipline up to and including dismissal.

HR – 13 Whistleblowing – Reporting, Investigation and Protection (*continued*)

Section 7: Retention and Documentation of Investigations

The designate will document the results of each investigation in a confidential report. If an investigation determines that serious misconduct has occurred, the designate will immediately report the details and any action taken to the library board.

Section 8: Mitigation of Further Risk

The designate will conduct a review of each investigation report where serious misconduct was found to have occurred and will assign responsibility to ensure steps are taken to address underlying causes and to then take appropriate actions to mitigate the risk of further occurrences.

Section 9: Media

Concerns regarding serious misconduct may have a significant impact on the library's legitimate interests. Staff have a responsibility to use the internal whistleblowing reporting process when they have such concerns. Matters covered by this policy are considered confidential and breaches of that confidentiality, including making public statements or disclosing information to the media, will be dealt with in accordance with this policy.

Section 10: Federal or Provincial Legislation

In the event that any portion of this policy is inconsistent with federal or provincial legislation, that portion and only that portion of the policy will have no application to the extent of that inconsistency. All other portions of the policy will continue in full force and effect.

Related Documents:

Parry Sound Public Library HR - 07 Workplace Harassment and Discrimination
Parry Sound Public Library HR - 08 Prevention of Workplace Violence
Parry Sound Public Library HR - 09 Health and Safety
Human Resources PolicyPro, *Ontario Edition, November 2018*

Schedule A: Examples of Serious Misconduct

The following are examples of serious misconduct that should be reported pursuant to this policy:

1. serious violations of Library policies;
2. manipulation of Library resources for any illegal, improper or unethical purpose including fraud, theft, embezzling funds, or accepting kickbacks or bribes;
3. misappropriating funds, misdirecting or misuse of funds, assets or corporate information;
4. manipulating Library accounting or audit records or destroying any accounting or audit-
related records except as otherwise permitted by the Library's Corporate Records and
Information Management policy;
5. actions likely to cause serious harm to persons, public safety, property or the environment;
6. actions resulting in the Library being exposed to liability or financial loss;
7. failure to take reasonable steps to report and/or rectify actions that may impact negatively
on the Library's reputation resulting in the public losing confidence in the organization's
ability to deliver services;
8. deliberately concealing information relating to any of the above.

It should be noted that the above are examples only and are not an exhaustive list of what amounts to serious misconduct.

HR – 13 Whistleblowing – Reporting, Investigation and Protection (*continued*)

Schedule B: Form for Reporting Serious Misconduct

This form should be completed by anyone aware of serious misconduct and forwarded to the appropriate individual as outlined in Section 3.3 – Process for Reporting Serious Misconduct of this policy.

TO BE COMPLETED BY INDIVIDUAL RAISING CONCERN

SUMMARY OF INCIDENT (include dates, times, individuals involved):

I hereby declare that I am raising this concern in good faith and have reasonable grounds to believe the information above is accurate and true.

Signature (optional): _____ Date: _____
(Staff making a report under this policy are encouraged to provide their name in confidence which permits for follow-up questions and clarification if necessary. Investigation may not be possible unless the source of the information is identifiable. The Designate may investigate a report made on an anonymous basis and will determine whether to do so in light of all of the circumstances, including the seriousness of the issue raised, the credibility of the concern and the likelihood of confirming the allegation from other sources).

Date Submitted to Designate: _____

TO BE COMPLETED BY DESIGNATE

ACTION TAKEN:

Designate Signature: _____ Date: _____

The above information is collected in accordance with the *Municipal Freedom of Information and Protection of Privacy Act*. It is collected for purposes set out in the policy HR - 13 Whistleblowing – Reporting, Investigation and Protection.

Parry Sound Public Library

Policy Type: Human Resources
Policy Title: Use of Technology and
Staff Use of Social Media

Policy Number: HR - 14

Policy Approval Date: March 21, 2017
Policy Review Date: 2024

1. Purpose

The Parry Sound Public Library board recognizes the importance of computers, the internet and social media as work tools and sources of information. The Parry Sound Public Library supports the use of computers and internet technology by library staff in their work, while recognizing the need to protect its network, systems, resources and image.

This policy covers Parry Sound Public Library staff use of library computers, devices, e-mail systems and networks.

2. Personal Use

- a) While working in the library, staff must refrain from online activities **that don't bring value to the library** or which waste staff time or network resources.

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**.

- b) Computer resources cannot be used for private financial gain or commercial purposes.
- c) When engaging in social media or online forums outside of work, library staff should make it clear that the views they express about the Parry Sound Public Library, or community related issues, are their own and do not necessarily reflect the views of the library.
- d) Personal use of social media should be respectful of the library, colleagues and library 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.

3. Business Use

- a. Library staff are encouraged to avail themselves of the internet, including using social media tools for the benefit of the library. This may include general research on work related issues, following social media as part of ongoing professional development, library staff or user training, and participating in online forums.
- b. Any correspondence sent from a library email address, or when a library staff member is identified as an employee of the library, should be treated as a professional document.
- c. Library staff must observe the Parry Sound Public Library's **standard of confidentiality** (e.g. privacy legislation) when communicating electronically.
- d. All library staff have an obligation to protect systems and data.
 - i. Passwords and access codes must not be disclosed to unauthorized library staff or the public.

4. Prohibited Use

The Parry Sound Public Library's **computers, network and access to the internet are not to be used to:**

- a) introduce any form of malicious software into the network
- b) visit internet sites that may be offensive; including, but not limited to obscene, hateful, pornographic or illegal material
- c) perpetrate any form of fraud, including software, film or music piracy
- d) hack into unauthorized areas
- e) send offensive or harassing material to other users

5. The Library and Social Media

- a) Any proposal by library staff to use social media applications to expand library service or promote the library requires the approval of the CEO.
- b) Library staff representing the library on social media sites express the official position of the Parry Sound Public Library on any issue. Posts must be professional and accurate.
- c) The library welcomes the opportunity to have open and respectful conversation with the public via Social Media software, tools and sites. The following is a list of examples that may be prohibited and is not an exhaustive list:
 - i. obscene or racist content
 - ii. personal attacks, insults, or threatening language
 - iii. potentially libelous statements
 - iv. plagiarized material
 - v. private, personal information published without consent
 - vi. comments totally unrelated to the content of the forum
 - vii. hyperlinks to material that is not directly related to the discussion
 - viii. commercial promotions or spam

The Library and Social Media (*continued*)

- d) All Parry Sound Public Library Social Media sites will be monitored by library staff on a regular basis. Any content found to be in violation will be reviewed, possibly removed, and the individual responsible for its posting may be banned from further posts on Parry Sound Public Library Social Media accounts. In addition, the library reserves the right to edit or modify responses and content with respect to postings and requests.
- e) Parents, guardians and caregivers must assume responsibility for minors and are encouraged to discuss privacy concerns, safety and respectful use of these resources with their children. Users should also be cognizant of the fact that they are posting content in a public forum and take appropriate measures.
- f) The library cannot guarantee the accuracy of information posted by individuals and links to external content and sites.
- g) By posting content, the user agrees to these terms and to indemnify the Parry Sound Public Library and its officers and employees from and against all liabilities, judgments, damages and costs (including attorney's fees) incurred by any of them which arise out of or are related to the posted content.

6. Misuse

- a. Library staff will be accountable to the CEO for their use of the Parry Sound Public Library's computer network and internet access.
- b. The CEO or designate will investigate any suspected misuse of resources.
- c. If there is a need to monitor or access non-work related files, the library staff member will normally be asked for his or her consent. There may be exceptions such as when there is reason to believe the law has been broken.
- d. The CEO will decide, in light of the outcome of an investigation of possible misuse of computing resources, if disciplinary action is appropriate, and act in accordance with established disciplinary procedures.
- e. Downloading software or attachments onto a work computer increases the risk of a virus propagating throughout the network.
 - i. Library staff should download any files and software in a responsible manner and in accordance with Library policy and procedures.

7. Adapted From

- 1. Ottawa Public Library - Social Media Policy
- 2. Richmond Hill Public Library - Social Media Policy
- 3. Web 2.0, retrieved from LearnHQ - Technology

Parry Sound Public Library

Policy Type: Human Resources
Policy Title: Mental Health and Safety

Policy Number: HR - 15

Policy Approval Date: May 2020
Policy Review Date: 2024

The Parry Sound Public Library board is committed to fostering a healthy and safe workplace; in keeping with the library's stated values of fostering a work culture that advocates cooperation, communication, respect and inclusivity. This obligation belongs to every individual in the organization. **It is in everyone's common interest to promote and enhance working relationships consistent with the principles of mutual respect, confidentiality and cooperation.**

Section 1: Definitions

1. A psychologically healthy and safe workplace is defined as follows:
 - Where every reasonable effort is made to promote the mental health of employees.
 - **That allows no significant harm to employees' mental health in negligent, reckless or intentional ways** and where every reasonable effort is made to protect the mental health of employees through harm reduction strategies based on due diligence.
(National Standard of Canada for Psychological Health and Safety in the Workplace, 2019)
2. **Psychological or mental health is a "state of well-being** in which the individual realizes their own abilities, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a **contribution to their community."** *(World Health Organization, 2015)*
3. **Psychological safety is "the absence of harm, and/or threat of harm, to mental well-being that a worker might experience."** *(Workplace Safety and Prevention Services, Ontario, 2015)*
4. **A psychologically healthy and safe workplace is "a workplace that promotes workers' psychological well-being and actively works to prevent harm to workers psychological health including preventing harm in negligent, reckless, or intentional ways."** *(Ontario Ministry of Labour, Training and Skills Development, 2017)*

Section 2: Responsibilities

Mental health and safety in the workplace is relevant to all employees and everyone can contribute to improved psychological health at work. Addressing psychological health in the library can help strengthen the positive factors of employment, reduce risk factors and improve general health. This policy covers the following aspects of mental health and safety:

1. Promoting the mental health of all staff through:
 - providing information and raising mental health awareness
 - providing opportunities for employees to look after their mental health
 - promoting policies and practices that promote mental health and safety
2. Developing skills for staff in supervisory roles to:
 - promote the mental health and safety of employees
 - manage issues around mental health and stress supportively and effectively
3. Providing support to employees through:
 - Providing a work environment that promotes and supports mental health for all employees
 - offering assistance, advice and support to staff who experience a mental health illness
 - supporting staff returning to work after a period of absence due to mental health illness which may include making reasonable accommodations or adjustments

Section 3: Support for Mental Health and Safety

The Parry Sound Public Library board and CEO strive to ensure individuals suffering from mental health illnesses are treated fairly and consistently and with compassion by:

- Encouraging staff to consult with CMHA (Canadian Mental Health Association), their own doctor, or a counsellor of their choice
- Investigating the contribution of working conditions and other organizational contributing factors to mental ill health, and remedy this where possible
- Establishing, (in cases of long-term illness and/or absence) where possible, a graduated return to work
- Making every effort to identify suitable alternative employment, in full discussion with the employee, where a return to the same job is not possible due to identified risks or other factors
- Treating all matters relating to individual employees and their mental health illness in the strictest **confidence and share on a 'need to know' basis only with consent from the individual concerned.**

Section 4: Recruitment and Hiring

The Parry Sound Public Library board encourages the employment of people who have experienced mental health illness by providing fair and non-discriminatory recruitment and selection procedures by:

- Demonstrating a positive and accepting attitude to employees and job applicants with mental health illness.
- Ensuring that all staff involved in recruitment and selection have a clear understanding of the library policy and the Disability Discrimination Act, and are trained in appropriate interview skills
- Clarifying, in any recruitment or occupational health check undertaken, that people who have experienced mental health issues will not be discriminated against and that disclosure of a mental health problem will enable both employee and employer to assess and provide the right level of support or accommodation
- Not making assumptions that a person with a mental health illness will be more vulnerable to workplace stress or take more time off than any other employee or job applicant
- Ensuring all staff in supervisory roles have information and training about managing mental health in the workplace
- Recognizing that workplace stress is a health and safety issue, and acknowledging the importance of identifying and reducing workplace stressors

Section 5: Workplace Risk Assessment

The library board and CEO will identify all workplace stressors and conduct risk assessments to eliminate stress or control the risks from stress. These risk assessments will be regularly reviewed and may include:

- Consulting with staff on all proposed action relating to the prevention of workplace stress
- Providing training in good management practices, including those related to mental health and safety and stress management
- Providing access to information on confidential counselling for staff affected by stress caused by either work or external factors
- Providing adequate resources to enable staff to implement the **organization's** agreed workplace mental health and safety policy
- Monitoring the workplace, identifying hazards and risks and take steps to eliminate or reduce these as far as is reasonably practicable
- Ensuring good communication between board, CEO and staff, particularly where there are organizational and procedural changes
- Ensuring staff are provided with the resources and training required to carry out their job

Section 6: Monitoring Staff and Workloads

Together with staff, the CEO or designated supervisor will strive to ensure that workloads are manageable and communicate regularly to ensure job fulfillment. This will be accomplished by:

- Monitoring workloads to ensure that individuals are not overloaded
- Monitoring working hours to ensure that staff are not overworking, and monitor vacations to ensure that staff are taking their full entitlement
- Ensuring staff are provided with meaningful developmental opportunities

Section 7: Extenuating Circumstances/State of Emergency Situations

During times of uncertainty, the Parry Sound Public Library board encourages staff to mitigate stress and anxiety through the resources available from CMHA (Canadian Mental Health Association). As stated by the CMHA Ontario Division, during such times it is common to feel low, stressed out, worried, depressed, irritable, angry, or nothing at all. By providing tools and practices, those suffering can reclaim their mental health.

- COVID-19 Pandemic

During the COVID-19 Pandemic, the CMHA Ontario Division initiated a campaign entitled BounceBack®. As stated on their website:

Mental health concerns are among the many challenges Ontarians are currently facing amid the COVID-19 pandemic. At this time of public uncertainty, CMHA's BounceBack program remains an effective option to support Ontarians who may be dealing with mild-to-moderate anxiety or depression, or may be feeling low, stressed, worried, irritable or angry.

BounceBack is a free, guided self-help program for people aged 15 and up. Participants receive telephone coaching, skill-building workbooks and online videos to help them overcome these symptoms and gain new skills to regain positive mental health. BounceBack is not a crisis service, psychotherapy or counselling, but a life-skills program that participants work with to develop coping techniques so they can overcome challenges during this pandemic and long afterward.

For more information or to see if the BounceBack program may be right for you, visit bouncebackontario.ca/.

The tip sheet for the BounceBack® campaign can be found in Appendix A herein.

Section 8: Review and Monitoring of the Policy

The library board and CEO will be responsible for reviewing the Mental Health and Safety policy and for monitoring how effectively the policy meets its aims and objectives. Indicators to measure effectiveness may include:

- Working hours and patterns
- Accidents at work
- Staff complaints
- Staff sickness levels
- Staff turnover
- Use of occupational health or counselling services
- Employee survey
- Early retirement due to health factors
- Exit interviews

Related documents:

National Standard of Canada for Psychological Health and Safety in the Workplace, 2019

Workplace Safety and Prevention Services, Ontario, 2015

Ontario Ministry of Labour, Training and Skills Development, Workplace Mental Health 2017

WHO – World Health Organization, Mental health in the workplace Information sheet May 2019

CAN/CSA-Z1003-13/BNQ 9700-803/2013 – Psychological Health and Safety in the Workplace

https://www.fullyfocusedsolutions.co.uk/resources/FFsolutions_workplace_MH_wellbeing_policy_sample.pdf

<https://ontario.cmha.ca/news/new-bounceback-campaign-promotes-access-to-mental-health-program/>

10

things you can do right now to reduce anxiety, stress, worry related to COVID-19

1

Only read, watch or listen to news when you want to. That means turn off push notifications on your phone and set aside only an hour per day to stay informed from credible, balanced sources, such as the Canadian Public Health Association.



2

Considering the level of attention and seriousness being paid to the pandemic, it's normal to feel anxious. Try not to avoid, ignore or suppress anxious thoughts. Instead, be aware of your anxiety and accept that you're feeling anxious in this situation. Try to keep things in perspective; notice and challenge your thoughts that may be extreme or unhelpful.



3

While you can't be together physically, stay socially connected with friends and family by phone, text and video applications such as FaceTime, Skype or Zoom.



4

Do something good or helpful. Research shows that doing things for others strengthens our own mental health. Check on your neighbours, elderly parents and friends to see how they're doing and if they need help picking up groceries, medications and other important household items.



5

Stay connected with the outdoors. If you're not required to self-isolate for 14 days, consider going outdoors for a walk, run or bike ride to enjoy the scenery and fresh air. Be sure to stay two metres away from others and consider going out at off-peak hours (early morning, late evening) to avoid proximity.



6

Routines can help reduce mental fatigue, so getting up at your usual time, showering and getting dressed as you normally would for work can be helpful. Eating healthy, drinking water and getting plenty of sleep are also important factors.



7

Continue to exercise or do the things you would typically do to support your health and be sure to use caution and follow health and safety guidelines while doing them. Instead of going to the gym, check out some exercise videos online. Housework, walking up and down stairs, and outdoor activities like raking leaves, cleaning the yard, or prepping the garden are also sources of physical activity.



8

Practice mindfulness, meditation or yoga to help you stay grounded and focused when you begin to feel stress and worry in your body, like shortness of breath and tightening in the chest. Some ideas include keeping a gratitude journal, doing deep breathing exercises, or using grounding exercises to help you focus on things in the present so you feel safe.



9

Take time to organize your home, such as your pantry, cupboards or closets, or do something you've been putting off for a while, such as sorting through your basement or garage for unwanted or recyclable items. Accomplishing such a task may reduce stress and anxiousness.



10

If you're noticing that your symptoms of anxiety (related to COVID-19 or otherwise) are causing you significant distress or are interfering with your ability to function normally, consider participating in CMHA's BounceBack program. BounceBack is a free skill-building program for adults and youth 15+ who want to gain practical life skills to help them better manage their symptoms of low mood, mild-to-moderate depression and anxiety, stress or worry. For more information or to see if the BounceBack program may be right for you, visit bouncebackontario.ca.



Canadian Mental
Health Association
Ontario

BounceBack®
reclaim your health



Parry Sound Public Library

Policy Type: Operational
Policy Title: Emergency CEO Succession Plan

Policy Number: HR - 16

Policy Approval Date: March 2020
Policy Review Date: 2024

Given the importance to patrons and Staff of continuity of operations of the organization, the CEO will have the following measures in place in the event that an emergency, such as illness, injury or death, makes it impossible for him/her to effectively provide executive leadership for a period of five (5) or more working days.

1. In the case of an unplanned leave, the Board Chair may institute this staffing plan to be confirmed by the Board within a 4 – 6-week period from the beginning of the leave. Please refer to GOV – 09 Emergency CEO Succession to coordinate with this policy.
2. The CEO will notify the Library Board and Staff of the extended leave.
3. An up-to-date file whose location is known to and immediately accessible by designated Staff, containing **passwords and other security codes required for the CEO's computer files**. This should include email, telephone message systems, and all applicable social media accounts. Copies of any keys to desks, cabinets and work-related security storage will also be included in the file.
4. A list of critical functions that rely on the CEO including those that could affect client safety, payment of Staff salaries, submission of payroll and other government remittances, and other time sensitive and critical tasks on **which the organization's functioning depends. The items on the list shall be** in order of importance.
5. The designation and cross-training of one person who can and will serve as “Acting CEO” for a period of at least ten (10) to as many as twenty (20) working days (1 month) who is able to take over, or direct the accomplishment of, the critical functions. In consultation with this person an outline of the critical functions will be **reviewed. The designated person's name will be known to the Board and if this person leaves the organization,** the CEO is responsible for finding and training a replacement within 20 (twenty) working days.
6. A set of protocols or rules with respect to who, including Board members, needs to and will have access to confidential employee and patron records in place of the current CEO.
7. There will be a written plan to affect the immediate transfer of signing authority for financial operations where **the CEO's signature is required.**

8. A three (3) month calendar (electronic or otherwise) of CEO appointments, funding deadlines and other current work-related plans shall be maintained and accessible.
9. An approved three (3) month CEO work plan or annual operational plan.

Related Documents:

Parry Sound Public Library GOV – 09 Emergency CEO Succession
Parry Sound Public Library GOV – 08 Board – CEO Partnership

Parry Sound Public Library

Policy Type: **Human Resources**

Policy Number: **HR - 17**

Policy Title: **Diversity and Inclusion Policy**

Policy Approval Date:

September 2021

Policy Review Date:

2025

Purpose

To ensure that the Parry Sound Public Library recognizes and affirms the dignity of those it serves and works with, regardless of heritage, place of origin, education, beliefs, race, ethnicity, socio-economic status, religion, gender, age, sexual orientation, gender identity, gender expression, marital status, political affiliation, expression language, physical or mental abilities.

Policy Statement

The Parry Sound Public Library is committed to fostering an environment of understanding, respect and inclusion for our staff, patrons, visitors, and communities. As a public library we support everyone's learning regardless of their backgrounds or personal beliefs. Our belief in the inherent dignity of all individuals is grounded in the United Nation's *Universal Declaration of Human Rights*, Canada's *Charter of Rights and Freedoms* and Ontario's *Human Rights Code*. The Parry Sound Public Library endorses the *Statement of Diversity and Inclusion* as set out by the Canadian Federation of Library Associations (CFLA) and the International Federation of Library Associations (IFLA)/UNESCO Multicultural Library Manifesto.

CFLA Position Statement on Diversity and Inclusion

The Canadian Federation of Library Associations (CFLA-FCAB) believes that a diverse and pluralistic society is central to our country's identity. Libraries have a responsibility to contribute to a culture that recognizes diversity and fosters social inclusion.

Libraries strive to deliver inclusive service. Canada's libraries recognize and energetically affirm the dignity of those they serve, regardless of heritage, education, beliefs, race, religion, gender, age, sexual orientation, gender identity, physical or mental capabilities, or income.

Libraries understand that an acceptance of differences can place individual and collective values in conflict. Libraries are committed to tolerance and understanding. Libraries act to ensure that people can enjoy services free from any attempt by others to impose values, customs, or beliefs.

HR - 17 Diversity and Inclusion Policy (*continued*)

1. Scope

This policy applies to the provision of public services and facilities.

Other Parry Sound Public Library values that support diversity and inclusiveness include access, community engagement, open to all, non-judgmental, intellectual freedom, privacy, respect, and service excellence. The Library will model these values.

The Library has enacted additional policies to support its goal of being inclusive and to ensure that discrimination and harassment are not encouraged or tolerated. These include, for example Parry Sound Public Library's **HR – 07 Workplace Harassment**, **HR – 08 Prevention of Workplace Violence**, **OP – 15 Accessibility in the Library**, and **FN - 04 Intellectual Freedom** policies.

Diversity and inclusion in employment policy and practices is covered in Parry Sound Public Library's human resources policies.

2. Definitions

Diversity means: An understanding that each person is unique and recognizing our individual differences. It includes the range of human differences, including but not limited to race, heritage, ethnicity, colour, religion, gender, gender identity, gender expression, sexual orientation, age, socio-economic status, physical or mental health, physical or cognitive capabilities or attributes, education, beliefs, values, or political affiliation.

Inclusion means involvement and empowerment, where the inherent worth and dignity of all people are recognized. It is the act of creating environments in which any individual or group can feel welcomed, valued, respected, supported and can fully participate. An inclusive and welcoming climate embraces differences and offers respect in words and actions for all people.

Cultural Humility is the process of self-reflection to understand personal and systemic biases and to develop and maintain respectful processes and relationships based on mutual trust.

Equity – Definitions of equity can vary but all focus on the ideals of justice and fairness. Social equity has traditionally focused on ensuring the administration of services are delivered equitably. The key difference with equality is that equity requires considering historical and current inequalities among groups and individuals.

3. Practices

The Parry Sound Public Library believes that respectful dialogue builds understanding and stronger communities. We strive to encourage mutual respect, inclusion, and celebrations of differences by embracing **cultural humility** as a key foundation to our approach and practices. We encourage the community to recognize, respect and embrace diversity and individuality. We believe that by working together we can move from the acknowledgement of diversity and inclusion to enabling an environment that is supportive, accessible and equitable in its practices.

It is the Parry Sound Public Library's policy that all users will be served to the very best of our ability in accordance with our professional values of diversity and inclusiveness. Our commitment to personalized services and practices considers each patron's unique needs and circumstances and respects the dignity of each individual. (see Appendix A)

HR - 17 Diversity and Inclusion Policy (*continued*)

4. Planning

The Parry Sound Public Library will make diversity and inclusion a priority in planning and decision making for services and facilities. The Library will:

- Review its policy and practices on an ongoing basis to ensure that every person is treated without discrimination and to eliminate barriers in accessing services and facilities and
- Seek opportunities to involve people of diverse backgrounds in the design, use and evaluation of services and facilities.

5. Feedback Processes

Members of the public are encouraged to provide feedback to Parry Sound Public Library related to any barrier experienced while using the Library.

All feedback will receive a response, either indicating a resolution or inviting a further conversation related to the concern.

6. Training

Library Board members, employees and volunteers receive training designed to promote their awareness, acceptance, and celebration of diversity. They are trained on policies, procedures, and mechanisms to ensure that every person can access and use Library services and facilities and is treated without discrimination or harassment.

Related Documents:

Canadian Charter of Rights and Freedoms
Canadian Human Rights Act
Accessibility for Ontarians with Disabilities Act (2005) and Ontario Regulation 191/11 (Including Part II Communications Standards)
Ontario Human Rights Code, R.S.O. 1990, Chapter H.19
Public Libraries Act, R.S.O. 1990, Chapter P.44
Canadian Federation of Library Associations/Federation Canadienne des Associations de bibliothèques (CFLA/FCAB) Position Statement on Diversity and Inclusion
The International Federation of Library Associations (IFLA)/UNESCO Multicultural Library Manifesto
Parry Sound Public Library **FN – 04 Intellectual Freedom Policy**
Parry Sound Public Library **Human Resources Policies** collective
Parry Sound Public Library **OP – 15 Accessibility in the Library**
Hamilton Public Library **Protocol for Gender Identity and Gender Expression; Transgender and Gender Non-Conforming Persons**

APPENDIX A

Protocol for Gender Identity and Gender Expression; Transgender and Gender Non-Conforming Persons

Preface

The Parry Sound Public Library has adopted the following protocol (adopted from the Hamilton Public Library) to set out guidelines to ensure the equitable, fair and respectful treatment of all people who work at or otherwise interact with the Library as a service user in order to ensure that all employees and members of our community, especially transgender and gender non-conforming individuals, feel safe and welcomed.

Introduction

The Parry Sound Public Library (PSPL) is committed to providing a safe, respectful, and inclusive environment for community members who use our services and for all employees.

PSPL has a legal and moral responsibility to maintain environments that are free from discrimination and harassment for community members and employees. PSPL is committed to enhancing equity and inclusion through the provision of library services and within the workplace, and to promote awareness of our human rights obligations. In accordance with the Canadian Charter of Rights and Freedoms and the Ontario Human Rights Code (the Code), PSPL recognizes the dignity and worth of every person such that each person feels a part of our community and is able to contribute fully without harassment or discrimination.

PSPL recognizes that transgender and gender non-conforming persons constitute one of the most disadvantaged groups in our society. This group routinely experiences discrimination, harassment and violence because of their gender identity or gender expression. Such experiences create barriers to civic engagement and participation in the broader community and deny us the benefits of contributions from our communities.

PSPL also acknowledges that individuals often face barriers based on more than one prohibited ground under the Code and thus every person will have different experiences. For example, barriers may differ between an individual who identifies as transgender and also has a disability, and another transgender individual who also belongs to a racialized minority group. When library services or employment have inclusive standards and requirements, but a particular bona fide standard or requirement would pose a difficulty for a person due to an individual characteristic connected to any prohibited ground of discrimination, PSPL has an obligation to accommodate the individual to the point of undue hardship with respect to health and safety or cost.

There are several policies and procedures this protocol accompanies that demonstrate and enforce PSPL's commitment to the equity and inclusion of all persons and also reinforce PSPL's legislative requirements. This protocol supports PSPL's existing policies and procedures, and as such should be read in conjunction with the following:

- OP -03 Patron Behaviour Policy
- OP -04 Collection Development Policy
- OP -19 Communication Policy
- HR – 10 Employee Conduct Policy

HR - 17 Diversity and Inclusion Policy (Appendix A continued)

- OP -14 Displays, Bulletin Boards, Advertising and Sales Policy
- HR – 17 Diversity and Inclusion Policy
- HR - 03 Terms and Conditions of Employment Policy
- HR – 12 Accessibility and Staff Policy
- HR – 02 Staff Selection and Assignment Policy
- HR – 01 Human Resources Management Policy
- Library Code of Behaviour
- FN – 04 Intellectual Freedom Policy
- OP – 08 Meeting Rooms Policy
- OP – 07 Public Internet Services Policy
- OP – 06 Programming Policy
- OP – 01 Privacy, Access to Information and Electronic Messages under CASL Policy
- OP – 10 Children in the Library Policy
- HR – 14 Use of Technology and Staff Use of Social Media Policy
- HR – 15 Mental Health and Safety Policy
- HR – 09 Health and Safety Policy
- HR – 07 Workplace Harassment Policy
- HR – 08 Prevention of Workplace Violence Policy

Purpose

Through this protocol, PSPL seeks to provide employees with clear guidelines regarding actions and behaviour that is inclusive and respectful of all gender identities and expressions.

This protocol has also been developed to raise awareness and understanding of our shared obligation to promote the dignity and equitable treatment of all employees and members of our community, regardless of their gender identity or gender expression.

Rights and Responsibilities

All people have a right to be treated with dignity and respect, free from discrimination and harassment. The Ontario Human Rights Code (the Code) prohibits the harassment and discrimination of persons based on the prohibited grounds outlined within the Code, which includes gender expression and gender identity. Individuals are protected from discrimination and harassment in five social areas, including:

- In receiving goods, services, and using facilities
- In occupying housing accommodations
- When entering into contracts
- In employment
- In joining or belonging to a union or professional or vocational association

In compliance with the Code, individuals who identify as transgender or gender nonconforming have the right to be free from discrimination, harassment, and violence, which includes the right to:

- be identified and referred to based on their gender identity;
- access facilities and services based on their gender identity;
- be communicated with in a respectful manner;
- be able to voice a complaint or express concern about human rights violations without fear of reprisal

Scope and Application

All employees, at all levels within the organization, play an important role in creating safe, inclusive, and respectful environments for transgender and gender non-conforming employees and citizens, both within the workplace and in accessing library services.

All employees at PSPL are required to follow the guidelines as set out within this protocol and to abide by all related Library policies and procedures. For the purposes of this protocol, “all employees” includes but is not limited to: full and part time union staff, library pages, non-union staff, and temporary and contract employees.

Additionally, students, interns, and volunteers must also follow this protocol. This protocol has been separated into two sections:

- 1) Customer Service Guidelines, and;
- 2) Employee Guidelines.

While there may be overlap within these sections, the separation is intended to provide employees with greater clarity and direction.

Customer Service Guidelines

1. Privacy and Confidentiality

1.1 All persons are entitled to privacy and confidentiality. In accordance with Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and the Personal Health Information Protection Act (PHIPA), PSPL has a legal obligation to protect personal information that is collected and to ensure it remains secure and confidential.

1.2 Information must only be collected where there is a bona fide reason to do so.

1.3 Information pertaining to community members should be kept only if necessary.

1.4 A person's medical history, particularly as it relates to sex assigned at birth, social or medical sex/gender transition, anatomy, as well as any information regarding their gender identity must remain confidential. Where information may be required for accommodation or to otherwise meet the needs of the person, only relevant information should be shared and limited to only those individuals who are directly involved in the process.

1.5 Disclosure of a transgender or gender non-conforming person's gender identity or the extent of their transition without their consent and knowledge is prohibited and considered to be a form of harassment and discrimination under the Ontario Human Rights Code.

2. Identification, Language, and Administrative Systems

2.1 Everyone has the right to define their own gender. Transgender persons should be recognized as they want to be, whether or not they have undergone surgery or whether their identity documents reflect their gender identity.

2.2 All persons must be referred to by their preferred name, gender and pronoun.

2.3 Community members have a right to update their administrative record(s) to match their gender identity should they wish to do so.

HR - 17 Diversity and Inclusion Policy (Appendix A continued)

3. Collecting Data on Sex and Gender

3.1 Data on sex and gender is often collected when there is little or no need to know in order to provide a product or service. Before collecting data on sex or gender, thought should be given as to whether there is a legitimate need or a legal requirement to solicit this type of data.

3.2 What constitutes a 'legitimate need' may vary. Employees should consider the following when determining whether to ask for sex and/or gender data:

- What is the rationale for asking for sex and/or gender data?
- Is knowing a person's sex or gender essential to providing a service?
- Will this data be used in demographics and analysis? Is it useful to improve services?
- Can the data be collected in an anonymized manner and analyzed in the aggregate, or is there a need to attach the data to an individual's administrative record?
- How will this data be stored and kept secure?
- Does asking for this data contribute to PSPL's equity and inclusion strategy?

3.3 Where a legitimate need or legal requirement to collect sex and gender data has been identified, it is essential that the option be made available for people to self-identify, wherever possible, in categories that go beyond the two categories of "female" and "male." One best practice is to permit persons to self-identify in an open text box format, wherever possible.

3.4 If data will be used in demographics and analysis, or to improve service delivery, a separate demographic question may be used to identify transgender/non-binary service users (e.g. What is your gender: _____, Would you like to self-identify as: transgender, non-binary, Two-Spirit, or as a person with a history of sex/gender transition? Y/N) and this information should not be included on the individual's account or data profile.

4. Dress code

4.1 All persons are entitled to dress in accordance with their gender identity or gender expression. An individual's gender expression, and the fact that it may be different than a staff member's expectations around dress or grooming that may be common based on a particular gender identity, shall not be used as grounds to question a person's self-identified gender identity or remove the person from a washroom or change room.

For more information, please consult PSPL's Terms and Conditions of Employment Policy.

5. Washrooms and change facilities

5.1 PSPL will make all efforts to ensure that persons can use washrooms with safety, privacy, and dignity, regardless of their gender identity or gender expression.

5.2 All persons have the right to access washroom and change facilities based on their self-identified gender identity.

5.3 Where available, PSPL will provide an all-gender, single stall washroom/change room for use by any persons who desire it. The use of all-gender, single-stall washroom/change room could be an option that people may choose, but this option should not be imposed upon an individual because of the individual's gender identity.

HR - 17 Diversity and Inclusion Policy (Appendix A continued)

5.4 Harassment of any person in a washroom/ based on their gender identity or gender expression, including a challenge to the person's right to access the washroom/ space because of their gender identity or gender expression, is unacceptable. If an individual engages in persistent harassment staff may require the individual to leave the washroom/ and use the alternative facilities.

5.6 All persons have the right to use PSPL washroom facilities without harassment, sexual harassment, voyeurism, and physical and sexual assault. In addition to any legal sanctions that these behaviours may result in, engaging in these behaviours would be grounds to remove a person from PSPL facilities.

6. Support for Employees

6.1 PSPL's CEO or designate can be contacted to provide employees with information, resources, and support as required to the provision of high-quality services to all persons.

6.2 Should employees need assistance or guidance at any time in the implementation of this Protocol, they are advised to contact the CEO as soon as possible. Good faith and timely requests for assistance or guidance are encouraged, if and when an employee is unclear about the application of the protocol in a particular situation, and an employee's timely request for assistance from the CEO will be taken into consideration should a complaint be made regarding the employee's handling of the situation.

Employee Guidelines:

1. Privacy and Confidentiality

1.1 All employees of PSPL are entitled to privacy and confidentiality in accordance with Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and the Personal Health Information Protection Act (PHIPA). PSPL will protect personal information that is collected and ensure it remains secure and confidential.

1.2 Information must only be collected where there is a bona fide reason to do so.

1.3 Information pertaining to a transgender and gender non-conforming person's gender identity must remain confidential unless the person provides consent for information to be released. For example, prior to the first day that a transitioning employee will be publicly expressing their gender at work, the employee may provide consent to the CEO or a representative from Human Resources to disclose some information to the employee's colleagues to confirm HPL's support for the employee, increase understanding, and facilitate the transition.

1.4 A person's medical history, particularly as it relates to transitioning, as well as any information regarding their gender identity must remain confidential. Where information may be required for accommodation or to otherwise meet the needs of the person, only relevant information should be shared and be limited to only those individuals with a need to know who are directly involved in the process.

1.5 All employee information is to be kept in a secure filing location. Information must be securely housed and accessible only by those with a legitimate need to do so.

1.6 Disclosure of a transgender or gender non-conforming person's gender identity or the extent of their transition without their knowledge and consent is prohibited and considered to be a form of harassment and discrimination under the Ontario Human Rights Code.

HR - 17 Diversity and Inclusion Policy (Appendix A continued)

2. Identification, Language, and Administrative Systems

2.1 Everyone has the right to define their own gender. Transgender persons should be recognized based on how they identify their gender, without reference to anatomy or whether their identity documents reflect their gender identity.

2.2 All persons must be referred to by their preferred name, gender and pronoun.

2.3 Employees have a right to update their administrative record wherever possible to match their gender identity should they wish to do so.

2.4 All PSPL employees are expected to use inclusive language within the workplace and during interactions with the public. Examples of this include using gender neutral language when gender specific language is unnecessary, for example using "people" instead of "men and women," "esteemed guests" instead of "ladies and gentlemen," or "they" instead of "he" and "she."

3. Collecting data on sex and gender

3.1 Data on sex and gender is often collected when there is little or no need to know in order to provide a product or service. Before collecting data on sex or gender, thought should be given as to whether there is a legitimate need or a legal requirement to solicit this type of data.

3.2 Where a legitimate need or legal requirement to collect sex and gender data has been identified, wherever it is possible the option should be made available for people to self-identify in categories that go beyond the two categories of "female" and "male." The best practice is to allow employees to self-identify in an open text box

3.3 If data will be used in demographics and analysis, or to improve service delivery, a separate demographic question may be used to identify transgender/non-binary service users (e.g. What is your gender: _____) Would you like to self-identify as: transgender, non-binary, Two-Spirit, or as a person with a history of sex/gender transition? Y/N). This information should not be included on the individual's account or data profile, but used in the aggregate.

4. Dress code

4.1 All employees are entitled to dress in accordance with their gender identity or gender expression. If employees are required to wear uniforms, uniforms will be provided that reflects the employee's gender identity. Please refer to PSPL's Terms and Conditions of Employment Policy for further information.

5. Washrooms and change facilities

5.1 PSPL will make all efforts to ensure that all employees can use washrooms with safety, privacy and dignity, regardless of their gender identity or gender expression.

5.2 All persons have the right to access washroom and change facilities based on their self-identified gender identity.

5.3 Where available, PSPL will provide an all-gender, single stall washroom/change room for use by any persons who desire it. The use of all-gender, single-stall washroom/change room should be an option that people may choose but should not be imposed upon an individual because of the individual's gender identity.

HR - 17 Diversity and Inclusion Policy (Appendix A continued)

5.4 If any person has a bona fide reason to request additional privacy but private change room facilities are unavailable, accommodation will be provided on an individual basis to address the individual's needs. This may include such things as providing access to an office or a restricted area; implementing a change room schedule; redesigning existing facilities; and creating a private area within a public area (ie: separating an area with a curtain).

5.5 Harassment of any person in a washroom/change room based on their gender identity or gender expression, including a challenge to the person's right to access the washroom/change room space because of their gender identity or gender expression, is unacceptable. Any employee who engages in harassment will be subject to disciplinary action as outlined in the Workplace Harassment Policy.

5.6 All persons have the right to use PSPL washroom facilities without harassment, sexual harassment, voyeurism, and physical and sexual assault. In addition to any legal sanctions that these behaviours may result in, employees engaging in these behaviours are subject to disciplinary action as outlined in the Workplace Harassment Policy.

6. Employee Gender Transition

6.1 PSPL is supportive of employees who decide to transition. PSPL will provide appropriate support and accommodation to employees during their transition process upon an employee's request.

6.2 PSPL's CEO or designate will provide resources and support to employees beginning, and throughout, the transitioning process. Resources and supports will be determined through the collaborative development of an individualized gender transition accommodation plan.

6.3 Transitioning employees are entitled to express their gender identity and gender expression without fear of incrimination, harassment, or reprisal.

6.4 PSPL will work with the employee and the employee's union representative (as applicable) to develop an individualized workplace gender transition accommodation plan to identify and address accommodation steps that may be required in the workplace to support the employee's transition. This plan may include timelines and dates for when the employee will be addressed by their new name and pronoun; when employment records will be changed; when and how other employees will be informed of the change; and how management and the union will otherwise support the transitioning employee.

7. Support for Employees

7.1 PSPL's CEO or designate can provide employees with information, resources and support as required in order to provide high quality services to all persons and maintain an inclusive workplace environment.

7.2 Should employees need assistance or guidance at any time in the implementation of this Protocol, they are advised to contact the CEO as soon as possible.

Glossary for Understanding Gender Identity and Gender Expression

The definitions identified below are based primarily on the Ontario Human Rights Commission's (OHRC) Policy on Gender Identity and Gender Expression. PSPL recognizes that there may be some contention around these definitions within various communities but has adopted those from the OHRC for alignment and consistency. This list of definitions is not exhaustive and is not intended to be a comprehensive educational review.

Sex: the classification of people as male, female or intersex. Sex is usually assigned at birth and is based on an assessment of a person's reproductive systems, hormones, chromosomes and other physical characteristics.

Gender identity: each person's internal and individual experience of gender. It is a person's sense of being a woman, a man, both, neither, or anywhere along the gender spectrum. A person's gender identity may be the same as or different from their birth assigned sex. For most people, their sex and gender identity align. For some, it does not. A person may be born male but identify as a woman, or born female but identify as a man. Other people may identify outside the categories of woman/man, or may see their gender identity as fluid and moving between different genders at different times in their life.

Gender expression: how a person publicly presents or expresses their gender. This can include behaviour and outward appearance such as dress, hair, make-up, body language and voice. A person's chosen name and pronoun are also common ways people express their gender. Others perceive a person's gender through these attributes. All people, regardless of their gender identity, have a gender expression and they may express it in any number of ways. For trans people, their chosen name, preferred pronoun and apparel are common ways they express their gender. People who are trans may also take medically supportive steps to align their body with their gender identity.

Trans or transgender: an umbrella term that describes people with diverse gender identities and gender expressions that do not conform to stereotypical ideas about what it means to be a girl/woman or boy/man in society. "Trans" can mean transcending beyond, existing between, or crossing over the gender spectrum. It includes but is not limited to people who identify as transgender, transsexual, cross dressers or gender non-conforming (gender variant or gender queer). "Trans" includes people whose gender identity is different from the gender associated with their birth-assigned sex.

Trans people may or may not undergo medically supportive treatments, such as hormone therapy and a range of surgical procedures, to align their bodies with their internally felt gender identity. People who have transitioned from one gender to another may simply identify as female or male. Others may also identify as trans, as a trans woman or a trans man. Some people may identify as trans and not use the labels "female" or "male." Others may identify as existing between male and female or in different ways beyond the binary of male/female.

Trans people may identify their gender in many ways. There is no single or universal experience of what it means to be trans. As a result, different trans people face distinct forms of discrimination in society, and this may relate to whether they identify as male, female, a person with a trans history, a person in the process of transitioning, a trans man, trans woman, transsexual, or gender non-conforming.

Gender non-conforming/gender variant/gender queer: Individuals who do not follow gender stereotypes based on the sex they were assigned at birth. They may identify and express themselves as “feminine men” or “masculine women” or as androgynous, outside of the categories “boy/man” and “girl/woman.” People who are gender non-conforming may or may not identify as trans. Trans man and trans woman: A person whose sex assigned at birth is “female” and identifies as a man may also identify as a trans man (female-to-male FTM). A person whose sex assigned at birth is “male” and identifies as a woman may also identify as a trans woman (male-to-female MTF).

Transitioning: refers to a host of activities that some trans people may pursue to affirm their gender identity. This may include changes to their name, sex designation, dress, the use of specific pronouns, and possibly medically supportive treatments such as hormone therapy, sex-reassignment surgery or other procedures. There is no checklist or average time for a transition process, and no universal goal or endpoint. Each person decides what meets their needs. “Lived” gender identity: the gender a person internally feels (“gender identity” along the gender spectrum) and publicly expresses (“gender expression”) in their daily life including at work, while shopping or accessing other services, in their housing environment or in the broader community.

Sexual orientation and gender identity are different: sexual orientation describes human sexuality, from gay and lesbian to bisexual and heterosexual orientations. A person’s gender identity is fundamentally different from and not related to their sexual orientation. Because a person identifies as trans does not predict or reveal anything about their sexual orientation. A trans person may identify as gay, lesbian, queer, straight or bisexual, just as people who do not identify as trans.

Two-Spirit: a term used by Indigenous people to describe from a cultural perspective people who are gay, lesbian, bisexual, trans or intersex. It is used to capture a concept that exists in many different Indigenous cultures and languages. For some, the term Two-Spirit describes a societal and spiritual role that people played within traditional societies, such as: mediators, keepers of certain ceremonies, transcending accepted roles of men and women, and filling a role as an established middle gender.

Cisgender and cisnormativity: most people are “cisgender” (not trans); that is, their gender identity is in line with or “matches” the sex they were assigned at birth. Cisnormativity (“cis” meaning “the same as”) refers to the commonplace assumption that all people are cisgender and that everyone accepts this as “the norm.” The term is used to describe prejudice against trans people that is less overt or direct and more widespread or systemic in society, organizations and institutions. This form of systemic prejudice may even be unintentional and unrecognized by the people or organizations responsible.

Transphobia: the aversion to, fear or hatred or intolerance of trans people and communities. Like other prejudices, it is based on stereotypes and misconceptions that are used to justify discrimination, harassment and violence toward trans people.

Guiding Legislation:

The Ontario Human Rights Code

<https://www.ontario.ca/laws/statute/90f19>

Canadian Charter of Rights and Freedoms

<http://laws-lois.justice.gc.ca/eng/const/page-15.html>

For Further Information on Gender Identity and Gender Expression:

Policy on Preventing Discrimination Because of Gender Identity and Gender Expression

<http://www.ohrc.on.ca/en/policy-preventing-discrimination-because-gender-identity-and-gender-expression>

Questions and Answers about Gender Identity and Pronouns

<http://www.ohrc.on.ca/en/questions-and-answers-about-gender-identity-and-pronouns>

Creating Authentic Spaces: A Gender Identity and Gender Expression Toolkit to
Support the Implementation of Institutional and Social Change

<http://www.the519.org/news/gender-expression-toolkit>

Review Schedule: This Protocol will be reviewed regularly, in tandem with the Workplace Harassment Policy and the Diversity and Inclusion Policy.

History: This Protocol was approved by PSPL's Library Board on _____, 2021.



Parry Sound Public Library

Policy Type: **Human Resources**
Policy Title: **Remote Work Policy**

Policy Number: **HR - 18**

Policy Approval Date: October 2021
Policy Review Date: 2025

1. Policy Statement

- 1.1. The Parry Sound Public Library is committed to providing flexibility, where possible and practical, in its employment policies and practices. The Remote Work policy explores the opportunities for employees to work from home on an individual basis.
- 1.2. The Parry Sound Public Library recognizes the importance of wellness, wellbeing, and work-life balance. Therefore, this policy supports a hybrid approach, whereby employees have a combination of some remote work and a regular presence at the library, to facilitate the ongoing collaborative team environment.

2. Purpose

- 2.1. To provide a transparent process that will enable employees to work remotely effectively and efficiently.
- 2.2. To outline clear expectations for authorized employees to work remotely.

3. Policy Guidelines

- 3.1. Remote work is a privilege based on an underlying philosophy of trust and mutual benefit.
- 3.2. Remote work arrangements assume that employees are working at their primary residence in Ontario.
- 3.3. This policy does not alter or replace the terms of an existing employment agreement, including hours of work or compensation. Employees must comply with all Library policies, procedures, and instructions that regularly apply if they work in the Library. The employee's manager must approve requests to work overtime and the use of vacation and lieu time.
- 3.4. A consistent application of this policy is important. Therefore, approval is at the CEO's discretion following consultation with this policy.
- 3.5. Remote work arrangements are not intended to be used to address ongoing childcare, dependent-care or eldercare needs.

4. Policy

4.1. Eligibility

- 4.1.1 Employees must complete their probationary period to be eligible for a remote work arrangement.
- 4.1.2 Employees must be able to carry out the same duties, assignments, and any other obligations at their remote work location, in a similar manner as they do when working in the office. Several instances may restrict flexibility, such as; service levels, forward-facing positions, and equipment requirements are just a few items that influence the ability to approve a remote work request.

4.2. General Conditions/Requirements

- 4.2.1. Remote work agreements must not compromise confidentiality and records management requirements.
- 4.2.2. Working conditions at the remote work location must be conducive to the work being performed. For clarity, the employee must have a dedicated, ergonomic, distraction-free workspace. The Library may request that the employee submit proof, for example, a picture, to ensure the workspace is adequate.
- 4.2.3. Work being done in remote workspaces is the property of the Parry Sound Public Library.
- 4.2.4. Deliveries for Library purchased goods must be directed to the Library. Employees are not permitted to have deliveries for Library purposes directed to their personal residence.

4.3. CEO Responsibilities

- 4.3.1. Create a flexible and positive remote work culture, and build a flexible working culture that heightens communication, collaboration, personal responsibility, and performance. This can be done through multiple methods such as daily or regular team scrums, one-on-one check-ins, coaching, fun and engaging team activities and building a philosophy of shared ownership.
- 4.3.2. Ensure that employees working remotely adhere to this policy and are accountable for measuring performance outcomes.
- 4.3.3. Conduct the 3-month review period for all new Remote Work Agreements. The review period gives the employee and the Library the ability to evaluate the Agreement's effectiveness. After the initial review period, Remote Work Agreements are reviewed annually.
- 4.3.4. Ensure that employees have been trained in the use of business, collaboration and communication tools in order to work effectively.

4.4. Employee Responsibilities

- 4.4.1. Employees must continue to fulfill their regular duties and responsibilities and meet performance goals and achieve key performance indicators.
- 4.4.2. Employees must also comply with all corporate policies and procedures that would apply if they were working at the Library.

4.4 Employee Responsibilities *continued*

- 4.4.3. Employees are responsible for operating costs, including but not limited to the internet, home insurance, office equipment, home maintenance and all other expenses (e.g. utilities) associated with the use of the employee's home under this policy. In addition, employees are accountable for furnishing their remote workspace at their own expense.
- 4.4.4. Employees must respond promptly to all communication forms as if they were in the Library, such as email, phone calls, voice messages, video chats and calls, and meeting requests.
- 4.4.5. Employees are encouraged to turn their cameras on during video calls, meetings, etc.
- 4.4.6. Employees are expected to maintain a minimal standard related to an acceptable dress code. Employees are expected to present themselves on video as they would be in face-to-face/in-person interactions/meetings.
- 4.4.7. Employees must maintain regular contact with their supervisor to keep them informed of progress on assignments and reach out for support if needed.
- 4.4.8. Unless otherwise approved by the CEO, employees shall work their regular scheduled hours, i.e., 8:30 AM to 4:30 PM, when working remotely.
- 4.4.9. Employees working remotely must track the tasks they are working on and keep records of their hours.
- 4.4.10. Employees may be required to work at their regular worksite on short notice to attend a meeting, cover for an absence, etc.
- 4.4.11. Employees found to have made false reports regarding their hours worked will be subject to discipline up to and including termination.
- 4.4.12. Employees are expected to follow the regular in-office protocols for leave requests (i.e. sick time, vacation days, floater days, lieu time, bereavement leave, etc.)
- 4.4.13. Employees must provide two weeks' notice to their supervisor and human resources if their remote work location address changes. In addition, employees will be required to complete the Health & Safety Checklist (as included in the Remote Work Agreement) for the new remote work location. The CEO will conduct a review of the Remote Work Agreement to assess the Agreement's ongoing suitability.

4.5. Data Security

- 4.5.1. Employees must ensure the same level of security for all corporate network and data access, physical documents, and any sensitive information that may be displayed on a home/remote office computer screen or desk. Failure to use Library-approved methods may leave Library data vulnerable to a breach.

4.6. Appropriate Use and Asset Protection

- 4.6.1. The use of equipment, software and data supplies provided by the Library for use at the remote work location is limited to the designated employee and for purposes of completing work activities. The employee has the responsibility to ensure that all items in their possession are properly used. The employee must take reasonable steps to protect all corporate property in their possession from theft, damage, or unauthorized use.

4.6 Appropriate Use and Asset Protection *continued*

- 4.6.2. Employees must ensure that confidentiality is maintained. Confidentiality is of particular importance as other members of the employee's household may overhear a conversation or review documentation left on a desk.
- 4.6.3. Employees must inform the CEO if circumstances arise that inhibit their ability to adhere to this policy, either temporarily or long-term, i.e., child or eldercare obligations.

4.7. Variances from this Policy

- 4.7.1. In certain situations, ad-hoc remote work arrangements may be approved by the CEO for a temporary basis. For clarity, this would include instances of inclement weather conditions, illness, etc. Such requests and approvals may be informal and shall not be more than five (5) days in a row. The CEO may authorize a longer arrangement should there be extenuating circumstances.

4.8. Health & Safety

- 4.8.1. The Parry Sound Public Library is committed to providing a healthy and safe work environment. This commitment extends to employees who are working remotely. If the workspace is unsafe and cannot be made safe, the Library may refuse or revoke the employee's Remote Work Arrangement. Please refer to Section 4 of the Remote Work Request Form for additional information.
- 4.8.2. Employees must report all health and safety incidents during a remote work arrangement while the employee is employed by the Library.
- 4.8.3. During work hours and while performing work functions in the designated work area of the remote location, should the employee experience a work-related injury or incident, they may be eligible for loss of wages or health benefits from the Workplace Safety and Insurance Board (WSIB). The Parry Sound Public Library assumes no liability for injuries or losses occurring in the employee's remote workspace that is not directly attributed to the employee's performance of expected work duties.
- 4.8.4. The Parry Sound Public Library reserves the right to visit and assess the remote worksite for health and safety compliance purposes. In the event of a work-related illness or injury, an employee working remotely may be required to grant access to their premises from such authorities as to the Ministry of Labour or the WSIB.
- 4.8.5. The employee is responsible for maintaining a clean, safe, appropriate, and ergonomically correct working environment while working remotely. Employees are responsible for any financial costs associated with making their remote workspace and work environment safe, including:
 - 4.8.5.1. having a dedicated, appropriate and safe workspace;
 - 4.8.5.2. having suitable furniture for the work area - comfortable and ergonomically correct;
 - 4.8.5.3. ensuring that the wiring in the work area is adequate to accommodate the equipment necessary to work at the remote workspace; and
 - 4.8.5.4. ensuring lighting in the workspace is adequate.

4.8 Health & Safety *continued*

- 4.8.1 Employees are not permitted to meet with colleagues, customers, contractors, etc., at their remote workspaces for the purposes of conducting Library business.
- 4.8.2 The employee remains liable for injuries to third parties that occur on the employee's premises.

4.9 Requests and Approvals

- 4.9.1 All requests are assessed by considering the nature of the job, the employee's current standing and competency level, weighing the needs of the Library, and any operational efficiencies.

5. Procedure

- 5.1. Employees must submit a Remote Work Request Form to the CEO. The CEO must complete the Manager section.
- 5.2. Requests can be submitted for a pre-determined time frame or for and on an ongoing basis. Requests must be submitted at least one (1) month in advance of the anticipated effective date. For extenuating circumstances, the notice period may be waived by the CEO.
- 5.3. A consistent application of this policy and procedure is important. Therefore, all Remote Work requests will be reviewed by the CEO to ensure the consistent application of this policy.
- 5.4. Requests will be approved or denied in writing at the Parry Sound Public Library's sole discretion within ten (10) days of receiving the written request.
- 5.5. If the Agreement no longer meets productivity goals, the Parry Sound Public Library reserves the right to revoke the Remote Work approval.

6. Additional Documents

- 6.1. Appendix A - Remote Work Request Form

Appendix A
Remote Work Request Form

Section 1: Instructions

Employees must review the Remote Work Policy before completing this form.

Employee

Employees are required to complete sections 2 through 5 of this request form before submitting it to the CEO. Incomplete forms will be returned to the employee.

CEO

For the consistent application of the policy and procedure, the CEO must review all sections of this form and advise the Parry Sound Public Library Board.

Section 2: Employee Information

Employee Name: _____

Date of Request: _____

Date of Hire: _____

Position: _____

Section 3: Request Details

Start Date: _____ End Date: _____

Home Address: _____

Phone Number: _____

☐ I am requesting to work remotely for a specific period.
(Indicate the date(s) as applicable.)

☐ I am requesting to work remotely on an ongoing basis, as outlined below.
(Indicate number of days per week and other details as applicable).

Please describe how you think that your job responsibilities are suited for remote work.

Section 4: Health and Safety Checklist

Employees are responsible for ensuring that their remote work location workspace is safe. Please complete this checklist to ensure that your remote workspace meets the health and safety requirements.

Working Conditions

- ☐ Floor free of trip, slip and fall hazards
- ☐ Adequate lighting in walking/work area
- ☐ Floor free of protrusions, loose tiles, torn/ripped carpets
- ☐ Stairs are clear and unobstructed, with handrail installed in good condition
- ☐ Exits are clear and unobstructed, outside landing and walkways are clear
- ☐ Furnishings in safe operating condition
- ☐ The chair is designed correctly, with optimal ergonomics and in good repair
- ☐ The keyboard, mouse, and monitor or laptop is placed for optimal use

Electrical

- ☐ Extension cords in good condition and positioned properly
- ☐ Cords and cables do not create a tripping hazard
- ☐ Outlets grounded and not overloaded
- ☐ Suitable power circuitry and surge protection to guard electronic equipment against power surges and blackouts

Lighting

- ☐ Enough light, from the right direction and not cause obscuring shadows or glares

Ventilation

- ☐ Choose a well-ventilated room that can be maintained at a comfortable temperature year-round

Secure Storage

- ☐ Set up secure storage to safeguard Library assets and reduce the risk of loss
- ☐ Ensure that confidential information is used and stored in a secure location

The Parry Sound Public Library is not responsible for operating costs, including but not limited to: home insurance, office equipment, home maintenance or any expenses (e.g. utilities) associated with the use of the employee's home under this policy. Employees are accountable for equipping their home office at their own expense.

Section 5: Employee Acknowledgements

Employee shall initial each acknowledgement:

I have read the Remote Work Policy and understand that it is not appropriate for every employee and position. _____

I understand that, under the rules written by the Canada Revenue Agency, I am not eligible to complete to receive a T2200 – Declarations of Conditions of Employment to claim Workspace in Home Expenses. _____

I understand that if approved, the expectation is that my remote work location is my primary residence. _____

Review of The Agreement

This Agreement will have an initial review period of three (3) months and at least annually thereafter. _____

This Agreement will be reviewed prior to any extension whenever there are changes to the Library's structure and/or composition and/or as part of any review of performance, service levels, tasks, and priorities. _____

Variations of The Agreement

Any variation to this Agreement must be approved in consultation with all affected parties, confirmed in writing, and signed by the employee and approved by the CEO. _____

Individual variations for specific occasions may be authorized in advance by the CEO. Unless otherwise noted and approved by the CEO, employees shall work their regular scheduled hours. _____

Termination of The Agreement

This agreement may be terminated by either party, in writing, if the policy and/or the Agreement's objectives are not being met. In the event the Agreement is terminated, the employee shall return, if any, all of the Parry Sound Public Library's assets, files and documents within two (2) business days. _____

Change of Address

In the event of a change of address for the remote worksite, the employee shall notify the CEO at least two (2) weeks before the change. _____

Childcare, Eldercare and Other Interests

The employee agrees to ensure that they do not have childcare, eldercare, or other non-work related responsibilities during scheduled work time. _____

Employee Signature: _____ Date: _____

Section 6: CEO Review

Before signing this Agreement, the CEO must ensure that the employee is fully informed of the remote working requirements. The employee must be fully briefed in all aspects and proficient in the use of information technology equipment, personal computer applications and software packages necessary to perform their work at the remote work location. _____ CEO Initials

Before signing this Agreement, the CEO must ensure they have reviewed Section 4: Health and Safety and acknowledge that as far as reasonably practicable, the workspace is safe from injury and illness per the requirements of occupational health and safety legislation. _____ CEO Initials

By signing below, I acknowledge that I have discussed the possibility of working remotely with the requesting employee and believe that the employee is:

- ☐ an appropriate candidate to work remotely based on their job responsibilities and performance in their position.
- ☐ not an appropriate candidate to work remotely based on their job responsibilities, performance in their position, and/or another reason (specify below).

Additional Comments:

CEO Signature: _____ **Date:** _____

Section 7: Final Review

Please select the appropriate box:

☐ **CEO Review** **Date:** _____

☐ **Request Approved** **Provide Details:**

☐ **Request Denied** **Provide Details:**

CEO Signature: _____ **Date:** _____

PARRY SOUND
PUBLIC LIBRARY

**OPERATIONAL
POLICIES**

OPERATIONAL POLICIES

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Parry Sound Public Library

Policy Type: Operational

Policy Number: OP - 01

Policy Title: Privacy, Access to Information
and Electronic Messages under CASL

Initial Policy Approval Date: May 26, 2015
Last Review/Revision Date: March 21, 2017
Year of next review: 2024

The Parry Sound Public Library recognizes that all visitors have the right to privacy and **confidentiality regarding their use of the library's services, collections and online spaces, and the collection of personal information.** In matters related to privacy and access to information, the Parry Sound Public Library is guided by the Ontario *Municipal Freedom of Information and Protection of Privacy Act*, R.S.O. 1990 c. M.56, known commonly as (MFIPPA).

Section 1: The Library and Privacy

The Parry Sound Public Library recognizes that the users' choice of materials they borrow and websites they visit is a private matter. The library will therefore make every reasonable effort to ensure that personal information about its users and their use of library materials, services and programs remains confidential. In addition, the library board upholds the rights of the public to access their personal information held by the library and is committed to making access to information about the governance and operations of the library available to the public.

The Parry Sound Public Library will protect the privacy of all individuals' personal information in its custody or control, in keeping with the privacy provisions of MFIPPA and other applicable legislation.

1. Collection of Information

- a) Personal information is defined in *Municipal Freedom of Information and Protection of Privacy Act*, R.S.O. 1990, c. M56 (MFIPPA), in part, as "recorded information about an **identifiable individual.**" This could include, in the library context, **information on a user's borrowing habits, as well as information related to computer use.**

Section 1: The Library and Privacy (continued)

1. Collection of Information (continued)

b) The board ensures that:

- i. the library complies with the spirit, principles and intent of MFIPPA.
- ii. members of the public have access to information about the operations of the library and to their own personal information held by the library in accordance with the access provisions of MFIPPA.
- iii. **the privacy of an individual's personal information is protected in** accordance with the privacy provisions of MFIPPA.

c) The library collects in electronic records:

- i. name, address, telephone number, and email of each registered library user.
- ii. date of birth of registered library users under the age of twelve.
- iii. information about what an individual library user has borrowed or items placed on hold.
- iv. information about fines.
- v. information about a public meeting room space booked by a specific individual.
- vi. information about programs an individual has registered to attend.
- vii. information about when an individual booked a public computer as well as the Internet search history. All such information is erased at the end of the day upon which the computer is used.
- viii. information about individuals requests for material through interlibrary loan. As part of a provincial interlibrary loan network, some of this information resides on servers in other places and the library cannot monitor or control the use of this information.

d) The library collects comment forms, requests for material reconsideration and correspondence from individual users. **All correspondence received is part of the Board's public documents** except for correspondence related to personnel or property issues which would be treated as confidential and handled in an in camera session. In addition, personal information about users and their use of library materials, services and programs is treated as confidential.

e) The library system collects images and video clips through security cameras. Images are only used to ensure the security and safety of staff and individuals using the library.

f) The personal information may be given in any of three formats – in person, in writing, electronically – and this privacy policy covers all three circumstances.

Section 1: The Library and Privacy (*continued*)

2. Use of Information

- a) The board is responsible for personal information under its control and designates the Chief Executive Officer (CEO) as the individual accountable for the **library's** compliance with legislation. The CEO ensures that:
 - i. the collection of personal information is limited to that which is necessary for the proper administration of the library and the provision of library services and programs.
 - ii. the purposes for which personal information is collected from an individual is identified by the library at, or before, the time the information is collected and that consent to collect the information is given by the individual at the time of registration.
 - iii. as using personal information for other purposes than originally intended is not permitted **by MFIPPA, if the library wishes to use a patron's personal information for a purpose that is not consistent with the one for which it was originally obtained or compiled, it must first acquire the patron's written consent to use the personal information for that new purpose.**
- g) personal information shall be as accurate, complete and up-to-date as is necessary for the purpose for which it is used.
- h) personal information shall be protected by security safeguards appropriate to the sensitivity of the information.
- i) the Annual Statistics Report to the Privacy Commission of Ontario is submitted.

3. Disclosure of Information

- a) The library will not disclose personal information related to a visitor or library user to any third party without obtaining consent to do so, subject to certain exemptions as provided in Section 32 of MFIPPA. Disclosure is permitted in some situations, including the following:
 - i. The library will disclose personal information to a parent or guardian of a person up to **sixteen (16) years of age who exercises the right to access to the child's personal information** in the user or circulation databases.
- b) The library *may* also disclose information in accordance with the exemptions provided in Section 32 of MFIPPA, including:
 - i. Subsection (g), disclosure to an institution or law enforcement agency in Canada to aid an investigation undertaken with a view to a law enforcement proceeding or from which a law enforcement proceeding is likely to result;
 - ii. Subsection (i), disclosure under compassionate circumstances, to facilitate contact with the spouse, a close relative or a friend of an individual who is injured, ill or deceased.

Section 1: The Library and Privacy (continued)

4. Retention of information

- a) The library will not retain any personal information related to the items borrowed or requested by **a user, or pertaining to a user's online activity, longer than is necessary for the provision of library services or programs.** The retention of personal information includes the following situations:
 - i. Personal information regarding library transactions is retained in the user database as long as the circulation record indicates that an item remains on loan or fees remain unpaid.
 - ii. Records on returned items that have no outstanding fees/charges remain on the user record in the circulation database until the end of the working day.
 - iii. Personal records of all users who have not used their privilege in the previous five (5) years and do not have outstanding fines are purged on an annual basis. All such information is erased at the end of the day upon which the computer is used.
- b) The library *may* retain personal information related to library functions or services as described below, when users voluntarily opt in to do so; for example, in order to enhance or personalize library functions or services.
 - i. The personal information and borrowing history of Homebound library service users are retained with their permission. This is done in order to assist staff in selecting and delivering materials for the user.
 - ii. Records relating to the answering of questions and/or in-depth research for the public in person, by phone, or email, are retained for two (2) years.

5. Responsibility for Privacy

- a) The board is responsible for personal information under its control and designates the CEO as **the individual accountable for the library's compliance with legislation. The CEO ensures that the policy with respect to collection, use and disclosure of information is followed.**
- b) All Parry Sound Public Library employees will be made aware of the importance of maintaining the confidentiality of personal information.
- c) Any library user who feels their privacy has not been protected may challenge library practices with the CEO. A library user whose challenge, is not satisfied with the result, may appeal to the Library Board, maintaining either the current policy has been violated or that the current policy needs to be changed in order to address a perceived issue.

Section 1: The Library and Privacy (continued)

5. Responsibility for Privacy (continued)

- d) A breach is any unauthorized or illegal collection, use, or disclosure of personal information. In the event of a breach the CEO or designate will:
 - i. Contain the breach and repatriate the information.
 - ii. Assess the severity of the breach.
 - iii. Notify affected parties and the Information and Privacy Commissioner as required.
 - iv. Investigate the cause of the breach.
 - v. Implement corrective actions.

Section 2: Access to Information

- 1. The Parry Sound Public Library is committed to making access to information about the operations of the library available to the public. Board agendas and minutes, annual reports, policies and a variety of other information are made a matter of public record through the library website and through library publications. In accordance with the *Public Libraries Act* the **public can inspect any records that the board's secretary has on file except where exemptions are allowed under Section 6-16 of MFIPPA.**
- 2. Responding to requests for information is a statutory obligation and will be completed promptly.
- 3. **In accordance with the Public Libraries Act the public can inspect any records that the board's secretary has on file except where exemptions are allowed under Section 6-16 of the MFIPPA**
- 4. Upon request, an individual will be informed of the existence, use, and disclosure of his or her personal information, and be given access to that information. An individual shall be able to challenge the accuracy and completeness of the information and have it amended as appropriate
- 5. All requests for information or for records, not publically available, must be made in writing. The CEO will give written notice to the person making a request, as to whether or not access to the record or part thereof will be given as prescribed in MFIPPA. Fees will be applied according to the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990 Regulation 823.
(Forms available at: <https://www.ipc.on.ca/images/Resources/up-1request.pdf>)

Section 3: **The Library and Electronic Messages under Canada's Anti-Spam Legislation**

1. **All electronic messaging sent by the library is consistent with Canada's Anti-Spam Legislation (CASL).**
2. The library will ensure that all electronic messages clearly identify the:
 - a) subject of the communication
 - b) sender (The Parry Sound Public Library)
 - c) **the library's mail address and contact information**
 - d) **way that an individual may "unsubscribe" from receiving further messages**
3. At the time of registration for a library card, specific pieces of information are collected (see **Section 1 above**). **Obtaining a library card implies the individual's consent to authorize the library to send electronic notifications regarding personal borrowing and transaction activities if an email address was provided at the time of registration.** Individuals may request not to receive electronic notifications although such an action may affect their ability to use the affected library service.
4. The library may, at times, use electronic means to promote services, share information, or announce special events. The library will provide an opportunity for individuals to sign up to **receive such specific notifications, and will seek the individual's consent before** sending promotional electronic messages and notifications. The library will provide options to individuals to easily unsubscribe from these services or to change their preferences at any time.

Related Documents:

Parry Sound Public Library *OP-07 - Public Internet Services Policy*

Parry Sound Public Library *OP-12 - Circulation Policy*

Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M56

Municipal Freedom of Information and Protection of Privacy Act R.R.O., 1990, Regulation 823

Information and Privacy Commissioner of Ontario. *What are the Privacy Responsibilities of Public Libraries?* 2002.

Request form available at: <https://www.ipc.on.ca/images/Resources/up-1request.pdf>

Parry Sound Public Library

Policy Type: Operational

Policy Number: OP- 02

Policy Title: Safety, Security & Emergencies in the Library

Initial Policy Approval Date: April 28, 2015

Last Review/Revision Date: May 2020

Year of next review: 2024

The Parry Sound Public Library Board is committed to providing a safe and secure environment for staff, volunteers and members of the public who use the library. The board also acts to protect and secure library property. Procedures for staff during emergency situations are found in the Parry Sound Public Library *Emergency and Safety Manual*.

1. The board, Chief Executive Officer (CEO), and library employees share the responsibility to ensure a safe and secure place for the public and staff.
2. The board requires individual staff members to take responsibility for their own safety, and well as that of the user.
3. The board requires individual staff members to take responsibility for their own safety, as well as that of the user.
4. All board members, staff and volunteers will take initiative on public safety issues and will work to solve problems and make improvements on an ongoing basis.
5. The board ensures that funding, time and resources are dedicated to training the staff in safety, security and emergency procedures.
6. The CEO develops safety and security programs that include procedures, implementation plans, enforcement, and reporting for prevention and mitigation of:
 - a) harassment and violence (see also relevant HR policies) that compromise the safety and health of staff and the public, including bomb threats, harmful, abusive and dangerous behaviour by individuals, and medical emergencies
 - b) crime, including theft, vandalism, and drug dealing and/or use
 - c) disasters that threaten collections, furniture and equipment, including fire and flood

OP – 02 Safety, Security and Emergencies in the Library *(continued)*

7. Staff members will enforce the *Library Code of Behaviour* in order to ensure safety and security in the library. If necessary, authorities (including but not limited to emergency response, police, and by-law officials) will be contacted for support. For further information please refer to *OP – 03 Patron Behaviour Policy and Appendix A herein*.
8. In accordance with *Ontario Regulation 191/11 Integrated Accessibility Standards* all emergency procedures, plans or public safety information will be made available to the public in an accessible format or with appropriate communication supports, upon request.
9. Closing the library may be necessary in emergencies or catastrophes including, but not limited to, extreme weather and power failure. The primary consideration is the safety of all persons in the building and on the property. The CEO or designate will determine when to close the library during an emergency or catastrophe. Refer to the Parry Sound Public Library *Emergency and Safety Manual* for guidance.
10. The library cooperates with other agencies responsible for health and safety and local emergency preparedness. (see Appendix B for time-sensitive requirements related to health, safety and emergencies)

Related Documents:

Parry Sound Public Library. HR - 07 – Workplace Harassment and Discrimination
Parry Sound Public Library. HR - 08 – Prevention of Workplace Violence
Parry Sound Public Library. HR - 09 – Health and Safety
Parry Sound Public Library. OP - 15 – Accessibility in the Library
Parry Sound Public Library. OP - 03 – Patron Behaviour Policy
Parry Sound Public Library. Emergency and Safety Manual
Occupational Health and Safety Act, R.S.O., 1990, c. O.1, Last amendment: 2007
Ontario Regulation 191/11 Integrated Accessibilities Standards
Emergency Management and Civil Protection Act (EMCPA) Ontario Regulation 263/20.
Accessibility for Ontarians with Disabilities Act (AODA)
Ontario Human Rights Code, R.S.O. 1990, c.H.19, as amended

Appendix A

Library Code of Behaviour

We ask for your cooperation in maintaining a safe and welcoming place for everyone to enjoy. Please follow these rules and the Library staff will make every effort to apply them fairly:

- Speak and work quietly. Use only respectful and acceptable language.
- Ask us for assistance if you find the behaviour of others is disruptive. If we ask you to modify your disruptive behaviour on library premises and you choose not to, you will be required to leave pursuant to the Ontario *Trespass to Property Act*.
- Attend to and supervise children or other individuals in your care.
- Use library materials, computers, equipment and furniture with care and only for their usual purpose.
- Share seating, workstations and tables with others.
- Ask us before you post or distribute materials and before you solicit or engage in commercial activity in the library.
- Enjoy cold food and covered drinks in the library.
- No food or drinks are allowed at the library computer stations.
- If you break any laws we will call the police.
- We welcome your guide and /or service animals in the library.

When a breach of the Rules of Conduct occurs, the C.E.O. or her designate has discretion in determining whether a person will be excluded, the time period of the exclusion, and will take into consideration the severity of the misconduct, the circumstances surrounding the incident and any mitigating factors.

OP – 02 Safety, Security and Emergencies in the Library (*continued*)

Appendix B: COVID-19 Emergency: Mandatory face masks

The Parry Sound Public Library works with other agencies responsible for health and safety and emergency preparedness. During the COVID-19 pandemic of 2020, the library responded to specific requirements under provincial legislation including regulations as well as to requirements of the local public health unit. As an organization that is permitted to open per *Emergency Management and Civil Protection Act* (EMCPA) Ontario Regulation 263/20 – Stage 2 Closures, our library now has been given a responsibility and additional requirements with respect to implementing mandatory mask use.

1. Under O. Reg 263/20 s.4(2), no member of the public is permitted to enter or remain in the public areas of the Enclosed **Public Space (“the library”)** unless they are wearing a mask (see note 1) in a manner that covers their nose, mouth and chin.
2. The exceptions to this requirement under sub-section (1) are:
 - a) Children under two (2) years of age, or children under the age of five (5) years either chronologically or developmentally who refuse to wear a mask and cannot be persuaded to do so by their caregiver
 - b) Individuals with medical conditions rendering them unable to safely wear a mask, including breathing difficulties or cognitive difficulties
 - c) Individuals who are unable to apply or remove a mask without assistance, including those who are accommodated under the *Accessibility for Ontarians with Disabilities Act* (AODA) or who have protections under the *Ontario Human Rights Code*, R.S.O. 1990, c.H.19, as amended
 - d) An employee working in an area of the library that is not designated for public access or working within or behind a physical barrier (e.g., plexiglass).
3. No person shall be required to provide proof of any of the exemptions set out in sub-section (2).
4. Individuals are permitted to temporarily remove their mask when necessary for the purpose of:
 - a) consuming food or drink
 - b) for any emergency or medical purpose
5. Those individuals removing their masks for extended periods of time and outside of the temporary exemptions outlined in sub-section 4 will receive a verbal reminder from our staff of the requirement to wear a mask as a result of this policy.
6. The library will post the following information at every public entrance using prominent and clearly visible signage:

All persons entering or remaining in these premises must wear a mask that securely covers the nose, mouth, and chin as required by the Medical Officer of Health under the authority of the *Emergency Management and Civil Protection Act* (EMCPA) Ontario Regulation 263/20.

Toutes les personnes qui entrent ou restent dans ces locaux doivent porter un masque qui couvre solidement le nez, la bouche et le menton, comme l'exige la Médecin chef en santé publique en vertu de la *Loi sur la protection civile et la gestion des situations d'urgence* (LPCGSU), Règlement de l'Ontario 263/20.

7. In addition to the face mask requirement, the library will have an alcohol-based hand rub at all entrances and exits for the use of all persons entering or exiting the establishment.
8. Library staff will be trained in the requirements of this policy, including all aspects of Appendix B.
9. A copy of this entire policy, including Appendix B, will be available, upon request, to the public and to a Public Health Inspector or other person authorized to enforce the provisions of the EMCPA.

Note 1: “Mask” means: a cloth (non-medical) mask, medical mask or other face coverings, (e.g., bandana, a scarf or cloth), for filtering respiratory droplets that securely covers the nose, mouth, and chin and is in contact with the surrounding face without gapping.

Parry Sound Public Library

Policy Type: Operational

Policy Number: OP - 03

Policy Title: Patron Behaviour Policy

Initial Policy Approval Date: April 28, 2015
Last Review/Revision Date: November 7, 2017
Year of next review: 2024

The operational policies of an organization are procedures and guidelines used to ensure that day to day operations are of high standard and guided to the fundamental values of the organization. This policy is in place to ensure that all users and staff of the Parry Sound Public Library are treated with dignity and respect and are able to use the facilities without disruption. When a patron is found to be in violation of the Library Code of Behaviour, the following policy will ensure that there is a consistent organization response, rather than a personal one.

In addition, this policy acknowledges the Ontario Library Associations' guidelines with respect to Teen's rights in Public Libraries. The Associations' guidelines recognize that teens have a need for positive social interactions with peers and adults, as well as for structure and clear limits.

On the library premises:

The use of insulting, threatening or vulgar language , assault, or generally disruptive behaviour will be cause for exclusion from the library and/or prosecution of the offenders.

Persons committing acts of vandalism, shoplifting or theft of library materials or equipment will be **prosecuted under Canada's criminal code** at the discretion of the Chief Executive Officer (CEO) or management.

Parents or guardians are responsible for the supervision of the children in their care. Children requiring supervision are not to be left unattended in the library as per **Section 79 (3) of Ontario's Child and Family Services Act** which reads:

(3) No person having charge of a child less than sixteen (16) years of age shall leave the child without making provisions for his or her supervision and care that is reasonable in the circumstances.

OP – 03 Patron Behaviour Policy (*continued*)

Library Code of Behaviour:

- Speak and work quietly.
- Disruptive behaviour is not permitted.
- Refrain from foul, abusive, or discriminatory language or actions. They will not be tolerated.
- Running, jumping or other inappropriate physical activity is not permitted.
- Use library materials, equipment and furniture with care.
- Report disruptive behaviour to a library employee.
- Set your cell phone to silent and use quietly.
- You may enjoy food and covered drinks in the library, however, no food or drinks are allowed at the library computers.
- The consumption of alcohol, drugs of any type, smoking, or use of electronic cigarettes or similar devices is prohibited on library property.
- Any breach of laws will result in police intervention.

If your behaviour is disruptive and you do not modify it accordingly, you will be required to leave the library property immediately, pursuant to the Ontario Trespass to Property Act, for a minimum of one day.

When a severe breach of the Code of Behaviour occurs, it may result in exclusion from the library for an extended period of time. The severity of the misconduct will be taken into consideration when determining the length of exclusion from the library.

In addition, patrons are not permitted to loiter in the ground floor washrooms, hallway, or under the stairs and outside at the back emergency stairway. The Library Code of Behaviour will be posted and a copy will be kept at the circulation desk for the reference of all staff. For further information please refer to Policy OP – 02 Safety, Security and Emergencies in the Library.

Exclusion from the Library:

Patrons not complying with the Library Code of Behaviour will be asked to leave the library premises on either a temporary or permanent basis.

For minor violations, patrons will be given a warning that their behaviour is in violation of the Library Code of Behaviour. When possible, a short explanation will be offered as to how the violation is disruptive to the atmosphere of the library and how it impedes the enjoyment of the facilities for others. For minor violations, at the discretion of the CEO or designate, a second warning may be given. Police will be called when required.

When a patron is asked to leave the library due to a violation of the Library Code of Behaviour an incident report will be completed. If a patron has been excluded from the library they will be subject to **the Province of Ontario's Trespass to Property Act, R.S.O. 1990, c. T21**. Refer to Policy OP – 24 Notice of Trespass.

OP – 03 Patron Behaviour Policy (*continued*)

Exclusion from the Library (*continued*)

If a patron is asked to leave the library, the period of exclusion will not be less than one day. This will allow time for the patron to reflect on their behaviour and for the CEO to review the incident report and video, and determine if further exclusion of action is warranted.

Right of Appeal

Patrons may appeal any decision regarding their exclusion from the library within ten (10) working days of the date of exclusion. The appeal shall state why library privileges should be restored. The CEO will respond to the appeal in writing within ten (10) days of the date the appeal was received. Any person may appeal the CEO decision by sending an appeal in writing to the Parry Sound Public Library board chair within ten (10) days. The decision of the board is final.

Related Documents:

Ontario Library Associations' guidelines for Teen's Rights in Public Libraries'

Ontario's Child and Family Services Act, Section 79 (3)

Parry Sound Public Library OP – 02 Safety, Security and Emergencies in the Library

Parry Sound Public Library OP – 24 Notice of Trespass Policy

Parry Sound Public Library

Policy Type: Operational
Policy Title: Collection Development

Policy Number: OP - 04

Policy Approval Date:	October 17, 2017
Revised from:	March 23, 2000
Policy Review Date:	2024

The Parry Sound Public Library collection supports its mission to open doors to a world of information, education and recreation, thereby enhancing the economic, social and cultural vitality of our community. It is the goal of the Parry Sound Public Library to provide equitable access to ideas and knowledge. This policy sets out the parameters for the development of the collection and decisions on the selection of materials and is the basis for collection evaluation, planning and budgeting. It also serves to acquaint the general public with the principles of selection. This policy, like all other policies will be reviewed and/or revised as the need arises or on a designated periodic basis.

Section 1: Scope and Size of the Collection

1. The library provides a collection of books and materials:
 - a) in a variety of formats
 - b) for all ages
 - c) that is responsive to the needs and interests of the community
 - d) that reflects the diversity of the community
 - e) that are bound by the principles of the Canadian Libraries Association's (CLA) Position Statement on Intellectual Freedom, approved by the CLA Executive Council June 27, 1974; Amended November 17, 1983; and November 18, 1985
2. The collection shall be balanced and represent diverse points of view and may include materials that some members of the public consider to be controversial in nature.
3. The presence of an item in the library does not indicate an endorsement of its content.
4. It may happen that materials in the collection meet the needs of students, but this is not the primary reason for their selection. It is the responsibility of schools to provide materials which support their curricula.

Section 1: Scope and Size of the Collection (*continued*)

5. The library develops collections which include, but are not limited to the following areas:
 - a) fiction and non-fiction for adults, young adults (YA and junior)
 - b) magazines
 - c) DVD/Blu-Ray movies
 - d) local history and local interest
 - e) large print
 - f) audio books
 - g) e-books
 - h) subscription to electronic databases
 - i) adult literacy
 - j) French language items
6. The staff are responsible for developing profiles for each area of the collection to further define the scope of the collections. These profiles are tools for collection development and evaluation.
7. The library participates in consortia and in pools to broaden the scope and size of the collection. To provide users who have print disabilities with a broader collection, Parry Sound Public Library will join accessible format initiatives like the Centre for Equitable Libraries Access (CELA).
8. Recognized, professional standards will be used to determine the appropriate size of the collection. Planning for budgets and facilities must reflect these standards.
9. To continue to develop a precise Parry Sound Public Library collection, inventory of the collection is done periodically.

Section 2: Selection of Materials

1. The Parry Sound Public Library board delegates the responsibility for the collection to the Chief Executive Officer (CEO), who may in turn delegate to qualified staff.
2. Library materials may be purchased from library suppliers, local retail outlets, subscription agencies, online book suppliers or other means.
3. In selecting materials, staff will use professional resources, judgement, knowledge and experience.
4. The staff will proactively solicit advice from, as well as anticipate the needs and interests of the community.
5. What is ordered and what remains in the collection is based on the following criteria:
 - a) recommendations by critics or reviewers
 - b) public demand
 - c) relationship of subject to existing collection
 - d) Importance of subject matter to community needs
 - e) authority or significance of author
 - f) quality of writing, production and illustrations
 - g) authority and standards of publisher

Section 2: Selection of Materials (*continued*)

- h) suitability of format for library use
- i) Canadian content
- j) accessibility criteria and features
- k) limitations of budget and space

Section 3: Withdrawal of Items (Weeding)

1. An up-to-date, attractive and useful collection is maintained through a continual withdrawal and replacement process.
2. The ongoing process of withdrawal is the responsibility of the CEO. This responsibility may be delegated to qualified staff.
3. Withdrawn material may be discarded, sold, or donated.
4. Replacement shall depend on demand for the title, availability of the title, availability of more current material on the subject, and the extent to which the subject is already covered in the collection.

Section 4: Gifts and Donations

1. The Parry Sound Public Library may accept, at the discretion of the CEO, or appointed person, unsolicited materials on the understanding that the Parry Sound Public Library has unconditional ownership of the materials. All donations will be used as the library deems appropriate. The library reserves the right to dispose of a gift of library material without notifying the donor if later examination indicates that the library is not able to use it.
2. Restricted monetary gifts will be accepted on the condition that the specific use requested is consistent with the goals and objectives of the library. Unrestricted monetary gifts will be used at the discretion of the library board in accordance with this policy and The Parry Sound Public Library FR – 01 Fundraising Policy. A receipt will be given to the donor.
3. The library cannot appraise any items for tax purposes.
4. The library does not accept items for permanent exhibit.

Section 5: Requests from Members of the Community

1. Suggestions from the community for the purchase of items are always welcome and are given due consideration.
2. Requests for the reconsideration of, withdrawal of, or restricted access to a specific item in the collection **must be received by the CEO in writing. Responses to these requests are guided by the board's position** that:
 - a) People have the right to reject for themselves material of which they do not approve but they do not have the right to restrict the intellectual freedom of others.
 - b) It is the right of parents and legal guardians to develop, interpret, and enforce their own code of ethics upon their minor children.

OP – 04 Collection Development (*continued*)

Related Documents:

INFO (Information Network of Ontario) Participation Policies and Schedules

<https://www.sols.org/index.php/share-collaborate/interlibrary-loan-info/using-idx>

Canadian Libraries Association's (CLA) **Position Statement on Intellectual Freedom**, approved by the CLA Executive Council June 27, 1974; Amended November 17, 1983; and November 18, 1985

Parry Sound Public Library OP - 12 Circulation Policy

Parry Sound Public Library FR – 01 Fundraising Policy

Parry Sound Public Library FN – 04 Intellectual Freedom

Parry Sound Public Library

Policy Type: Operational

Policy Number: OP - 05

Policy Title: Interlibrary Loan and Resource Sharing

Policy Approval Date:

March 21, 2017

Policy Review Date:

2024

Resource sharing through the provincial interlibrary loan network is a primary service that supports the mission of the Parry Sound Public Library by providing enhanced access to library materials and information. By participating in resource sharing, the Parry Sound Public Library provides library users with access to shared collections, the collections of other libraries, and makes its collections available to other libraries. This policy establishes a commitment to resource sharing partnerships.

1. The Parry Sound Public Library will participate in resource sharing opportunities by:
 - a) joining collaborative initiatives such as material pools, and the provincial interlibrary loan network
 - b) **using resource sharing as an adjunct to, not a substitute for, the library's collection**
 - c) purchasing frequently requested titles
 - d) offering provincial interlibrary loan service to users in good standing
2. Interlibrary loan is a transaction in which the Parry Sound Public Library borrows materials directly from another library on behalf of a user, or another library borrows materials from the Parry Sound Public Library on behalf of its user through INFO (Information Network for Ontario). The library will:
 - a) adhere to the provincial interlibrary loan policies and participation standards
 - b) make its database of holdings available to the provincial interlibrary loan network
 - c) promote awareness of the interlibrary loan service
 - d) **request materials not owned by the library or missing from the library's collection**
 - e) request any type of library materials needed for the purpose of study, instruction, information, recreation, or research
 - f) not request items owned by the library and temporarily in use or on reserve
 - g) **support the library's book clubs and other book-based programming** by requesting multiple copies of a book even if the library already owns a copy
 - h) strictly observe any conditions for use of loaned materials that are imposed by a lending library
 - i) not charge users a fee for borrowing via interlibrary loan
 - j) consult with users in advance regarding fees charged by lending libraries
 - k) consider each interlibrary loan request on an individual basis; at the discretion of the interlibrary loan staff
 - l) ensure the patron has a current library card and privilege is in good standing
 - m) communicate to the patron that loan periods for requested items are at the discretion of the lending libraries; renewals are upon approval of the lending libraries

- n) upon arrival of requested items, the library will make every reasonable attempt to contact patrons, either through noted email address or telephone number; patrons will be charged a \$5.00 fee for failure to pick up requested items after six (6) days.
 - o) have patrons complete and sign the interlibrary loan request form and advise of procedures and conditions of interlibrary loans including patron responsibility for any and all damages/loss of materials borrowed through interlibrary loan.
3. Interlibrary loan service is offered to other libraries that abide by the provincial interlibrary loan policies and participation standards. The Parry Sound Public Library will:
- a) make available the broadest range of materials for interlibrary loan with the following exceptions:
 - i. equipment
 - ii. materials limited by licensing agreements
 - iii. materials designated as non-circulating
 - iv. rare, fragile and/or valuable books and manuscripts
 - v. material in current and/or recurring demands; such as bestsellers within 6 months of publication
 - vi. course and project material
 - vii. current editions of standard reference materials
 - viii. materials in format or size not suitable for loan such as kits, loose-leaf materials
 - ix. entire issues of periodicals
 - b) reserve the right to refuse to lend other materials or to ask a borrowing library to restrict use of materials lent
 - c) respond to requests within four (4) days and ensure materials are sent promptly with proper packaging, through mail
 - d) circulate items for the same period of time as for regular circulation
 - e) grant renewals unless the material is needed for another user of the library
 - f) charge for overdue, damaged or lost materials based on the Parry Sound Public Library Circulation Policy

Related Documents:

- INFO (Information Network of Ontario) Participation Policies and Schedules
<https://www.sols.org/index.php/share-collaborate/interlibrary-loan-info/using-idx>
- Parry Sound Public Library OP - 12 Circulation Policy

Parry Sound Public Library

Policy Type: Operational
Policy Title: Programming

Policy Number: OP - 06

Policy Approval Date: January 2018
Policy Review Date: 2024

The purpose of this policy is to provide staff with the necessary guidelines to assist them in the development of library programs and to inform the public about principles and criteria by which programs are selected. Also the following:

- Stimulate imagination and inquiry by providing information, inviting, public discussion, encouraging curiosity and creativity, and/or promoting literacies (information, technical, cultural, and reading).
- **Promote the library's collections and services**
- Engage library and users in collaborative efforts
- Foster innovation

Programs are defined as any group activity offered to the community or a defined group that the Parry Sound Public Library coordinates, plans and/or presents on their own or in partnership with another organization or via a third party contract.

Policy Statement

In keeping with the overall Parry Sound Public Library goals and mission statement, programming is considered an integral part of the library service offered to the community. The library upholds the principle of intellectual freedom and supports the rights of individuals to read, speak, view, and exchange differing points of view on any subject. In accordance with this, programs are developed to respond to emerging community interests as well as to sustain demonstrated interests and demands. Complementing library services with programs provides the opportunity to spark ideas to ignite creative and dynamic community, highlight collections, and promote services and share knowledge and expertise. Enhancing and promoting the role of the library in the community should be a priority of all library programs.

Programs are developed to respond to emerging community interests as well as to sustain demonstrated interests and demands. Programs are regularly evaluated to determine community response and program effectiveness. Programs provide another format for the dissemination of information and an opportunity for discussion of ideas. Statements made or positions taken during programs, events and meetings do not necessarily reflect the opinions or values of the Parry Sound Public Library.

Policy Statement (continued)

Library programs should promote the communication of ideas and information and extend Readers Advisory (recommended reads) and information service to library users; they bring library collections to life. Library programs are often a first contact with books and reading for children, as well as a non-threatening way to gain information for reading-challenged adults.

Library programs will:

1. Stimulate interest in and use of the library.
2. Promote interest in reading, culture, information, technology, and literacy and research skills.
3. Promote an awareness of contemporary issues and information required to engage in society.
4. Attract non-users and reflect the need to connect programs with library resources as part of the process of creating lifetime library users.
5. Provide entertaining, enjoyable, educational experiences.
6. Be offered without charge to attendees except in circumstances where admission may be charged to recoup **the library's costs of presenting the program. Admission may be charged for fundraisers held by the library or literary not-for-profit organizations as approved by the CEO/Chief Librarian.**
7. Create and promote community partnerships in order to be able to offer expanded and higher quality services, provide local businesses with resources and services, and to become the central community hub.
8. Speakers will agree not to contravene the Criminal Code of Canada and the Ontario Human Rights Code during the course of their program.
9. Parry Sound Public Library facility occupancy will apply to all programs.

Preschool story times, general orientation tours, literacy programs such as reading circles, book clubs, summer reading clubs, and basic technical competencies training will be considered core services and will be free of charge.

The library may partner with not-for-profit or for-profit organizations for programming content. The library may provide content and present programs in other venues or other organizations may provide content and present programs at the library. The library will consider content that meets the criteria above and supports the Parry Sound Public Library goals and mission statement.

When partners provide content, Parry Sound Public Library will waive room rental fees. Staff support for promotion and on-site assistance may be provided. Content based partnerships do not mean that the library endorses particular points of view promoted at programs and this will be noted on publicity where appropriate. Partners will be acknowledged as appropriate.

Program Development

The library will make reasonable effort to provide programs for individuals of all ages and abilities. Staff involved in program development will endeavour to connect programs with library resources. The library will try to complement, not duplicate, community initiated programs. **Programming will facilitate the sharing of the community's "people resources"** – their hobbies, skills, collections or expertise. Unsolicited offers to present programming by individuals or organizations will be evaluated by the same standards used by staff when planning programming. Programs offered will strive for balance between a community driven focus on traditional literacy themes and the evolving technology and trans-literacy experience.

Program Delivery

Scheduling of programs is dependent on the availability of expertise and staff. Priority for program registration will be given to Parry Sound residents and Contract Townships, with the remaining spaces open to non-Parry Sound residents. Programs may be presented by staff or experts in the community, making use of the skills and talents of a wide variety of individuals and organizations from our community. The general public may recommend topics or speakers for consideration.

Program Evaluation

Upon completion, programs will be evaluated as to the level of participant satisfaction, attendance, and cost effectiveness. To help gauge participant satisfaction and to collect new ideas, program participants will be provided with program evaluation forms to be collected by staff as they leave. Program evaluation summaries will be kept on file as a resource for planning future programs.

Liability

The library does not assume responsibility for damages, personal injury, illness or theft arising from participation in any program, or in any facility, or at any location where a program is held.

The library does not assume responsibility for the supervision of minors attending programs. Parents and caregivers are required to attend programs for children less than five (5) years of age. For most programs for children six (6) to ten (10) years of age, parents do not attend the program but must remain in the library building during the program, preferably in or near the programming room or area.

The library does not assume responsibility for children while on library property. Parents and caregivers are encouraged to inform program facilitators if the child has any pertinent medical, physical or allergy issues.

Parry Sound Public Library

Policy Type: Operational
Policy Title: Public Internet Services

Policy Number: OP - 07

Policy Approval Date: March 21, 2017
Policy Review Date: 2024

The Parry Sound Public Library endorses the use of the Internet as an essential source of information to complement traditional library collections. The Internet is also recognized as an essential communication tool, connecting individuals and communities of interest. This policy establishes the provision of public network services to access the Internet and the acceptable use of these services.

Section 1: Reliability and Appropriateness of Information on the Internet

1. Resources will be made available to inform users about the reliability and appropriateness of information available on the Internet.
2. The library is not responsible for the accuracy of the information available on the Internet. This is the responsibility of the producer/originator or publisher.
3. The board is not responsible for the quality, legality, appropriateness or availability of any Internet **sources accessed through the library's public network.**

Section 2: Access to the Public Network

The Internet functions in an unregulated, global environment and, therefore, provides access to a wide variety of resources over which the library has no control. The Parry Sound Public Library endeavours to minimize the opportunity for unintentional exposure by people using library space to content being accessed by another library user. The board will ensure that access to, and use of, the public network is compatible with the Parry Sound Public Library Policy FN – 04 Intellectual Freedom.

1. **Wired and/or wireless access to the Internet via public computers or users' personal devices** is free.
2. The Library provides workstations that are adapted for people with disabilities.

Section 2: Access to the Public Network (*continued*)

3. The library reserves the right to set time limits or ask users to limit their time on the public computers. The staff reserve the right to adjust computer time and scheduling as necessary.
4. The library does not use filtering software. It is the position of the board that the technology is contrary to the principle of intellectual freedom and that it is not effective in making the internet safer for children or in preventing criminal activity.
5. In respect of the range of sensibilities and viewpoints of its diverse clientele, staff will remind users that they are in a public space and will encourage all users to respect the sensibilities of others. The staff reserve the right to redirect users whose activities on the public computers or their personal devices diminish the enjoyment of the library space by others.
6. The library does not assume any responsibility for the configuration, security or files on personal **devices resulting from connection to the library's network. Users should be aware that** information sent to or from their devices can be captured by anyone else with a wireless device and appropriate software.
7. The board assumes no responsibility for the security and privacy of on-line transactions, as the Internet is not a secure medium and **third parties may be able to obtain information about the user's** activities.
8. The library is not responsible for any damages sustained while using a personal device.
9. The library will not be responsible for any expenses incurred by, or the potential repercussions of a third party using, personal/banking/credit card information that has been entered via the public network.

Section 3: Privacy and Confidentiality

1. **Use of the library's public network falls under the provision of the library's** Policy OP - 01 Privacy, Access to Information and Electronic Messages under CASL.
2. Privacy at the workstations is not guaranteed and users must respect the privacy of others. Internet workstations are situated in public areas, and content being viewed by users may be seen by other people. Staff will take reasonable measures to ensure privacy and confidentiality.

Section 4: Use by Children

1. Children may access all information and use all facilities provided by the library.
2. The library has not installed filtering software on any of its public use computers.
3. **The board will ensure that children's and youths' access to the Internet is compatible with the** Policy FN – 04 Intellectual Freedom.

Section 4: Use by Children (continued)

4. The board accepts no responsibility for enforcing restrictions which a parent or guardian places on a **child's use of the Internet resources.**
5. Staff will:
 - a) affirm and acknowledge the rights and responsibilities of parents and guardians to monitor and determine their children's access to materials and resource.
 - b) **assist parents by providing guidelines for ' Internet safety.**
6. Parents will:
 - a) assume responsibility for deciding which resources and type of network access are appropriate for their children
 - b) **be made aware that the term 'children', as used by the library, means up to, and including, the age of 16**

Section 5: Acceptable Use

1. To ensure equitable access to the public network and efficient use of resources, the board sets rules for public network access and reserves the right to modify these whenever and wherever appropriate.
2. Users who deliberately violate the rules may have their library privileges suspended.
3. The Acceptable Use Rules are:
 - a) Users should view the use of the computers for Internet access in the same way as they view the use of the general collection, that is, they are shared resources.
 - b) Users should view the use of the public computers and personal devices in the library the same way as they view the use of any library space and should restrain from activities that disturb others and use designated spaces for groups and audio (e.g. Skype).
 - c) When viewing the Internet, users should be respectful of sensibilities of others.
 - d) Use of the public network for illegal, actionable or criminal purposes or to seek access to unauthorized areas is prohibited. Examples of such illegal activities include, but are not limited to, harassment or stalking, libel, illegal commerce or solicitation, "hacking" or tampering with other computer systems, viewing, downloading and/or printing child pornography. Illegal use will be reported to the police.
 - e) Users of the public network may not violate or circumvent copyright and other intellectual property rights. The board will promote fair use copyright principles and will advise users of their legal responsibilities regarding these.
 - f) Misuse or abuse of computers or- software is not acceptable. Offenders may be required to leave the library. **User-created files shall not be saved on the library's computers. Files that are saved will be removed.** Users may store files on personal removable storage media.
 - g) **User-supplied software shall not be installed on the library's computers, and users may not modify or reconfigure software installed on the library's computers.**
4. The staff will make all reasonable efforts to ensure that all users comply with the Acceptable Use Rules.

Section 6: Assistance from Staff

1. Staff will provide assistance with:
 - a) access to the public workstations and personal devices
 - b) helping users begin their search for information
 - c) access to subscription databases and e-books

Section 7: The Parry Sound **Public Library's Website**

1. The library will maintain a website that provides:
 - a) information about services and operations
 - b) access to the catalogue
 - c) access to subscription databases and e-books
 - d) a selected, evaluated and organized collection of reliable and current information sources available on the Internet
 - e) a range of accessibility features through assistive technology conforming with WCAG 2.0 guidelines and staff assistance, upon request for people with disabilities

Related Documents:

Parry Sound Public Library OP - 01 Privacy, Access to Information and
Electronic Messages under CASL

Parry Sound Public Library FN - 04 Intellectual Freedom

Parry Sound Public Library OP - 15 Accessibility in the Library

Parry Sound Public Library

Policy Type: Operational
Policy Title: Meeting Rooms

Policy Number: OP - 08

Policy Approval Date: March 21, 2017
Policy Review Date: 2024

Meeting rooms in the library bring together the resources of the library and the activities of the community for educational, cultural, civic, recreational and charitable purposes. The library provides a forum for the expression of diverse ideas and opinions however; use of the meeting room shall not be interpreted to constitute endorsement by the Parry Sound Public library board of the policies and beliefs of groups or individuals.

1. The Parry Sound Public library board:
 - a) will not knowingly permit any individual or group to use its facilities in contravention of the Criminal Code of Canada. Federal, provincial and municipal legislation and regulations must be observed at all times.
 - b) reserves the right to accept or refuse a reservation, or to cancel any booking at its discretion
 - c) will set and review rental fees
2. The Chief Executive Officer (CEO), or staff approved by the CEO authorizes the use of the rooms.
3. Staff maintains the schedule and will make every effort to notify scheduled users of the unavailability of the meeting room in case of emergencies.
4. Room bookings will be guided by the following:
 - a) library programs and services, meetings, and events have first priority for scheduling, after which other applications are considered on a first-come, first-served basis
 - b) any municipal resident, group or business, may request to schedule a meeting room
 - c) meetings which disturb regular library functions, may not be scheduled
 - d) **a "Request for Meeting Room" form must be complete and payment of the rental fee made to secure the booking.** Information about the intended use of the room, including the names and affiliations of any speakers must be provided on the form.
 - e) the rental fee will be returned if the booking is cancelled by the individual, group or business 5 or more days prior to the event
 - f) approval from the CEO is required at the time of booking to sell goods and services

5. Room use will be guided by the following:

- a) use of the room shall be subject to the supervision of the employees of the board
- b) damages to the meeting room, furnishings and equipment will be paid by the applicant
- c) set up, take down and clean-up will be provided by the library staff
- d) use of materials or decorations on the walls requires prior approval
- e) non-alcoholic refreshments and food may be served in the meeting room
- f) the maximum occupancy of the meeting room shall be obeyed
- g) all users will agree to hold the library harmless for any loss, damage, liability, costs, and /or expenses that may arise during, or to be caused in any way by such use of the library facility

Parry Sound Public Library

Policy Type: Operational
Policy Title: Reopening Post Epidemic/Pandemic

Policy Number: OP - 09

Policy Approval Date: June 2020
Policy Review Date: As Required

Purpose

This policy will establish a protocol for reopening the library that will be used in the event of an epidemic/pandemic or other public health emergency. The health and safety of our staff and patrons is our most important consideration as we resume library operations and services. The Parry Sound Public Library board will follow the lead of local health experts, provincial and federal authorities. In moving forward, the library will continue to communicate and provide information on when programming and outreach activities will resume. This policy may require regular review and revision to ensure compliance with regulations set out by health and/or government officials.

Phase 1 Reopening

Section 1: Curbside Pickup

Curbside pickup will continue during this phase of the library reopening. We strive to ensure that all patrons have access to the collection; whether they physically enter the library or are more comfortable using curbside pickup.

- All curbside pickup will occur at the children's area circulation desk.
- All patrons must exit through the McMurray Street doors (ramp doors).
- Service is "Grab and Go".

Section 2: Rules, Signage and Communication

All library rules and regulations will be observed. Please refer to Parry Sound Public Library policy *OP – 03 Patron Behaviour* and Appendix A herein, for the Library Code of Behaviour.

- Signage will be clearly posted at all library entrances and exits, including the required social distancing measures in place and the designated, marked waiting zones outside the library.
- The library will continue to communicate with the public and patrons via email (for those patrons who have agreed to receive library emails), library website, social media, and local radio and print media.
- Phone inquiries and customer service will be available during the opening hours of the library.

Section 3: Access, Capacity and Requirements

The library will allow a maximum of five (5) patrons at a time, to enter the physical library space. Once the library has reached capacity, staff will inform patrons outside the library and request that they stay in the designated, marked waiting zones (or they may choose to return at another time). Signage will also be posted stating opening hours, social distancing requirements and conditions for patron and staff safety (Appendix B).

As stated in the Parry Sound Public Library policy *OP – 17 Epidemic/Pandemic*, if recommended by local, provincial or federal health officials, library staff will follow suggestions and directions to implement social distancing within the library building. Personal Protective Equipment (PPE) will be provided by the library should it be deemed necessary for employees to wear such equipment when working in the library during this phase of the reopening. Frequent handwashing and cleaning of shared equipment and the library facility will continue as outlined in *OP – 17 Epidemic/Pandemic*.

- All patrons entering the library must wear a face mask for their own protection and that of others and staff.
- All patrons must use hand sanitizer upon entering and exiting the library (the Parry Sound Public Library will provide stand-up hand sanitizer stations at each entrance and exit).
- All patrons and staff will follow appropriate social distancing practices.
- All patrons must take and use a basket provided by the library to hold items. Staff will clean all baskets with disinfecting wipes after each use.
- All patrons will adhere to a maximum thirty (30) minute time limit for access to the physical library space.
- All patrons will exit through the McMurray Street doors (ramp doors).
- Patrons who require a personal support worker or one child with a parent/guardian will count as one (1) patron and will stay together within the library and practice social distancing from others.
- **Service is “Grab and Go”.**
- All public washrooms will be closed during this phase of the reopening.

Section 4: Internet and Computer Access

In accordance with the Parry Sound Public Library policy *OP – 07 Public Internet Services*, the library will continue to provide Internet access through Wi-Fi within the library. Patrons may access the library Wi-Fi with their own personal devices for only thirty (30) minutes within the library at this time. Patrons may also use the library Wi-Fi near the building outside, maintaining appropriate social distancing or in their own vehicles. The library will provide one (1) desktop computer for public use within the library. Due to social distancing restrictions, staff will not be permitted to provide one-on-one technology support during this phase of the reopening. When staff is available, they may provide technology support to patrons through telephone and/or email, during the opening hours of the library.

- Patron use of the desktop computer will be limited to one fifteen (15) minute session.
- After each session, the computer and area will be cleaned with disinfecting wipes prior to the next user.
- Patrons must book an appointment for each computer session to avoid crowding and wait times.
- No double-booking appointments will be allowed during this phase of the reopening; strictly fifteen (15) minute sessions only and no re-bookings on the same day.

Section 5: Check-outs and Returned Materials

Check outs:

- **Items and materials may be checked out by staff at the main circulation desk or the children's circulation desk, depending on staff availability.**
- Patrons will be limited to at total of ten (10) check out items during this phase of reopening,
- The library is unable to supply bags to patrons at this time.
- No patron reusable bags will be allowed within the library during this phase of reopening.

Returned Materials:

- All books and items should be accepted for return through the external and internal book return bins only and should not be accepted at circulation desks.
- Following the guidelines established in the Parry Sound Public Library policy *OP – 26 Handling of Returned Materials during a Viral Pandemic*, staff will clean returned items and place in the designated quarantine area of the library.
- Following cleaning and quarantine, materials and items will be placed back into the collection.

COVID-19 Disclaimer:

- Although we strive to sanitize and practice safe handling of materials, The Parry Sound Public Library cannot guarantee the sanitization of library items. Please handle them with caution.
- Patrons should be advised to wash hands before and after handling books and other items, avoid touching their face while reading and to avoid sneezing or coughing onto items.
- Patrons who are immunosuppressed or otherwise susceptible to COVID-19 infection should not take out items from the library.

Section 6: New Membership and Membership Renewal

- New patrons may use the online form on the Parry Sound Public Library website to register for access to our online collection and resources. Patrons may come into the library to pick their library card at the main circulation desk once we have received and processed their online form.
- For patrons without access to our website, they may come into the library and fill out a registration form and receive a card.
- Non-resident fees will continue to apply. At this phase of the reopening, acceptable forms of payment for non-resident fees will be debit/visa or cheque, not cash.
- **New registrations for membership can be completed at the main circulation desk or the children's area circulation desk, dependent on staff availability.**
- Membership renewal may be done at either circulation desk, over the phone or via email during this phase of the reopening.

Section 7: Shared Materials and Office Services

- All shared materials provided by the library, including but not limited to, staplers, staple removers, hole punches, chargers, will not be available for patron use at this phase of the reopening.
- Earphones will not be shared for public use by the library during this phase of the reopening. Cleaning procedures for earphones must be established for future use, if any.
- Photocopying, scanning and faxing are available at the main circulation desk, fees will continue to apply. **Photocopying can be done from the children's area circulation desk provided that the patron pays in cash and staff are available.**
- Auditorium rentals will be unavailable during this phase of the reopening.

Section 8: Hours of Operation

During this phase of the reopening, the Parry Sound Public Library will have the following hours of operation:

- Tuesdays 10 a.m. to 3 p.m.
- Wednesdays 3 p.m. to 7 p.m.
- Thursdays 10 a.m. to 3 p.m.

These hours are subject to change at the discretion of the Parry Sound Public Library board, in collaboration with the CEO and will be reviewed regularly (at minimum, monthly) during the changing circumstances of the epidemic/pandemic.

At its discretion, the Parry Sound Public Library board may temporarily limit hours and/or services if there are insufficient staff to maintain safe operations, cleanliness or to reduce the possible spread of the contagion. An increase in hours and services will be assessed going forward, on a regular basis, as regulations and requirements change.

The library cooperates with other agencies responsible for health and safety and local emergency preparedness. (see Appendix C for time-sensitive requirements related to health, safety and emergencies)

Related Documents

Parry Sound Public Library OP – 02 Safety, Security and Emergencies in the Library
Parry Sound Public Library OP – 03 Patron Behaviour
Parry Sound Public Library OP – 07 Public Internet Services
Parry Sound Public Library OP – 17 Epidemic/Pandemic
Parry Sound Public Library OP – 26 Handling of Returned Materials during a Viral Pandemic
Parry Sound Public Library OP – 28 Curbside Pickup
Emergency Management and Civil Protection Act (EMCPA) Ontario Regulation 263/20
Accessibility for Ontarians with Disabilities Act (AODA)
Ontario Human Rights Code, R.S.O. 1990, c.H.19, as amended

Appendix A

Library Code of Behaviour:

- Speak and work quietly.
- Disruptive behaviour is not permitted.
- Refrain from foul, abusive, or discriminatory language or actions. They will not be tolerated.
- Running, jumping or other inappropriate physical activity is not permitted.
- Use library materials, equipment and furniture with care.
- Report disruptive behaviour to a library employee.
- Set your cell phone to silent and use quietly.
- You may enjoy food and covered drinks in the library, however, no food or drinks are allowed at the library computers.
- The consumption of alcohol, drugs of any type, smoking, or use of electronic cigarettes or similar devices is prohibited on library property.
- Any breach of laws will result in police intervention.

If your behaviour is disruptive and you do not modify it accordingly, you will be required to leave the library property immediately, pursuant to the Ontario Trespass to Property Act, for a minimum of one day.

When a severe breach of the Code of Behaviour occurs, it may result in exclusion from the library for an extended period of time. The severity of the misconduct will be taken into consideration when determining the length of exclusion from the library.

In addition, patrons are not permitted to loiter in the ground floor washrooms, hallway, or under the stairs and outside in the emergency stairway. The Library Code of Behaviour will be posted and a copy will be kept at the circulation desk for the reference of all staff. For further information please refer to Policy OP – 02 Safety, Security and Emergencies in the Library.

Appendix B
Possible Signage Information

Hours of Operation:

- Tuesdays 10 a.m. to 3 p.m.
- Wednesdays 3 p.m. to 7 p.m.
- Thursdays 10 a.m. to 3 p.m.

Curbside Pickup Available

At the Parry Sound Public Library, we strive to keep our patrons, staff, community, visitors and families safe at this time. Before visiting the library, be sure you can answer **“YES” to the following:**

- You are not in a high-risk group should you contract COVID-19.
- You are feeling well.
- You have not travelled, or you have isolated for 14 days following any essential travel.
- You have not been in contact with anyone known to have COVID-19 at work or personally in the past 14 days.
- You are willing and able to follow any, and all safety measures requested during a visit to the library. This may include physical distancing, hand sanitizer, wearing masks, and using library-provided baskets for materials.

Measures may change, following the best advice of public health and government officials.

If you have any questions or concerns, please email or call the library prior to your visit.

COVID-19 Disclaimer:

- Although we strive to sanitize and practice safe handling of materials, The Parry Sound Public Library cannot guarantee the sanitization of library items. Please handle them with caution.
- Patrons should be advised to wash hands before and after handling books and other items, avoid touching their face while reading and to avoid sneezing or coughing onto items.
- Patrons who are immunosuppressed or otherwise susceptible to COVID-19 infection should not take out items from the library.

Thank you for helping us to contain the spread of COVID-19 and for supporting the Parry Sound Public Library and the community of Parry Sound.

Phone: 705-746-9601

Email: pspl@vianet.ca

Website : www.parrysoundlibrary.com

The Parry Sound Public Library works with other agencies responsible for health and safety and emergency preparedness. During the COVID-19 pandemic of 2020, the library responded to specific requirements under provincial legislation including regulations as well as to requirements of the local public health unit. As an organization that is permitted to open per *Emergency Management and Civil Protection Act* (EMCPA) Ontario Regulation 263/20 – Stage 2 Closures, our library now has been given a responsibility and additional requirements with respect to implementing mandatory mask use.

1. Under O. Reg 263/20 s.4(2), no member of the public is permitted to enter or remain in the public areas of the Enclosed **Public Space (“the library”)** unless they are wearing a mask (see note 1) in a manner that covers their nose, mouth and chin.
2. The exceptions to this requirement under sub-section (1) are:
 - a) Children under two (2) years of age, or children under the age of five (5) years either chronologically or developmentally who refuse to wear a mask and cannot be persuaded to do so by their caregiver
 - b) Individuals with medical conditions rendering them unable to safely wear a mask, including breathing difficulties or cognitive difficulties
 - c) Individuals who are unable to apply or remove a mask without assistance, including those who are accommodated under the *Accessibility for Ontarians with Disabilities Act* (AODA) or who have protections under the *Ontario Human Rights Code*, R.S.O. 1990, c.H.19, as amended
 - d) An employee working in an area of the library that is not designated for public access or working within or behind a physical barrier (e.g., plexiglass).
3. No person shall be required to provide proof of any of the exemptions set out in sub-section (2).
4. Individuals are permitted to temporarily remove their mask when necessary for the purpose of:
 - a) consuming food or drink
 - b) for any emergency or medical purpose
5. Those individuals removing their masks for extended periods of time and outside of the temporary exemptions outlined in sub-section 4 will receive a verbal reminder from our staff of the requirement to wear a mask as a result of this policy.
6. The library will post the following information at every public entrance using prominent and clearly visible signage:

All persons entering or remaining in these premises must wear a mask that securely covers the nose, mouth, and chin as required by the Medical Officer of Health under the authority of the *Emergency Management and Civil Protection Act* (EMCPA) Ontario Regulation 263/20.

Toutes les personnes qui entrent ou restent dans ces locaux doivent porter un masque qui couvre solidement le nez, la bouche et le menton, comme l'exige la Médecin chef en santé publique en vertu de la *Loi sur la protection civile et la gestion des situations d'urgence* (LPCGSU), Règlement de l'Ontario 263/20.

7. In addition to the face mask requirement, the library will have an alcohol-based hand rub at all entrances and exits for the use of all persons entering or exiting the establishment.
8. Library staff will be trained in the requirements of this policy, including all aspects of Appendix C.
9. A copy of this entire policy, including Appendix C, will be available, upon request, to the public and to a Public Health Inspector or other person authorized to enforce the provisions of the EMPCA.

Note 1: “Mask” means: a cloth (non-medical) mask, medical mask or other face coverings, (e.g., bandana, a scarf or cloth), for filtering respiratory droplets that securely covers the nose, mouth, and chin and is in contact with the surrounding face without gapping.

Parry Sound Public Library

Policy Type: Operational
Policy Title: Children in the Library

Policy Number: OP - 10

Policy Approval Date: March 21, 2017
Policy Review Date: 2024

The Parry Sound Public Library recognizes that the needs of young people are important in their own right: that their intellectual growth, their cultural appreciation and recreational activities should be fostered through quality library service, delivered with consideration and respect. This policy sets out the services to be offered for children in the library as well as parents, guardians and adults who work with children. This policy also sets out the responsibilities for the safety of children in the library.

The Parry Sound Public Library endeavours to provide this service based on the principles stated in the Ontario Library Association's *Children's Rights in the Public Library*, 1998. See Appendix A.

Section 1: Services

1. Collections:

- a) The Chief Executive Officer (CEO) will ensure the maintenance and organization of a comprehensive collection of materials for and about children, based on the Policy OP – 04 Collection Development.
- b) The collections for children will meet high standards of quality and reflect the changing educational needs and personal interests of children and teens as well as trends in society.
- c) The staff will develop profiles of the collections to define the scope and to address the issues of:
 - i. Canadian authors and content
 - ii. award-winning titles
 - iii. non-fiction material that complement the local school curriculum
 - iv. age appropriate formats

2. Reference and Readers Advisory

- a) **The qualified staff will utilize the full range of collections, technology and methods to answer all users'** requests for advice on selecting books and for information, regardless of age and without judgment, with confidentiality and respect.
- b) Library staff should conduct interviews to better understand what each child wants and needs.
- c) Library staff will point out the variety of resources available in all areas of the library as appropriate.

Section 1: Services (continued)

3. Programs

- a) The library will provide programming for children and parents, both in and out of the library, to stimulate creative potential and to encourage and facilitate the habit of reading, independent learning and use of the library.
- b) The library will provide educational, entertaining and literature related programs and support for children, such as:
 - i. programs for parents/guardians, adults, caregivers that will educate them on the importance of early **literacy, the role of the library in their children's** lives, and the support the library can offer them
 - ii. **programs for classes, children's groups (Brownies), daycare, etc., depending on age, that will** emphasize early literacy and library orientation, and that encourage reading for leisure, or highlight various aspects of the collection
- c) The number of participants for all programs will be restricted based on size of the facility, fire department **limits, staff supervision available, etc.; this will be enforced by the children's programmer in charge.**
- d) Some programs may limit the age of children and the number of children per accompanying adult. This limit may be enforced by the staff as the program is designed for maximum benefit to the child/parent/guardian through one on one interaction. Leniency is given to parents of more than one child.

For further details please refer to Policy OP – 06 Programming Policy.

Section 2: Library Space

1. The library will provide a well-planned area for children that is distinct from the adult area with signage that is clear and age-appropriate
2. These areas should be visually stimulating so that children are able to readily distinguish their own space from the rest of the library.
3. These areas will have furniture, shelves and equipment that are designed for and accessible to all children.
4. The area for children is an interactive learning environment where controlled noise levels are tolerated and where young users are invited to explore the library materials and services in their own way.

Section 3: Staffing

1. The board will support a **program of ongoing staff training and professional development in children's services.**
2. The CEO will **ensure that all staff members assigned to children's services receives appropriate training to** provide knowledgeable library service.

Section 3: Staffing (continued)

3. **The library staff will advocate for children's services in the community by:**
 - a) collaborating with agencies to promote early literacy, love of reading, life-long learning **and children's well-being**
 - b) **seeking support for children's services from community organizations, fundraising, donations, etc.**
 - c) networking with other agencies who provide service to children in the community, region and province
 - d) communicating with principals, teacher librarians and teachers in the community
 - e) **promoting the children's services and collections to groups who could benefit from them (schools, daycares, etc.)**
4. While library staff will assist young people with finding materials, using the Internet or attending programs, but **parents/guardians are responsible for their children's use of the library.**

Section 4: Safety of Children in the Library

The Parry Sound Public Library staff recognizes that children of all ages have a right to a welcoming, respectful, supportive and safe environment when they visit the library. However, the library is a busy public place and library staff cannot assume responsibility for children left unattended within our public facility.

1. Responsibilities of the Parent or Caregiver

- a) Responsibility for the welfare and the behaviour of children using the library ultimately rests with the parent/guardian or an assigned caregiver.
- b) The library is guided by the terms in the Ontario *Child, Youth and Family Services Act* (CYFSA) with regards to unattended children.
 - Section 136 (3) **"Leaving child unattended** (3) No person having charge of a child younger than 16 shall leave the child **without making provision for the child's supervision and care that is reasonable in the circumstances."**

This legislation does not specify an age at which a child can be left alone, rather the legislation sets out to protect young people from any type of abuse or neglect and requires that all parents and caregivers must **make reasonable plans (which will vary according to a child's age, maturity and circumstances) for the supervision of young people under 16 in their care.**

- c) To this end, the library expects parents, caregivers and teachers to:
 - i. not leave children under 16, requiring supervision, to be unattended in or about library premises
 - ii. monitor the use of services by children under their care
 - iii. be responsible for the appropriate behaviour of children under their care
- d) In this library:
 - I. Children ages twelve and over are welcome to use the library independently on a regular basis, but parents are still responsible for the behavior of any children to 16 while they are in the Library.
 - II. Children younger than 12 should be accompanied by an adult while in the Library.

- III. Children under the age of five (5) attending programs may be supervised by the library staff only during the scheduled time of the program; their caregivers must always remain in the library.

OP - 10 Children in the Library Policy (*continued*)

Section 4: Safety of Children in the Library (*continued*)

2. Responsibility of Staff

- a) The library staff members will be guided by this policy in situations, where:
 - i. an unattended child is found frightened or crying in the library
 - ii. an unattended child is perceived to be endangering him/herself
 - iii. another person in the library poses a perceived threat to the unattended child
 - iv. an unattended child exhibits specific inappropriate behaviour
 - v. an unattended child is not met by a responsible caregiver at closing time
 - vi. a child is consistently left on his or her own in the library for long periods of time
- b) Where a responsible adult cannot be contacted, library staff will:
 - i. not leave a child unattended at closing time
 - ii. not give the child a ride home
 - iii. **contact local police or Children's Aid Society (CAS)**
 - iv. remain with the child until the proper authorities can take the child into their protection

3. Duty to Report

- a) The *Child, Youth and Family Services Act* (Section 125) recognizes that each of us has a responsibility for the welfare of children. It clearly states that members of the public, including professionals who work with children, have a legislated obligation to report promptly **to the Children's Aid Society (CAS) if they** suspect that a child or youth under the age of 16 is, or may be, in need of protection. The CYFSA defines **the phrase "child in need of protection" as including physical, sexual and emotional abuse, neglect, and risk of harm.**
- b) Library staff who are concerned that a sixteen (16) or seventeen (17) year old is, or may be, in need of protection *may* make a report to **Children's Aid Society (CAS)** and the CAS is required to assess the reported information
- c) When library staff members have reasonable grounds to suspect that a child is, or may be, in need of protection, they will advise the Library CEO and together they will promptly report the suspicion and the information upon which it is based to the local CAS, as required in CYFSA s.136 (1).

Related Documents

Ontario Library Association's *Children's Rights in the Public Library, 1998*

Ontario's *Child, Youth and Family Services Act*. S.O. 2017, CHAPTER C.14, sections 74, 84 (1), 125, 136 (3).

Parry Sound Public Library OP – 04 Collection Development Policy

Parry Sound Public Library OP – 06 Programming

Parry Sound Public Library OP – 07 Public Internet Services Policy

Parry Sound Public Library OP – 12 Circulation Policy

Appendix A
Ontario Library Association - Position on Children's Rights in the Public Library

OLA Position on Children's Rights in the Public Library

Children in Public Libraries have the right to:

1. Intellectual freedom
2. Equal access to the full range of services and materials available to other users.
3. A full range of materials, services and programs specifically designed and developed to meet their needs.
4. Adequate funding for collections and services related to population, use and local community needs.
5. A library environment that complements their physical and developmental stages.
6. Trained and knowledgeable staff specializing in children's services.
7. Welcoming, respectful, supportive service from birth through the transition to adult user.
8. An advocate who will speak on their behalf to the library administration, library board, municipal council and community to make people aware of the goals of children's services.
9. Library policies written to include the needs of the child.

Adopted at the Ontario Library Association
Annual General Meeting
November 1998

Posted at http://accessola2.com/data/1/rec_docs/380_ola3.pdf

Parry Sound Public Library

Policy Type: Operational
Policy Title: Information Services /
Reference Services

Policy Number: OP - 11

Policy Approval Date: March 21, 2017
Policy Review Date: 2024

The Parry Sound Public Library's information services link people with resources to fulfil their informational, educational, cultural and recreational needs. This policy describes information services at the library and guides library staff when answering reference questions.

1. All users seeking information will be treated equally regardless of sex, age, ability and ethnicity.
2. The library will provide welcoming spaces and library services to Indigenous peoples, and share elements of First Nations culture with non-Indigenous persons.
3. The staff will respect and protect the confidential and private nature of requests for information.
4. The staff will answer all reference questions efficiently, accurately and as completely as possible and will be guided by the Policy FN – 04 Intellectual Freedom. All questions will be considered important and legitimate, unless it becomes clearly apparent that they are otherwise.
5. The staff will assist the user in finding information and will provide instruction on how to use library resources based upon the user's needs. The staff provide the following services:
 - a) Quick reference: These questions can usually be answered immediately using directories, almanacs and online resources.
 - b) General reference: These questions usually require a lengthier search and/or the use of a number of sources to arrive at a complete answer.
6. The staff will refer users to the inter-library loan service, other libraries, agencies and community resources, if it is not possible to find an **answer using the library's own resources**.

OP – 11 Information Services / Reference Services (*continued*)

7. The extent of individual service to each person will depend on the number of users needing to be served. The following priorities will apply.
 - 1st priority - requests presented in person
 - 2nd priority - requests presented by telephone/voice mail
 - 3rd priority - requests sent in by mail/fax/e-mail
 - 4th priority - requests received via the interlibrary loan network
8. To assess and evaluate information services, and to comply with the requirements of the *Annual Survey of Public Libraries*, statistics on reference questions will be kept and analyzed.

Related Documents:

- Parry Sound Public Library OP - 01 Privacy, Access to Information and Electronic Messages under CASL
- Parry Sound Public Library FN - 04 Intellectual Freedom Policy

Parry Sound Public Library/2222

Policy Type: Operational

Policy Number: OP- 12

Policy Title: Circulation Policy

Initial Policy Approval Date: April 28, 2015
Last Review/Revision Date: December, 2021
Year of next review: 2024

The Parry Sound Public Library makes materials widely available to the community, in an equitable manner, in order to maximize the use of the collections. The Parry Sound Public Library board ensures fair conditions for library membership and borrowing privileges while protecting resources in a responsible manner and in accordance with the *Public Libraries Act, R.S.O. 1990, c. P44*.

Section 1: Library Membership and Borrowing

1. No fee will be charged for admission to the library.
2. Any person may be a member of the library with borrowing privileges if they reside, own or rent property (on a year-round basis) in the areas of the Town of Parry Sound or the contracting municipalities of Archipelago, Carling and McDougall.
3. Persons who do not meet the requirements of Section 1(2) may be charged for library service. Annual fees for non-residents will be set by the library board. (see Schedule A)
4. Membership will be granted to individuals who provide verification of address and identification by showing a document bearing his/her name and current address. See Schedule B for acceptable documentation.
5. Children under the age of twelve (12) must register for membership accompanied by a parent or guardian who presents identification with name and address, and signs for responsibility for fines, damages or lost items.
6. Only members of the library in good standing will be allowed to borrow library materials.
7. Materials may be borrowed by either presenting the membership card or valid identification. See Schedule B.
8. Personal information collected will be subject to Policy OP – 01 Privacy, Access to Information and Electronic Messages under CASL.

OP – 12 Circulation Policy *(continued)*

Section 2: Conditions of Membership and Card Use

1. Membership is not transferable to other individuals.
2. Members will be issued a library card without charge.
3. An individual is entitled to only one library card. Lost or damaged cards will be replaced for a fee.
4. The card is the property of the Parry Sound Public Library and must be returned on request.
5. Lost or theft of a card must be reported immediately; members are responsible for any materials borrowed on their cards until loss or theft is reported.
6. Change of address, name or phone number must be reported immediately.
7. Membership expires every two (2) years or depending on the agreement with contracting municipalities. **Renewal requires verification of the member's name, address, telephone number** and payment of outstanding monies owed to the library.
8. Membership may be suspended if fees for lost or damaged items are not received and will be re-instated when all outstanding accounts are settled.
9. Membership can be suspended for violating library policies.

Section 3: Borrowing

1. Loans
 - a) A standard loan period of three (3) weeks exists for materials borrowed; except those materials for which special loan periods have been established. See Schedule C
 - b) Reference works, local history materials and newspapers are not available for loan.
 - c) The total number of items on loan to any one member will not exceed fifty (50) items.
 - d) First time borrows shall be limited to four (4) items.
 - e) Library materials not available at Parry Sound Public Library may be requested through Interlibrary Loan. Please refer to Policy OP – 05 Interlibrary Loan and Resource Sharing.
 - f) DVD materials that are classified 18^A (Suitable for people 18 years of age or older) or R (Restricted to 18 years or older) by the Canadian Home Video Rating System will not be lent to members under the age of eighteen (18). Proof of age may be required.
 - g) DVD materials may be borrowed by children twelve (12) year of age and under with parental consent.
 - h) DVDs have a maximum limit of five (5) items per patron.

OP – 12 Circulation Policy (*continued*)

Section 3: Borrowing (*continued*)

2. Renewals

- a) Library items may be renewed in person, by telephone or by catalogue access in the library or remotely. See Schedule C for renewal schedule.
- b) Items on reserve for other members cannot be renewed.

3. Holds/Reserves

- a) Library items may be reserved in person, by telephone, or by catalogue access in the library or remotely.
- b) When the item becomes available, the member will be notified and asked to pick-up the item.
- c) Items will be held for seven (7) days.

4. Returns

- a) Materials borrowed may be returned to the library at the circulation desk or in the drop-box.
- b) Members are required to return materials on or before the due date.

5. Outreach Services

Outreach service is available to the home-bound in the Town of Parry Sound dependent on the availability of volunteers

6. Circulation Records

Library Circulation and membership records will be used in accordance with Policy OP – 01 Privacy, Access to Information and Electronic Messages under CASL.

Section 4: Charges

1. Damaged/Lost Items

- a) The library will charge replacement costs for items which are overdue by sixty (60) days or for items which are damaged or lost. See Schedule D for Default Fees.
- b) The replacement cost will be assessed by the library and will include the purchase cost and the processing cost of the item. It may not be possible to replace a specific item with an identical one.
- c) Charges will be levied based on the cost of a substitute item or the current average price of materials when an item is not replaced
- d) Replacement of the item will be left to the discretion of the CEO or designate, in keeping with **the library's selection policy**

OP – 12 Circulation Policy *(continued)*

Related Documents:

Parry Sound Public Library OP – 01 Privacy, Access to Information
and Electronic Messages under CASL

Parry Sound Public Library OP – 05 Interlibrary Loan and Resource Sharing
Public Libraries Act, R.S.O. 1990, c. p.44

OP – 12 Circulation Policy (*continued*)

Schedule A – Non-Resident Fee Schedule

Type	Membership Length	Fee
Non-Resident	1 Year	\$110.00
Non-Resident	6 months	\$55.00
Non-Resident	3 months	\$35.00

Schedule B - Acceptable Identification to Verify Name and Address for Membership Registration.

Documents are used to verify name and address only. No other information on the document(s) presented is kept on record.

A valid Ontario Driver's License is acceptable as a single document. In other case acceptable identification and proof of current address is required.

Acceptable Identification

- **Health card with photo**
- **Citizenship card**
- **Passport**
- **Student ID card**
- **OAS (senior's card)**
- **Employer-issued photo ID card**

Acceptable Proof of Address

- **Any Benefit Statement issued by the Government of Canada**
- **Bank account statement**
- **Utility bill (telephone, hydro, water, gas, cable TV)**
- **Motor Vehicle Permit**
- **Mortgage, rental or lease agreement**
- **Property tax assessment or bill**
- **Insurance policy (property, auto, life)**
- **Employer record (pay stub or letter from employer)**
- **Secondary school, college or university report card or transcript**
- **Transfer Station Card**

Schedule C - Loan Periods

Material Type	Loan Period	Optional Renewals
Books	21 days	2
Audio Books	21 days	2
Magazines	21 days	2
DVDs	7 days	0
Children's DVD	7 days	0

OP – 12 Circulation Policy (*continued*)

Schedule D – Default Prices for lost or damaged items (prices may vary)

Type	Minimum Price	Processing Fee
Adult Materials		
Books Hardcover Fiction	\$30.00	\$5.00
Books Softcover Fiction	\$25.00	\$5.00
Books Paperback Fiction	\$15.00	\$5.00
Books Non-Fiction Hardcover	\$35.00	\$5.00
Books Non-Fiction Softcover	\$30.00	\$5.00
Audio Books	\$45.00	\$5.00
DVDs	\$10.00	\$5.00
Magazines	\$5.00	\$5.00
Interlibrary Loan Items	(varies)	\$10.00
Young Adult		
Books Fiction	\$25.00	\$5.00
Children		
Board Books	\$10.00	\$5.00
Picture Books	\$20.00	\$5.00
Junior Fiction Hardcovers	\$20.00	\$5.00
Junior Fiction Softcovers	\$15.00	\$5.00
Junior Non-Fiction	\$20.00	\$5.00
Junior Audio Books	\$45.00	\$5.00
DVDs	\$10.00	\$5.00
Junior Magazines/Easy Readers	\$7.00	\$5.00

Schedule E - Fines

Type	Fines Per Day	Minimum fine per item
Interlibrary Loan	\$1.00	\$10.00
Replacement Card		\$5.00

Parry Sound Public Library

Policy Type: Operational
Policy Title: Local History

Policy Number: OP - 13

Policy Approval Date: March 21, 2017
Policy Review Date: 2024

The Parry Sound Public Library maintains a special collection in order to conserve local history and to provide access to unique materials that help researchers and the public better understand our past. The collection complements the collections of the Parry Sound Historical Society and Museum.

Section 1: Collections

1. Staff under the supervision of the Chief Executive Officer (CEO) or designate will be responsible for collecting and organizing materials for the local history collection.
2. The Parry Sound Public Library will maintain a limited collection of materials pertaining to the history of Parry Sound and its surrounding areas. Materials include originals and reproductions. When acquiring items, emphasis is given to those items which will contribute to the knowledge of the social, civic, religious, economic and cultural life, both past and present, including:
 - a) works and primary source material documenting local history and genealogy
 - b) local research
 - c) oral histories
 - d) cemetery records
 - e) municipal records
 - f) photographs and negatives
 - g) copies of photographs
 - h) monographs
 - i) historical atlases and maps
 - j) papers
 - k) brochures, pamphlets and programs of events
 - l) personal papers, including correspondence and family bibles (related to the early settlement of the community)
3. Writings of local authors that are not about Parry Sound or the surrounding area are subject to Policy OP – 12 Circulation Policy.
4. The library will subscribe to databases relevant to local history and genealogy research.

Section 2: Donations

1. Donated materials are assessed in order to establish their suitability to the collection.
2. Some materials may be deemed to be too fragile or bulky to accept. Any problematic items will be discussed with the donor and then returned or redirected as is mutually agreed upon.
3. A record of provenance is kept on file for those items donated to the library; this clearly indicates that ownership resides with the library or is on indefinite loan from a donor.

Section 3: Use

1. Local history materials may be used in the library only and will not circulate.
2. In special situations, a short-term loan may be arranged with the approval of the CEO.

Related Documents:

Parry Sound Public Library OP - 12 Collection Development Policy

Parry Sound Public Library

Policy Type: Operational
Policy Title: Displays, Bulletin Boards,
Advertising & Sales

Policy Number: OP - 14

Policy Approval Date: March 21, 2017
Policy Review Date: 2024

One role of the Parry Sound Public Library is to serve as an access point for current information on community organizations and services. Notices and posters will be displayed on the bulletin board as space is available with the following considerations:

1. Material for posting or distribution within the library must be deposited at the circulation desk for approval by library staff.
2. Material advertising commercial endeavours is not displayed unless the project is specifically related to the objectives of the library and the permission of the Chief Executive Officer (CEO) has been granted beforehand.
3. The Parry Sound Public Library board does not necessarily support the aims and objectives of the groups whose material may be displayed in the library, nor is it required to display all material submitted.
4. The notices and posters will remain on display for a time mutually agreed upon or until just after the event has been held.
5. As the library is required to remain apolitical and areligious, partisan advertising is not permitted on library premises. (This would apply to electioneering signs, posters on social stands and most petitions. While partisan T-shirts, pins, etc., worn by the public are beyond the library's jurisdiction, staff would be required to cover any partisan slogans. Any exceptions must be approved by the board).
6. The Parry Sound Public Library board accepts approved materials for display depending on available space. **All articles on display will be left at the owner's risk. The library does not accept responsibility for the loss, defacement or return of materials to organizations or individuals.**
7. With the exception of sales or fundraising events of primary benefit to the Parry Sound Public Library, no sales are permitted in the library.
8. Any item considered for sale that is of questionable good taste or potentially offensive must be referred to the board.
9. No soliciting will be allowed in the library.

Parry Sound Public Library

Policy Type: Operational

Policy Number: OP - 15

Policy Title: Accessibility in the Library

Policy Approval Date:

March 21, 2017

Policy Review Date:

2024

The purpose of this policy is to ensure that the Parry Sound Public Library meets the standards set out by the *Accessibility for Ontarians with Disabilities Act (AODA) 2005* and its regulations and provides accessible library services.

This policy also reflects the regulations set out in *Ontario Regulation 165/16*, a regulation passed in 2016 which replaced *Ontario Regulation 429/07 (Accessibility Standards for Customer Service)* and specific sections of *Ontario Regulation 191/11 (Integrated Accessibility Standards)*. As a result, this comprehensive policy on accessibility replaces *OP-03 Accessible Customer Service* and *OP 15 - Meeting the Requirements of the AODA Regulations*.

Section 1: Statement of Organizational Commitment

The Parry Sound Public Library is committed to providing equitable access to library service. The Library will ensure that each employee, volunteer and patron receives equitable treatment with respect to employment and services without discrimination, and receives accommodation where required in a timely manner, and in accordance with the *Ontario Human Rights Code* and the *AODA* and its regulations.

The Parry Sound Public Library meets the obligations set out in the *AODA* and the current accompanying regulations, in partnership with the Town of Parry Sound.

Section 2: Definitions

Accessible formats may include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Assistive devices are any products, equipment or technological aids used by persons with disabilities that enables a person with a disability to do everyday tasks. Examples include Braille recorders, recording devices, magnifiers, and more.

A barrier is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

Section 2: Definitions (continued)

Communication supports are tools or devices that facilitate communications for a person with a disability may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Disability means

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- a condition of mental impairment or a developmental disability,
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- a mental disorder, or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act*,

Service animal refers to an animal used by a person for reasons relating to his or her disability. An animal is a service animal for a person with a disability if,

- the animal can be readily identified as one that is being used by the person for reasons relating to the **person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or**
- the person provides documentation from one of designated, regulated health professionals confirming that the person requires the animal for reasons relating to the disability: (O. Reg. 165/16, s. 16)

Support person means, in relation to a person with a disability, is another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities.

Section 3: Responsibilities

1. For the purposes of *AODA*, the library provides services on behalf of the municipality, and therefore is **considered, along with the municipality, to be a "small designated public sector organization with at least one but fewer than 50 employees" as defined within the O. Reg. 165/16.** The library complies with the obligations for this sector as set out in the *AODA* regulations.
2. The board ensures that the library complies with the spirit, principles and intent of *AODA* and designates the Chief Executive Officer (CEO) as the individual **accountable for the organization's compliance with legislation.**
3. The CEO will ensure that policies and procedures comply with the *AODA* and any regulations made under the *AODA*.

Section 4: The Accessibility Plan

1. The library will work with the municipality to establish, implement, maintain and document a multi-year **accessibility plan that will outline the library's strategy to prevent and remove barriers.**
2. The process of reviewing and maintaining the accessibility plan will be done in consultation with persons with disabilities.
3. The plan is now in place, and will be reviewed and updated at least once every five years.
4. **The plan will be posted on the library's website and be provided in accessible formats upon request.**

Section 5: Policies and Procedures

1. In accordance with the *O. Reg 165/16*, relating to the *Accessibility for Ontarians with Disabilities Act 2005*, the library has developed this present Accessibility in the Library policy which includes the required Customer **Service elements and the library's** other policies will support accessibility, in these specific areas:
 - a) the purchasing policy will include accessibility criteria for procuring or acquiring goods, services, or facilities;
 - b) the Internet services policies will include accessibility provisions **with respect to the library's website**;
 - c) the human resource policies will address training on *AODA* regulations and the *Ontario Human Rights Code*, accommodation for job applicants and accommodation plans;
 - d) the collection development policy will address the availability of materials in a variety of accessible formats (e.g. print, audio, visual, digital, etc.).

Section 6: Customer Service

The Trillium Public Library is committed to the independence and integration of persons with disabilities and all who live, learn, work, play and invest in our community, and in the context of customer service will commit to the following.

1. The library will make every reasonable effort to ensure that services and programs are accessible by:
 - a) encouraging the use of personal assistive devices to access our services and programs;
 - b) providing at least one computer workstation at each location which is equipped with assistive technology and a range of accessibility features;
 - c) arranging for the provision of access to accessible materials where they exist which may include archival material and special collections;
 - d) proving a library website with content that will meet or exceed World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level 2;
 - e) encouraging the inclusion and access of support persons accompanying people with disabilities;
 - f) waiving fees for support persons assisting users and when fees are required providing advance notification;
 - g) permitting service animals to assist users and provide alternative accommodation in situations where an animal is disallowed under the law.

Section 6: Customer Service (continued)

2. The library will make every effort to communicate with users in a manner that enables the use of services and programs by providing:
 - a) **this “Accessibility in the Library” policy in alternative formats upon request;**
 - b) information on the provision of customer service for people with disabilities and accessible services and programs;
 - c) reasonable notification of all interruptions that especially relate to the provision of services and program **for people with disabilities such as the library's elevator;**
 - d) a process for receiving feedback about the manner in which the library provides services to persons with disabilities.
3. The library will provide training to its board members, staff and volunteers on how to provide customer service to people with disabilities and will keep a record of when the training was provided and the individuals who received the training.

Section 7: Communication

1. The library shall make its communications available, upon request, in accessible formats for persons with disabilities and make the public aware of the availability of communication support. In this context, the types of communications include:
 - a. policies,
 - b. accessibility plans,
 - c. emergency procedures, plan and public safety information prepared for the public,
 - d. forms, surveys and other tools used to gather feedback,
 - e. information on collections/materials in accessible format, and
 - f. employment standards.
2. **Accessible formats of the library's communications shall be made available:**
 - a. in a timely manner,
 - b. at a cost that is no more than the regular cost charged to others for the communications, and
 - c. in consultation with the person making the request.

Related Documents:

Accessibility for Ontarians with Disabilities Act, 2005. S.O. c.11
Ontario Regulation 165/16 made under the *Accessibility for Ontarians with Disabilities Act, 2005. S.O. c.11*
and amending O Reg. 191/11 (Integrated Accessibility Standards)



Parry Sound Public Library

Policy Type: Operational

Policy Number: OP - 16

Policy Title: Electronic Equipment Borrowing Policy

Policy Approval Date:

March 2020

Policy Review Date:

2024

The Electronic Equipment Borrowing Policy identifies the appropriate circumstances under which Parry Sound Public Library equipment may be borrowed and/or rented and outlines the responsibilities of individuals or groups who borrow Parry Sound Public Library Equipment.

Section 1: Content

The primary purpose of Parry Sound Public Library electronic equipment is to enhance the Library and Library-related programs and meetings.

Subject to the Library's needs, the equipment may be loaned to individuals and organizations when available.

Organizations or individuals must have an active and in-good-standing Parry Sound Public Library membership to borrow equipment. If not currently available, the patron must provide a valid address, phone number and email prior to use.

Use of the equipment by any group or organization does not constitute an endorsement by the Parry Sound Public Library of the Library Board of **the group's policies or beliefs. The Parry Sound Public Library will not knowingly permit** any individual of group use of its equipment in contravention of the Criminal Code of Canada.

Section 2: Priority of Use

Priority will be given to the following:

1. Library programs, continuing education, or presentations
2. Community/educational groups who are not charging admission
3. Community/educational groups who are charging admission
4. Profit-making groups holding individual educational and cultural events only and not product promotions

The availability of the equipment for purposes other than Parry Sound Public Library use is on a first-come, first-served basis. The Library may deny applications for use based on the availability, frequency of use or requests by other higher priority groups and organizations.

OP – 16 Electronic Equipment Borrowing Policy (*continued*)

Section 3: Authorization of Use

A completed Electronic Equipment Borrowing Agreement must be submitted and approved by Staff in advance in person prior to use. (Appendix A)

Section 4: Responsibility and Care of Equipment

1. The Library is not responsible for injuries or damages to personal property of individuals or groups resulting from the use of this equipment.
2. Organizations or individuals borrowing equipment assume all responsibility for any damages to the borrowed property caused by, or resulting from, their use of the equipment. The equipment shall be returned in working and orderly condition. Should the equipment be returned damaged or unusable, the borrower will be charged the full costs for repair or replacement. Equipment must be returned directly to Staff in the Library.
3. Equipment reservations are accepted from individuals on behalf of an organization and the Library accepts no responsibility if that individual is not authorized. By signing the Electronic Equipment Borrowing Agreement, and individual borrowing equipment on behalf of an organization warrants that he/she has the authority to represent the organization. The invoice is submitted to the organization in all cases.
4. There is no charge for use of the equipment unless otherwise noted in the policy.
5. Failure to abide by this policy may be cause for the denial for future use of equipment.

OP – 16 Electronic Borrowing Policy (*continued*)

Appendix A
Parry Sound Public Library
Electronic Equipment Borrowing Agreement

To borrow the Library's electronic equipment (iPad and accessories), you must agree to the following:

1. Equipment may be borrowed for a period of one (1) week. No renewals are allowed. Equipment is due back no later than one hour before the Library closes and must be returned directly to a Staff member. Use of the drop box is prohibited for electronic equipment. Late fines will accrue at the rate of \$5.00 per day or part thereof, with a maximum of \$35.00.
2. I agree to keep the equipment safe, and in good working order, including all accessories. I understand that I am personally responsible if it is lost, stolen, or damaged. I will pay all repair/replacement costs resulting from damage or loss (including theft) of the equipment while it is checked out in my name.
Replacement cost is as follows:
 - a. \$600.00 for iPad and accessories
3. I will report all equipment malfunctions or problems directly to Library Staff.
4. I agree to return the equipment in good working order to a Staff member at the Library. Library Staff will determine if the equipment is in good working order or if it has been damaged.
5. Upon return, Library Staff members will verify that all equipment accessories have been returned. I will allow sufficient time for this process.
6. I will not return equipment to the book drop.
7. I will not knowingly use the equipment in contravention with the Criminal Code of Canada.
8. I acknowledge that the Library is not responsible for damage to files or removable media caused by viruses that may exist on the network or spread through the network. The Library is not responsible for any damage caused by use of a power supply or charging unit on non-library owned equipment.
9. I agree to use ONLY the provided power supply / charging unit with the Library iPad.
10. The Library is not responsible for any personal data left on iPads.

My signature below indicates I have read the Electronic Equipment Borrowing Agreement and I agree to abide by the conditions of use.

Borrower's signature: _____ **Date:** _____

Print name: _____ Email address: _____

Phone number : _____

Parry Sound Public Library

Policy Type: Operational

Policy Number: OP - 17

Policy Title: Epidemic / Pandemic

Policy Approval Date:

May 2020

Policy Modified Date:

September 2020

Policy Review Date:

2024

Purpose

To establish a protocol that will be used in the event of an epidemic/pandemic or other public health emergency. The Parry Sound Public Library should plan for staff being unable to report to work in the event of a serious infectious disease outbreak. In addition, during any public health emergency, organizations may be required to take measures to help slow the spread of illness such as closing by order of township, district, provincial or federal health or government officials. It is important to ensure that the core business activities of the library can be maintained with limited staff and reduced hours as determined by the library board and CEO.

Section 1: Continuity of Operations Plan—Epidemic/Pandemic

This plan differs from a general emergency preparedness policy or procedure. With an emergency preparedness policy, there is an assumption that staff will return to the building or begin recovery work almost immediately after the event or crisis (such as after a fire or storm). If there is a serious infectious disease outbreak, recovery may be slow and limited staff, services, and hours may be necessary for several weeks or more.

Section 2: Library Closure

Parry Sound Public Library may temporarily close or limit services because of a public health emergency such as an epidemic/pandemic in the event that any of the following occur:

1. A mandate, order, or recommendation for closure is issued by the Town of Parry Sound, Parry Sound District, provincial or federal health or other government officials.
2. If a Library employee has been diagnosed with the contagion, the library will temporarily close.
3. At the direction of the library board
4. At the discretion of the CEO

In addition, the Parry Sound Public Library may temporarily close, reduce its operating hours, or limit services in the event that there is insufficient staff to maintain basic service levels or to reduce the possible spread of the contagion. In the event of closure, overdue fines will be suspended. The exterior book drop may be closed or kept open and cleared periodically.

Types of Library Closures:

1. Complete Closure: no staff in the building at any time.
2. Library Closure with Essential Services Only: exempt and other essential library employees may be required to work from home or on site during closures to perform necessary duties, such as payroll, bill paying, building maintenance, emptying book drops, etc.
3. Library Closure with Reduced Services: Staff may:
 - i. be allowed to work inside the building, although the building is closed to the public
 - ii. be assigned to provide services to patrons in newly determined ways

Section 3: Compensation in an Epidemic/Pandemic

The library will compensate an employee their regularly scheduled hours if they:

1. contract the disease
2. are required to care for a family member with the disease
3. receive a mandated or doctor-directed self-quarantine

In the event of closure, the library board and CEO will assess the closure compensation for staff at regular intervals and provide timely notice of any changes to staff, until the re-opening of the library is deemed safe by officials.

Section 4: Impact on Staff with Child Care Concerns

In the event of school districts and day care closures due to an epidemic, staff may choose to use their accrued leave or take unpaid time off to stay at home.

Section 5: Communication

In the event of cancellation of services, programs, meeting room usage or library closures, library staff, at the direction of the CEO will:

1. Notify staff, board members, custodial staff and the public via email, social media and the Parry Sound Public Library website
2. Call or email scheduled program presenters, community room reservations, outreach sites, program attendees (if we have contact information)
3. Provide information regarding the epidemic/pandemic on the **library's website** homepage
4. Create signage for updating patrons inside the library and on the outside of the building.
5. Notify local media and other government entities as deemed necessary by the board and CEO.

Section 6: Employee Absences

Parry Sound Public Library Human Resources policies shall continue to be followed in the event of an epidemic/pandemic or public health emergency while the library remains operational. Pre-approved time off will be honored unless voluntarily cancelled.

Section 7: Screening, Social Distancing and Personal Protective Equipment

1. If recommended by local, provincial or federal health officials, library staff will follow suggestions and directions to implement screening before entering and social distancing within the library building. Personal Protective Equipment (PPE) will be provided by the library should it be deemed necessary for employees to wear such equipment when working in the library during closure or upon reopening. The library cooperates with other agencies responsible for health and safety and local emergency preparedness. (see Appendix A for time-sensitive requirements related to health, safety and emergencies) (see Appendix B for daily screening procedures when required by law from the Ministry of Health or another agency)

Section 8: Additional Cleaning Measures

During the epidemic/pandemic, the library board and CEO will ask staff and contracted custodians to increase cleaning within each location. The CEO will devise new cleaning procedures for the library during the epidemic to ensure standards for the cleaning of bathrooms, railings and door knobs, telephones, keyboards, counters, and cleaning of workstations/offices of employees who go home sick, emptying of wastebaskets, etc. For procedures on handling of returned materials please refer to policy OP – 26 *Handling of Returned Materials during a Viral Pandemic*.

Section 9: Responsibility for Library Operations

The CEO and library board will establish a schedule for seeing to the critical needs of the facility if the library is closed for an extended time (HVAC, plumbing and building checks by custodians, book drop, payroll and bill payment/banking considerations). If, for any reason, the CEO is unable or unavailable to perform the responsibilities and decisions outlined in this policy, administrative authority for this policy and all library operations shall be provided by the library board chair.

Related Documents

Parry Sound Public Library Human Resources Policies
Parry Sound Public Library OP – 02 Safety, Security & Emergencies in the Library
Parry Sound Public Library OP – 26 Handling of Returned Materials during a Viral Pandemic
Parry Sound Public Library OP – 09 Reopening Post Epidemic-Pandemic
Parry Sound Public Library Emergency and Safety Manual
Emergency Management and Civil Protection Act (EMCPA) Ontario Regulation 263/20
Accessibility for Ontarians with Disabilities Act (AODA)
Ontario Human Rights Code, R.S.O. 1990, c.H.19, as amended
Ontario Health and Safety Act
Reopening Ontario (A Flexible Response to COVID-19) Act, 2020, S.O. 2020, c.17, Ontario Regulation 364/20

Appendix A:
COVID-19 Emergency: Mandatory face masks

The Parry Sound Public Library works with other agencies responsible for health and safety and emergency preparedness. During the COVID-19 pandemic of 2020, the library responded to specific requirements under provincial legislation including regulations as well as to requirements of the local public health unit. As an organization that is permitted to open per *Emergency Management and Civil Protection Act* (EMCPA) Ontario Regulation 263/20 – Stage 2 Closures, our library now has been given a responsibility and additional requirements with respect to implementing mandatory mask use.

1. Under O. Reg 263/20 s.4(2), no member of the public is permitted to enter or remain in the public areas of the Enclosed **Public Space (“the library”)** **unless** they are wearing a mask (see note 1) in a manner that covers their nose, mouth and chin.
2. The exceptions to this requirement under sub-section (1) are:
 - a) Children under two (2) years of age, or children under the age of five (5) years either chronologically or developmentally who refuse to wear a mask and cannot be persuaded to do so by their caregiver
 - b) Individuals with medical conditions rendering them unable to safely wear a mask, including breathing difficulties or cognitive difficulties
 - c) Individuals who are unable to apply or remove a mask without assistance, including those who are accommodated under the *Accessibility for Ontarians with Disabilities Act* (AODA) or who have protections under the *Ontario Human Rights Code*, R.S.O. 1990, c.H.19, as amended
 - d) An employee working in an area of the library that is not designated for public access or working within or behind a physical barrier (e.g., plexiglass).
3. No person shall be required to provide proof of any of the exemptions set out in sub-section (2).
4. Individuals are permitted to temporarily remove their mask when necessary for the purpose of:
 - a) consuming food or drink
 - b) for any emergency or medical purpose
5. Those individuals removing their masks for extended periods of time and outside of the temporary exemptions outlined in sub-section 4 will receive a verbal reminder from our staff of the requirement to wear a mask as a result of this policy.
6. The library will post the following information at every public entrance using prominent and clearly visible signage:

All persons entering or remaining in these premises must wear a mask that securely covers the nose, mouth, and chin as required by the Medical Officer of Health under the authority of the *Emergency Management and Civil Protection Act* (EMCPA) Ontario Regulation 263/20.

Toutes les personnes qui entrent ou restent dans ces locaux doivent porter un masque qui couvre solidement le nez, la **bouche et le menton, comme l'exige la Médecin chef en santé publique en vertu de la Loi sur la protection civile et la gestion des situations d'urgence** (LPCGSU), Règlement de l'Ontario 263/20.

7. In addition to the face mask requirement, the library will have an alcohol-based hand rub at all entrances and exits for the use of all persons entering or exiting the establishment.
8. Library staff will be trained in the requirements of this policy, including all aspects of Appendix A.
9. A copy of this entire policy, including Appendix A, will be available, upon request, to the public and to a Public Health Inspector or other person authorized to enforce the provisions of the EMPCA.

Note 1: “Mask” means: a cloth (non-medical) mask, medical mask or other face coverings, (e.g., bandana, a scarf or cloth), for filtering respiratory droplets that securely covers the nose, mouth, and chin and is in contact with the surrounding face without gapping.

Appendix B:
COVID-19 Emergency: Mandatory Employee Screening

Version 1 – September 25, 2020

Ontario Ministry of Health COVID Screening Tool for Workplaces (Businesses and Organizations)

This tool provides basic information only and contains recommendations for businesses or organizations for COVID-19 screening as per Ontario Regulation 364/20. It is not to be used as a clinical assessment tool or intended to take the place of medical advice, diagnosis or treatment. Where the document includes references to legal requirements, it is not to be construed as legal advice. This document may also not be applicable to health care settings, and some non-health care workplaces (e.g., congregate living settings) where existing screening is already in place.

Workplaces should implement this screening for any workers¹ or essential visitors² entering the work environment. This does not include patrons entering a workplace (e.g., customers entering a grocery store, restaurant, bar or other food or drink establishment). It also excludes emergency services or other first responders entering a workplace for emergency purposes. Further, essential workers who travel outside for Canada for work purposes should not be excluded entry on this basis alone.

Screening should occur before or when a worker enters the workplace at the beginning of their day or shift, or when an essential visitor arrives.

At a minimum, the following questions should be used to screen individuals for COVID-19 before they are permitted entry into the workplace (business or organization). This tool may be adapted based on need and the specific setting.

Instructions in the tool should be followed. Anyone who does not pass screening should be advised that they should not enter the workplace and should self-isolate, call their health care provider or Telehealth Ontario. Once an individual has passed the screening questions, they should be allowed to enter the workplace, but should report any symptoms immediately

Employers must also meet all obligations under the Occupational Health and Safety Act.

Appendix B:
COVID-19 Emergency: Mandatory Employee Screening

Required Screening Questions

1. Do you have any of the following new or worsening symptoms or signs? Symptoms should not be chronic or related to other known causes or conditions.

Fever or chills ◆ Yes ◆ No

Difficulty breathing or shortness of breath ◆ Yes ◆ No

Cough ◆ Yes ◆ No

Sore throat, trouble swallowing ◆ Yes ◆ No

Runny nose/stuffy nose or nasal congestion ◆ Yes ◆ No

Decrease or loss of smell or taste ◆ Yes ◆ No

Nausea, vomiting, diarrhea, abdominal pain ◆ Yes ◆ No

Not feeling well, extreme tiredness, sore muscles ◆ Yes ◆ No

2. Have you travelled outside of Canada in the past 14 days? ◆ Yes ◆ No

3. Have you had close contact with a confirmed or probable case of COVID-19? ◆ Yes ◆ No

Results of Screening Questions:

- If the individual answers NO to all questions from 1 through 3, they have passed and can enter the workplace.
- If the individual answers YES to any questions from 1 through 3, they have not passed and should be advised that they should not enter the workplace (including any outdoor, or partially outdoor, workplaces). They should go home to self-isolate immediately and contact their health care provider or Telehealth Ontario (1 866-797-0000) to find out if they need a COVID-19 test.

Resources:

- COVID-19 (coronavirus) in Ontario webpage (find a testing location, check your results, how to stop the spread of the virus).
- Ministry of Labour, Training and Skills Development's Resources to prevent COVID-19 in the workplace
- Ministry of Health's COVID-19 Guidance for Essential Workplaces

Parry Sound Public Library

Policy Type: **Operational**

Policy Number: **OP - 18**

Policy Title: **Purchasing and Sale or Disposition of Property**

Policy Approval Date:	March 2022
Policy Revision Dates:	Oct. 2017, Dec. 2004
Policy Review Date:	2026

Whereas it is desirable that the Parry Sound Public Library board establish certain policies and procedures to regulate the acquisition of goods and services.

Now therefore the Parry Sound Public Library board enacts as follows:

Section 1: Responsibilities and Duties

The Chief Executive Officer (CEO) shall be responsible for the development, implementation and management of the board's purchasing function, including but not limited to:

1. The procurement, storage and distribution of all materials, equipment, supplies and services on behalf of the board.
2. The implementation and management of an effective inventory control system.
3. The implementation and management of an effective system to dispose of obsolete or redundant equipment.
4. Be responsible for the control and spending of the approved budget.
5. Ensure that the library continues its commitment to making our services and environment accessible to people with disabilities. In accordance with our commitment, the CEO or designate will incorporate accessibility criteria and features into purchasing or acquiring goods, services or facilities. The CEO will document when it is not practicable to include accessibility criteria and features and make those reasons available upon request. If necessary, the CEO will refer to the federal government *Accessible Procurement Toolkit* for procuring mainstream technology or services for the library.

Section 2: Limitations and Conditions

1. The CEO shall conduct the purchase of goods and services on a competitive basis in keeping with accepted public purchasing practices and procedures, and in accordance with the applicable laws of the Province of Ontario, the Government of Canada and the regulations made pursuant to the By-Law.

Section 2: Limitations and Conditions (continued)

2. Limitations of the By-Law shall not apply to the acquisition of professional consulting services included by not limited to legal, accounting, or planning advice required by the CEO in pursuit of his or her corporate responsibilities.
3. The CEO may purchase or contract for goods and services, with the constraints of the approved budget of the Parry Sound Public Library board, subject to the following limitations and conditions:
 - a) On purchases between \$500.00 and \$2,500.00, the CEO may order from such supplier and upon such terms and conditions that, if the judgement of the CEO is beneficial to the interests of the corporation; (documentation shall be kept on file, of price quotations received).
 - b) On purchases in excess of \$2,500.00 but not exceeding \$10,000.00 and with the approval of the CEO may purchase goods from such suppliers and upon such terms and conditions that may be deemed advisable, after obtaining, wherever possible, three (3) sealed written quotations from at least three (3) suppliers. The sealed quotations shall be opened at a predetermined time and place, and in the presence of a board member. The results of the opening shall be communicated by memo to the board, by the CEO. The CEO shall, in the preparation of documentation, use the same format for calling tenders; the documents shall be changed to meet the specific details of the purchase.
 - c) On purchases that exceed \$10,000.00 the CEO shall proceed in accordance with the established tender procedures. The CEO shall have the authority to modify the standardized form of tender to meet the specific details of the purchase.
4. The purchase of goods and services should reflect the lowest ultimate cost to the board with due regard and consideration of the importance of quality, service and price with not preferential treatment being given to local bidders.
5. Where an emergency situation occurs that constitutes an imminent danger to life or property and requires immediate procurement of goods and services, the CEO may purchase such goods and services by open-market procedures at the lowest obtainable price irrespective of the amount of the expenditure. When such purchases have been made, a full written report is to be submitted to the board by the CEO and the necessary budget revisions made by resolution.
6. Except in an emergency situation, all purchases of goods and services shall be pre-authorized in writing by the responsible staff member by the issuance of a *Purchase Order*, and all invoices shall be signed and dated by the CEO or designate, indicating that the goods and services were received in good order and in accordance with the terms and conditions of the purchase order. Such attestation shall serve as the employee's recommendation to pay the account in question.
7. No persons, save and except those provided for in this resolution, shall commit the board to the purchase of goods and services.
8. Reasonable out of pocket expenses incurred as a consequence of travelling on behalf of, or in the process of undertaking the authorized business of the board, shall not be subject to this resolution. Such expenses, however, shall be subject to the policies of the corporation and the expense reimbursement procedures

Section 2: Limitations and Conditions *(continued)*

established, by the CEO on behalf of the board. Please refer to Policy **HR – 06 Payment of Job-Related Expenses**.

9. A petty cash fund may be established in an amount approved by the CEO. The CEO may authorize expenditures not exceeding \$100.00 with respect to any one purchase or transaction. The petty cash fund shall be reimbursed only upon the delivery of receipts from the person incurring the expenditure.

Section 3: Rent, Concessions and Franchises

1. An agreement will be prepared for each rent, concession and franchise.
2. Specification for each agreement will be prepared and/or approved by the CEO.
3. Rent, concessions and franchises will be implemented using the "Procedure for Calling Tenders".
4. The lessee will be required to sign a Hold Harmless Agreement and provide liability insurance in the amount of \$1,000,000.00.
5. The requirement for an annual financial report is considered in the agreement.
6. That notwithstanding Item 2 above, in the case of a new proposal (for rent, concession or franchise), implementation of such proposal can be done on a one year trial basis and subsequent renewals will comply with the existing Procurement resolution upon the approval of the board.

Section 4: Disposal of Corporation Assets / Land Sales Exempted

1. That when it is identified by the CEO that a board asset or assets are no longer required by the board, then the following shall take place:
 - a) A list of board assets for disposal shall be compiled.
 - b) The CEO shall determine the method by which the asset shall be disposed of (i.e. sale, garbage, etc.) based on the estimated value.
 - c) Items at a value of \$500.00 or less shall be disposed of at the discretion of the CEO.
 - d) The information in Items 1 (a) and (b) for an asset or assets of an estimated value of more than \$500.00 shall be presented to the board for approval.
 - e) The final disposal shall be reported in writing to the board by acceptance of an offer or by the report itself (i.e. thrown out).
 - f) No asset of the board shall be disposed of to any member of the board, or to any board employee or to any family member as set out in the Municipal Conflict of Interest Act.

Section 5: Expenditure Guidelines

The CEO shall follow the guidelines for spending of funds:

Prior to budget approval

1. Any capital or special project expenditures must be approved by the board.
2. Operating expenditures, based on prior year service level shall be allowed.
3. Any reserves must be approved by the board and the Town of Parry Sound Council.

After approval of budget by the passing of board resolution and Town of Parry Sound Council approval

1. Capital budgets shall not be used to reduce operating budgets. If additional funds are required for capital work, a full report requesting funds shall be submitted to the board for approval.
2. The CEO is allowed to transfer operating budgets provided he / she does not overspend on his / her allocation.
3. In the event of anticipated overspending by a department or departments, a full report to the CEO shall be provided with an explanation of the reason for such anticipated overage.
4. No expenditure in excess of department allocations will be permitted without prior board authorization.

Section 6: Sale of Real Property

1. The board may, at any time, by resolution, declare any of its real property to be surplus to the needs of the board and may, by resolution, propose to sell such real property in accordance with the procedures set out in "Procedure – Sale of Real Property".
2. The board may, with the consent of the appointing council of the municipality for which it was established (Town of Parry Sound),
 - (a) acquire land required for its purposes by purchase, lease, expropriation or otherwise;
 - (b) erect, add to or alter buildings;
 - (c) acquire or erect a building larger than is required for library purposes, and lease any surplus part of the building; and
 - (d) sell, lease or otherwise dispose of any land or building that is no longer required for the board's purposes. R.S.O. 1990, c. P.44, s. 19 (1).
3. Following completion of the steps taken in paragraph 1 – 3 inclusive in "Procedure – Sale of Real Property", the board shall consider its intent to sell the real property and if confirmed, shall determine the most appropriate method, in the best interest of the Town, to dispose of real property. The disposal of real property shall then be carried out according to the appropriate items as set out in "Procedure – Sale of Real Property".
4. At the completion of actions required under "Procedure – Sale of Real Property", the board shall take such action as is required to finalize the sale.

Section 6: Sale of Real Property (*continued*)

5. The board shall have the absolute discretion to select the particular method of exposing property to the public for sale or to change the proposal method or another, provided that the discretion is exercised in compliance with "Procedure – Sale of Real Property".
6. The board shall have the absolute discretion to accept any proposal to purchase the real property, to judge the acceptability of any consideration proposed by any purchaser.

Section 7: Procedure – Sale of Real Property

1. The CEO shall publish a notice of the intended sale of the real property at least once (1) in a newspaper having local circulation in the Town. The notice shall specify that anyone wishing to comment on the proposed sale may do so by delivering such comment in writing to the CEO at Parry Sound Public Library. The final date for submitting such comments will be specified in the notice. Any comments received shall be considered by the board, which in its sole discretion shall decide if any further action shall be taken on same.
2. Obtain a survey of the real property proposed to be disposed of from a Registered Ontario Land Surveyor if deemed necessary.
3. Obtain an appraisal of the real property proposed to be disposed. An appraisal shall be a written opinion of the market value of the real property.
4. Should the board propose to sell the real property by tender:
 - a) Costs incurred or anticipated to dispose of the real property such as legal fees, survey, appraisal, encumbrances, advertising and improvements shall be established.
 - b) An estimated bid amount shall be established which shall not be less than the appraised value plus the amounts of the costs referred to in clause (a) above. Notwithstanding the foregoing, the board may accept an amount less than the estimated bid amount.
 - c) An advertisement shall be placed in at least three (3) newspapers having general circulation in the Town and which in combination are intended to provide coverage throughout the entire geographic area of the Town. The advertisement shall include a brief description of the property, including a small location sketch, shall specify the dates involved with the sale and shall include a statement that "the highest or any offer may not necessarily be accepted".
 - d) The tender documents shall be delivered *in person* to the CEO by the date specified therein.
5. Should the board decide to engage in a real estate firm or broker to sell the property:
 - a) Costs incurred or anticipated to dispose of the real property such as legal fees, survey, appraisal, encumbrances, advertising and improvements shall be established.

Section 7: Procedure – Sale of Real Property (continued)

- b) A listing amount shall be established which shall not be less than the appraised value plus the amounts of the costs referred to in clause (a) above. Notwithstanding the foregoing, the board may accept an amount less than the listing amount.
 - c) An advertisement shall be placed in at least three (3) newspapers having general circulation in the Town inviting real estate brokers to submit a listing agreement to the board for consideration.
 - d) The accepted listing agreement, including commission percentage, must be approved by resolution of the board and the approval shall include authorization for any two (2) of the board chair, vice-chair and CEO to sign.
 - e) The offers shall be submitted to the CEO on the standard Ontario Real Estate Offer to Purchase forms and shall provide for an irrevocable period of at least fourteen (14) days.
6. Should the board decide to sell the property by any other means, then the board shall establish or confirm such alternate procedure by resolution.

Section 8: Procedure for Calling Tenders

- 1. Establish specifications for the product or service.
- 2. Advertise in a local newspaper once (1), and other general circulation newspapers if necessary and applicable (one insert.)

NOTE: Advertisement must include the following statement:

"Lowest or any tender not necessarily accepted, and the General Public is welcome to attend the tender opening at _____."

Mail out to known suppliers or past tenderers.

Tenders become due a minimum of two (2) weeks from advertisement.

- 3. Open tenders in the presence of a board member, the CEO or designate, *and a staff member* as well as anyone from the general public.
- 4. Review tenders by applicable staff / consultant and prepare a recommendation for the board.

Related Documents:

Government of Canada *Accessible Procurement Toolkit*

Municipal Conflict of Interest Act

Parry Sound Public Library **HR – 06 Payment of Job-Related Expenses**

Parry Sound Public Library

Policy Type: Operational
Policy Title: Communication

Policy Number: OP - 19

Policy Approval Date: November 21, 2017
Policy Review Date: 2024

The purpose of this policy is to ensure that Parry Sound Public Library (PSPL) external communications are accessible, engaging and professional. It is also to ensure that library external communications are well-managed. This policy supports the **library's communications so that: PSPL communications are consistent with the library's** Vision Statement and core values; PSPL provides useful, accurate and understandable information; communication strategies and requirements are an essential part of the **library's community consultation and** collaboration; library board members, employees and volunteers understand how to meet the legislative requirements that govern communications and content, including the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA), and other legislation and related library policies; and library board members, employees and volunteers understand what is expected of them when using library communications channels.

Section 1: Scope

This policy refers to:

1. External communications about or on behalf of Parry Sound Public Library.
2. Communication by PSPL board members, employees and volunteers;
3. All forms of communication, including all online forms of communication, such as social media.

This policy is supported by library guidelines such as those included in HR – 14 Use of Technology and Staff use of Social Media, and Guideline for Communication Regarding Personnel Matters.

Section 2: Definitions

Communications means the interaction between two or more people or groups where information and other content is provided, sent or received.

Communications Channel means a physical transmission medium, such as print or electronic media, through which information and other content is sent or received.

Communications Platform means a tool that supports back-and-forth communication such as conversations rather than just one-way or broadcast communication.

Confidential means access is permitted only by those who have been authorized.

Section 2: Definitions (continued)

Employee means a person who is employed by the library and includes all employees, including pages and casual staff.

Non-partisan is defined as not favoring or promoting any political party, platform or candidate.

Personal Information is defined as information which can be used to identify an individual.

Record means recorded information in any format. These formats can include documents, business records, financial statements, personnel files, minutes, accounts, letters, emails and other forms of correspondence, memoranda, photographs, films. Transparency means a situation in which business and financial activities are done in an open way without secrets, so that people can trust that they are fair and honest.

Volunteer means a person who voluntarily extends his or her services to actively support the library, and who does so without remuneration.

While library board members volunteer their time and do not receive remuneration, for the purposes of this policy they will be referred to as board members as they have roles and responsibilities that are different from those of other volunteers.

Section 3: Policy Statement

Parry Sound Public Library values the role that communications play in:

Engaging and consulting with the community and members of the public; sharing information about the library; celebrating our value to the community; and providing transparency about how the library operates.

The Library will:

1. Communicate in a respectful and positive manner, reflecting the **library's values and its commitment to responsive public service**; support intellectual freedom while protecting privacy rights.
2. Ensure that communication materials represent the diverse nature of the community in a fair and inclusive manner.
3. Make sure that communications reflect the value of accessibility and comply with accessibility legislation and standards.
4. Provide information in accessible formats in order to meet the varying needs of people, with regard to communication.
5. Use different ways and tools to communicate.
6. Communicate possible danger, hazard or threat, to public health and safety as needed.
7. Ensure that the library board and all library employees work together to achieve clear and effective communications with the public.
8. Manage communications effectively, efficiently and in a financially responsible manner.

Section 4: Corporate Identity

Parry Sound Public Library will maintain a clear and consistent corporate identity to help the public recognize and understand Library policies and use library programs and services.

Section 5: Official Spokespersons

The PSPL's Communications Department has the responsibility for looking after the **library's communications** protocols, channels and tools.

The Chair of the Parry Sound Public Library board and/or the Chief Executive Officer (CEO), or designate, will be the spokesperson when statements on behalf of Parry Sound Public Library are required. This could include communicating board decisions or corporate information about PSPL. Corporate matters include how the library is governed and financial matters. These spokespersons may assign other representatives to speak on certain topics as appropriate.

Employees will communicate openly and on a regular basis with members of the public about policies, programs, services and initiatives with which they are familiar and for which they have responsibility.

Employees will not speak on behalf of PSPL and/or the board about corporate matters unless they have been directed to do so by the CEO.

Corporate matters include how the library is governed and legal, financial and personnel matters. Employees will inform the CEO if they are asked by the media for information about corporate matters or to comment on corporate matters.

Volunteers will not speak on behalf of PSPL and/or the board about corporate or operational matters. Volunteers will inform the Administrator, Volunteer Services if they are asked for information or to comment on corporate or operational matters.

Section 6: Library-Owned Intellectual Content

All intellectual content created by the library and its board and employees acting on behalf of the library is owned by the library and the library is the copyright holder. This includes information about the library and its services, programs and initiatives. It includes content in all formats and content posted on PSPL online and social media channels. PSPL content may be reproduced by others with appropriate acknowledgement and used in accordance with Canadian copyright law. Questions regarding use and acknowledgement of content will be handled by the office of the CEO.

Section 7: Accessibility

PSPL works to provide “universal access” to library services for all people to the greatest extent possible. Where possible, the library will provide access without the need for adaptation or specialized design in order to integrate services to persons with disabilities. In accordance with PSPL's values and its Accessibility in the Library (OP – 15) policy, the library will:

1. Communicate in ways that are accessible to persons with disabilities.
2. Comply with the requirements of the Accessibility for Ontarians with Disabilities Act (AODA) and regulations; and be consistent with the Town Of Parry Sound Accessible Customer Service Policy.
3. Provide accessible formats and communications supports as quickly as possible when a person with a disability requests them; ensure that feedback processes, such as the library board delegations and public participation, are accessible. Communications supports and accessible formats will be arranged upon request.

Section 7: Accessibility (*continued*)

4. Make its website and web content accessible according to World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 per AODA web content accessibility requirements; and Provide emergency procedures, plans or public safety information in an accessible format or with appropriate communication supports, as soon as is possible, upon request.

Section 8: Access to Information and Protection of Privacy

Access to and communication of information held by the library is governed by legislation and the PSPL *Privacy, Access to Information and Electronic Messages under CASL Policy (OP- 01)*.

It is the policy of the Parry Sound Public Library that the library will make information about the library available to the public. The **library will protect the privacy of all individuals'** personal information in its custody or control and will comply with the access and privacy provisions of the MFIPPA and other applicable legislation. Spokespersons, as described above, will respect privacy rights at all times.

Section 9: Inappropriate Content

Inappropriate content, as determined by the library, will not be communicated or shared using the **library's** communications channels, platforms or equipment. Examples of inappropriate content are:

- a) information that identifies individuals without their permission
- b) copyrighted material
- c) negative comments about the library or its board members, employees or volunteers
- d) hate propaganda
- e) discriminatory or profane language
- f) harassing language and behaviours

PSPL's core values are to be open and welcoming to all. We strive to be non-partisan in our services, spaces and communications.

To accomplish this Parry Sound Public Library will be non-partisan in its communications and will not:

1. Support, endorse, or advocate the viewpoints or beliefs of any one candidate, political party, organization or group.
2. Allow the posting or distribution of election or campaign material in or around library facilities or on the website; or participate in, or lend support to, partisan events organized for political party purposes.

Section 10: Communication Regarding Personnel Matters

The library board or individual board members may receive communications which contain information about library employees or volunteers. This information may meet the definition of personal information. PSPL has a Guideline for Communication Regarding Personnel Matters in place to be followed in such cases. Employees and volunteers who receive communications which contain information about library employees that would meet the definition of personal information will refer the communications to the CEO and/or Manager, Human Resources.

Section 11: Crisis and Emergency Communication

In the event of a crisis or emergency in which the library is involved, PSPL will communicate during and after the event. The intent of this communication is to prevent injury or loss of life, limit damage to library assets and property, maintain public services, assist in the process of recovery, and maintain or restore public confidence in the library.

The Chair of the Parry Sound Public Library board and/or the CEO assume the role of spokesperson for crisis or emergency communications. Communications regarding the stewardship or reputation of the library will also be the responsibility of those persons.

The library will support the Town of Parry Sound and its boards and commissions in any crisis or emergency communications, as required.

Section 12: Media Relations

PSPL will operate and respond effectively in a 24-hour media environment. The CEO or designate will proactively reach and inform the media about issues of importance to decision-makers and the public. The library will engage the media using a variety of communication tools, including social media, news conferences, background or technical briefings, news releases, etc.

PSPL will respond to information or interview requests from the media. Media enquiries will be answered promptly, whenever possible, to meet publication deadlines.

Employees may be designated by the CEO and to speak to the media about services and initiatives they are familiar with and for which they have responsibility. Such communication will be done in collaboration with the CEO.

Section 13: Advertising

PSPL will advertise its programs, services and initiatives in non-library communications channels and publications. PSPL may, at its own discretion, publish advertisements in its print publications from a public sector, non-profit, private-sector or non-government source. PSPL will not sell or provide advertising space or time, on the PSPL web site or social media to any person, other organization or entity outside of the library. PSPL will avoid the appearance of providing marketing support or an unfair competitive advantage to any person, organization or entity outside of the library. All advertisements will display *Parry Sound Public Library*, when an event takes place.

Section 14: Communications Management

Gathering and providing information of importance to the public and other library stakeholders requires professional tools and resources, and effective, accountable management. The CEO is accountable for communications management.

Internal and external communication requirements will be identified and met when planning, managing or reviewing policies, programs, services or initiatives.

Responsible use of public funds to obtain maximum value for taxpayer investments is a requirement in all communication activities.

Section 15: Technological Innovation and New Media

PSPL will implement strategies to ensure that technology and new media advance the **library's ability to connect** with the public in efficient and practical ways. The CEO shall be accountable for the integration of communications with technology and new media.

Section 16: Partnerships and Collaborative Arrangements

Communication requirements will be taken into account when planning, negotiating or implementing a partnership or other collaborative arrangement. Joint activities or initiatives will be communicated in a manner that is fair and equitable to all parties. Agreements governing collaborative arrangements will establish the communication roles and responsibilities of the parties involved.

Section 17: Environmental Stewardship

PSPL will be environmentally responsible by conserving energy and using energy and other resources, e.g. paper efficiently in the management and delivery of library communications and the marketing of library services and initiatives, where possible and feasible.

Section 18: Risk Management

Communication, in person, in print and online will be clear, consistent and positive. PSPL's corporate values, image, assets, and interests shall be protected and used to maximum effect.

Online and social media channels are dynamic and interactive. They have both opportunities and risks. Online messages have the potential to harm the image and brand of the Parry Sound Public Library. To ensure positive and proactive communications and to prevent incidents or problems that may occur when communicating online, this policy, along with the Charter of Library Use and its associated policies, govern communications by members of the public using the **library's communications channels, platforms or equipment.** PSPL will also have in place guidelines and training for board members and employees.

The library does not accept any responsibility for any content that appears on its online and social media channels that was not created by the Parry Sound Public Library board or its employees.

Section 19: Accountability

The CEO is responsible for ensuring that:

1. Communications priorities and requirements are met.
2. Parry Sound Public Library is compliant with legislation governing communications.
3. Communications reflect library values, policies, and priorities; and that Institutional communications are fully integrated into business planning.
4. All communication priorities and requirements are met and adhere to policy directives and guidelines.

OP – 19 Communication (*continued*)

Related Documents

Canadian Charter of Rights and Freedoms

Copyright Act and Regulations and other legislation governing intellectual content

Criminal Code of Canada

Accessibility for Ontarians with Disabilities Act (2005) and Ontario Regulation 191/11(Including Part II Communications Standards)

Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and its regulations

Canadian Anti-Spam Law (CASL)

Public Libraries Act, R.S.O. 1990

Canadian Library Association Statement on Intellectual Freedom

Ontario Library Association Statement on Intellectual Rights

Library Board Communication Guidelines Regarding Personnel Matters

Parry Sound Public Library OP – 01 Privacy, Access to Information
and Electronic Messages under CASL

Parry Sound Public Library OP – 15 Accessibility in the Library

Parry Sound Public Library FN – 04 Intellectual Freedom

Parry Sound Public Library HR – 14 Use of Technology and Staff Use of Social Media

Parry Sound Public Library

Policy Type: Operational
Policy Title: Video Surveillance Policy

Policy Number: OP - 20

Policy Approval Date: December, 2018
Policy Review Date: 2024

The purpose of this Video Surveillance Policy is to establish guidelines and procedures for using video surveillance cameras on any property and/or in any building owned or operated by the Parry Sound Public Library board as deemed necessary by the Chief Executive Officer (CEO).

Section 1: General

All staff are committed to the goal of a safe library. The video surveillance policy outlines one of the processes in place to ensure that library facilities are kept as safe as possible.

Section 2: Application

Applies to all facilities operated by Parry Sound Public Library board.

Section 3: Definitions

Act refers to the *Ontario Municipal Freedom of Information and Protection of Privacy Act*.

Personal information is defined in section 2 of the *Ontario Municipal Freedom of Information and Protection of Privacy Act* as being recorded information about an identifiable individual, which includes, but is not limited to, information relating to an individual's race, colour, national or ethnic origin, sex and age. Therefore a simple image on a video surveillance system that is clear enough to identify a person, or the activities in which he or she is engaged in, will be classified as "personal information" under the Act.

Record is defined in section 2 of the *Ontario Municipal Freedom of Information and Protection of Privacy Act* to mean any information, however recorded, whether in printed form, on film, by electronic means or otherwise, and includes: a photograph, a film, a microfilm, a microfiche, a videotape, a machine-readable record, and any record that is capable of being produced from a machine-readable record.

Section 3: Definitions (continued)

Video Surveillance System refers to a video, physical or other mechanical, electronic or digital surveillance system or device that enables continuous or periodic video recording, observing or monitoring of individuals in open, public spaces. The Information and Privacy Commissioner/Ontario includes in the term video surveillance system an audio device, thermal imaging technology, or any other component associated with recording the image of an individual.

Reception Equipment refers to the equipment or device used to receive or record the personal information collected through a video surveillance system, including a camera or video monitor or any other video, audio, physical or other mechanical, electronic or digital device.

Storage Device refers to a videotape, computer disk or drive, CD-ROM, computer chip or other device used to store the recorded data or visual, audio or other images captured by a video surveillance system.

Section 4: Guidelines

These guidelines were developed in close consultation with the document *Guidelines for Using Video Surveillance Cameras in Public Places* issued by the Information and Privacy Commissioner/Ontario in October 2001 and last updated in September 2007.

The video surveillance cameras will compliment other measures to ensure a safe and secure environment. The video cameras will be positioned to record only those identified areas.

The Parry Sound Public Library board under the **board's jurisdiction uses video surveillance** equipment to promote the safety of customers, staff and the community. This equipment also helps to protect the **library's property** against theft or vandalism and can assist in identifying intruders and persons breaking the law. In the event of a reported or observed incident, the review of recorded information may be used to assist in the investigation of the incident. The library will maintain control of and responsibility for the video security surveillance system at all times. Employees and service providers are expected to review and comply with the policy, the Act, and other relevant statutes in performing any duties and functions that are related to the operation of the video security surveillance program. Employees who knowingly or deliberately breach the policy or the provisions of the Act or other relevant statutes may be subject to discipline. Service providers that knowingly or deliberately breach the policy or the provisions of the Act or other relevant statutes may be found to be in breach of the contract leading to penalties up to and including contract termination.

Section 5: Responsibilities

The CEO, Deputy CEO, or other designated employees at facilities are authorized to operate the systems. Library employees and service providers are to review and comply with the Policy, Guidelines, and relevant Acts in performing their duties and functions related to the operation of the video surveillance system.

The CEO or Deputy CEO is responsible for the overall library video security surveillance program and is responsible for the **library's privacy obligations under the Ontario Municipal Freedom of Information and Protection of Privacy Act** and the policy. The CEO or designate will coordinate audits.

1. IT Staff - The IT staff or designate are responsible for the technical aspects of the equipment, its installation, maintenance and the retention and disposal of the recorded information.
2. The Library Board – The library board, through their designate, is responsible for the development and review of the policy and supporting guidelines and signage.

Section 6: Collection of Personal Information Using a Video Surveillance System

Any recorded data or visual, audio or other images of an identifiable individual qualifies as “personal information” under the Act. The library has determined that it has the authority to collect this personal information in accordance with the Act. Pursuant to section 28(2) of the *Ontario Municipal Freedom of Information and Protection of Privacy Act*, no person shall collect personal information on behalf of the library unless the collection is expressly authorized by statute, used for the purposes of law enforcement or necessary to the proper administration of a lawfully authorized activity. The library must be able to demonstrate that any proposed or existing collection of personal information by a video surveillance system is authorized under this provision under the Act.

Section 7: Planning Considerations for Video Security Surveillance Systems

Before deciding if a facility warrants a video security surveillance system, the library will consider the following:

1. A video security surveillance system should only be considered where less intrusive means of deterrence, such as increased monitoring by staff and security guard patrols have been shown to be ineffective or unworkable.
2. Before implementing a video surveillance program, a facility should be able to demonstrate:
 - a) A history of incidents occurring in the specific facility;
 - b) The effect of the physical circumstances of the facility – does it permit ready access to unauthorized individuals; and
 - c) Whether a video security surveillance program would be effective in dealing with or preventing future incidents of the type that have already occurred.
3. The acquisition, installation, and operation of individual video security surveillance systems should be justified on the basis of enhancing the safety of clients and Staff and/or deterring destructive acts such as vandalism.
4. An assessment should be conducted of the effects that the proposed video security surveillance system may have on personal privacy, and the ways in which any adverse effects can be mitigated.
5. Consultations should be conducted with relevant stakeholders as to the necessity of the proposed video security surveillance program at the facility.
6. The library will endeavour to ensure that the proposed design and operation of the video security surveillance system minimizes privacy intrusion to that which is absolutely necessary to achieve its required lawful goals.

Section 8: The Design, Installation and Operation of Video Security Surveillance Equipment

In designing, installing and operating a video security surveillance system, the Library will consider the following:

1. Reception equipment such as video cameras, or audio or other devices should be installed in identified public areas where video surveillance is a necessary and viable detection or deterrence activity. The equipment will operate up to 24 hours/seven days a week, within the limitations of system capabilities (e.g. digital), power disruptions and serviceability/maintenance.
2. The equipment should be installed in such a way that it only monitors those spaces that have been identified as requiring video surveillance. Cameras should not be directed to look through the windows of adjacent buildings.
3. If cameras are adjustable by operators, this should be restricted, if possible, so that operators cannot adjust or manipulate them to overlook spaces that are not intended to be covered by the video surveillance program.
4. Equipment should never monitor the inside of areas where the clients, staff and the public have a higher expectation of privacy (e.g. change rooms and washrooms).
5. Clearly written signs, prominently displayed at the entrances, exterior walls, and/or the interior of buildings which have video security surveillance systems, shall provide Staff and the public reasonable and adequate warning that video surveillance is in effect. Signage will satisfy the notification requirements under section 29(2) of the *Ontario Municipal Freedom of Information and Protection of Privacy Act* which include informing individuals of the legal authority for the collection of personal information; the principal purpose(s) for which the personal information is intended to be used and the title, business address and telephone number of someone who can answer questions about the collection. As a minimum, there should be a sign in place that notifies individuals of the recording and informs them that they may contact library administration offices with any questions. The remainder of the notice requirements under the Act can be satisfied through information pamphlets available in the facility and on our web site. The CEO, Deputy CEO, or designate **will be the 'Point-of-Contact' for the library.**
6. The library will endeavour to be as open as possible about the video security surveillance program in operation and upon request, will make available to the public, information on the rationale for the video surveillance program, its objectives and the policies and guidelines that have been put in place. This may be done in a pamphlet or on our web site.
7. Reception equipment should be in a strictly controlled area. Only personnel authorized in writing by the CEO, Deputy CEO or designate should have access to the controlled access area and the recording equipment. Video monitors should not be in a position that enables public viewing.
8. The maintenance program for reception and recording equipment will include optimizing and lens cleaning while ensuring that the equipment is operating properly and in accordance with the manufacturer's specifications. Library staff will endeavour to promptly follow-up on issues or concerns regarding the performance of the equipment.

Section 9: Access, Use, Disclosure, Retention, Security and Disposal of Video Security Surveillance Records

Any information obtained through the video security surveillance systems may only be used for the purposes set out in the policy and must relate to the protection of clients, staff and the public, including the discipline or consequences that arise from that, or it must assist in the detection and deterrence of criminal activity and vandalism.

Information should not be retained or used for any other purposes other than those described in the policy. Video security surveillance should not be used for monitoring staff performance. Since video security surveillance systems create a record by recording personal information, each facility having a system will implement the following procedures:

1. All tapes or other storage devices that are not in use should be stored securely in a locked receptacle located in a controlled-access area. Each storage device that has been used should be dated and labeled with a unique, sequential number or other verifiable symbol. Access to the storage devices should only be by authorized personnel. Logs should be kept of all instances of access to, and use of, recorded material to enable a proper audit trail.
2. Procedures on the use and retention of recorded information include:
 - a) Only the CEO, Deputy CEO, IT staff or designate may review the information. Circumstances, which would warrant review, will normally be limited to an incident that has been reported/observed or to investigate a potential crime. Real-time viewing of monitors may be delegated by the CEO, to a limited number of individuals.
 - b) The retention period for information that has not been viewed for law enforcement, library or public safety purposes shall be a minimum of 10 days but not to exceed twelve (12) calendar days for digital systems. These time-frames are based on risk assessment, privacy considerations, and equipment capabilities. Recorded information that has not been used in this fashion, within these time-frames, is then routinely erased in a manner in which it cannot be reconstructed or retrieved.
 - c) When recorded information has been viewed for law enforcement, branch, or public safety purposes, the retention period shall be one year from the date of viewing. Section 5 of Ontario Regulation 823 under *Ontario Municipal Freedom of Information and Protection of Privacy Act* requires that personal information that has been used must be retained for one (1) year.
3. The library will store and retain storage devices required for evidentiary purposes according to standard procedures until the law enforcement authorities request them. A release form will be completed before any storage device is disclosed to appropriate authorities. The form will indicate who took the device, under what authorities, when this occurred, and if it will be returned or destroyed after use. This activity will be subject to audit.
4. Old storage devices must be securely disposed of in such a way that the personal information cannot be reconstructed or retrieved. Disposal methods could include shredding, burning or magnetically erasing the personal information. A record of the disposal is to be completed and retained.

Section 9: Access, Use, Disclosure, Retention, Security and Disposal of Video Security Surveillance Records (*continued*)

5. Any patron, staff member or member of the public who has been recorded by a video security surveillance camera has a general right of access to his or her personal information under section 36 of the *Municipal Freedom of Information and Protection of Privacy Act*. This right is recognized. One exemption that may apply is contained in subsection 38(b) of the *Municipal Freedom of Information and Protection of Privacy Act*, which grants the heads of an institution the discretionary power to refuse access where disclosure **would constitute an unjustified invasion of another individual's privacy. As such, access to an individual's** own personal information in these circumstances may depend upon whether any exempt information can be reasonably severed from the record. One way in which this may be achieved is through digitally **"blacking out" the images, where technically possible, of other individuals whose** images appear on the recording(s).
6. The application of the frivolous or vexatious request provisions of the *Municipal Freedom of Information and Protection of Privacy Act* would occur in very rare circumstances. It can be concluded that a request for access to a record or personal information is frivolous or vexatious if:
 - a) The opinion is, on reasonable grounds, that the request is part of a pattern of conduct that amounts to an abuse of the right of access or would interfere with the operations of the facility, or
 - b) The opinion is, on reasonable grounds, that the request is made in bad faith or for a purpose other than to obtain access.
7. The CEO will respond to any inadvertent disclosures of personal information. Any breach of the *Ontario Municipal Freedom of Information and Protection of Privacy Act* shall be reported to the CEO.

Section 10: Training

Where applicable and appropriate, the policy and guidelines will be incorporated into training and orientation programs of the library staff. Training programs addressing staff obligations under the Act shall be conducted as necessary.

Section 11: Auditing and Evaluating the Use of a Video Surveillance System

The library will ensure that the use and security of video security surveillance equipment is subject to regular audits. The audit will address the **library's operational compliance with the policy and the guidelines. An external** body may be retained in order to perform the audit. The library will endeavour to address any deficiencies or concerns identified by the audit as soon as possible. Employees and service providers should be aware that their activities are subject to audit and that they may be called upon to justify their surveillance interest in any given individual. The library will regularly review and evaluate its video surveillance program to ascertain whether it is still justified in accordance with the planning requirements set out in this document. This evaluation shall occur at least once every three years and will include the review/update of the policy and the guidelines.

Related Documents:

Ontario Municipal Freedom of Information and Protection of Privacy Act
Guidelines for Using Video Surveillance Cameras in Public Places

Parry Sound Public Library

Policy Type: Operational
Policy Title: Book Club

Policy Number: OP - 21

Policy Approval Date: March 2018
Policy Review Date: 2024

Purpose

The purpose of the Book Club Policy is to establish guidelines for Staff to administer the Book Club program.

Policy

The Book Club is a discussion group which meets on a regularly scheduled basis as determined by its members and the Staff Liaison. The Club functions as part of the lifelong learning process and exposes its members to a wide variety of books. Book Clubs also stimulate the use of library collections and services and promote a positive image of the library.

Application

Any Parry Sound Public Library customer who belongs to or wishes to belong to a Library Book Club and the Staff involved in administering the Book Club(s).

Guidelines for Reading Materials

The Library will make a reasonable effort to provide members with books. If the Library is unable to provide books, members will be informed with enough time to allow for the acquisition of materials through other sources such as Interlibrary Loan. Members are responsible for returning books in a timely fashion and in good condition. In the **event of a late, damaged or lost book a fee may be applied to the member's account in accordance with Library Policy.** Under certain circumstances the Library may incur a cost in acquiring materials for Book Club members. In these cases, members may be asked to pay a fee in order to offset that cost.

Membership

The discussion format requires a limit on the number of participants. The recommended maximum number of **registrants is twenty but additional members may be accepted at the leader's discretion and depending on the availability of reading materials.** As a program in support of the Library's mandate to foster literacy, there is no membership fee for this program. However, members must possess a valid library card and registration is **required.** **Age restrictions may be applied based on an individual club's purpose. Adult clubs may be restricted to people aged 18 and over, and youth clubs may be restricted to a specific age range determined by library staff.**



Parry Sound Public Library

Policy Type: Operational

Policy Number: OP - 22

Policy Title: Homebound Delivery Service Policy

Policy Approval Date:

May 2018

Policy Review Date:

2024

The Parry Sound Public Library's Homebound Delivery Service is designed to enhance access to library materials by providing the free delivery of these materials to any member of the Library who is confined at home or lives in a **senior's apartment building, retirement home, nursing home, long-term care home** or other health care facility within Parry Sound.

Purpose

To set the eligibility for participation and outline the type of service offered by Parry Sound Public Library to homebound residents.

General

Homebound Delivery Service provides free home delivery of books and other library materials by designated volunteers. Up to fifty (50) items may be loaned **to a seniors' residence, or health-care facility**, or up to thirty (30) items to an individual. All types of circulating material may be borrowed on a valid library membership that is in good standing. The loan period is three (3) weeks and no fines are assessed.

Prospective participants in the Homebound Delivery Service will be approved by the **library's** Chief Executive Officer (CEO) or designated library staff based on an assessment by library staff.

Library staff or designated volunteers will select the materials and coordinate the delivery and return with the organization or individual participating in the Homebound Delivery Service.

The organization or individual participating in the Homebound Delivery Service will be responsible for loss and/or damage of library materials on deposit, beyond reasonable wear and tear.

Application

This policy applies to all staff and volunteers who facilitate the Homebound Delivery Service and to all recipients of the service. (Appendix A)

Guidelines

Eligibility

This service is available to any person within the Town of Parry Sound who is confined to his/her home or a health care institution because of a temporary or chronic disability.

Service

The following materials may be borrowed:

- **Books** – large print, paperbacks, etc.
- **Audio books;**
- **Other formats/materials, subject to Management approval.**

Delivery

Materials will be delivered by designated volunteers based on an approved schedule, which is always contingent upon safe travelling conditions

Volunteers

All volunteer drivers will be recruited according to the Library's current Volunteer Policy and will be expected to adhere to all Library policies and procedures and applicable legislation.

Police Records Checks

As part of its due diligence, the Library Board requires that all volunteers who may interact directly with children and/or vulnerable adults must provide a criminal record check prior to working with these groups. These volunteers will be re-screened every two years.

Homebound Delivery Service – Participant Application Form

Applicant's Name: (Please print) _____

Street Address: _____

City: _____ Postal Code: _____ Email _____

Phone: _____ Date of Birth: _____ ☐ Female ☐ Male

Emergency Contact Name: _____ Phone: _____

Eligibility

Please check the reason(s) you require Homebound Delivery Service:

- ☐ Visual impairment ☐ Physical disability ☐ Recovery from surgery or injury
☐ Other (please explain): _____

I agree to be responsible for any loss or damage of library materials delivered to me as a result of this application and agree to abide by all rules and regulations of the Parry Sound Public Library Board.

Signature: _____ Date: _____

Alternate Contact Person:

Please list a person that the Homebound Delivery Service staff can contact if we are unable to reach you.

Name: _____ Phone: _____

We keep a record of your reading preferences and the library materials you have borrowed in order to provide better service to you. This list and your personal information are kept confidential and are not shared.

Homebound Delivery Service – Reader Profile

Preferences

Material Type: (Please check all that apply)

- ☐ Regular Print
- ☐ Large Print
- ☐ Hardcover
- ☐ Paperback
- ☐ Audiobooks (CDs)
- ☐ DVDs
- ☐ Magazines
- ☐ eBooks
- ☐ CNIB Discs (DAISY player required)

What do you like to read? (Please check all that apply)

Fiction

- | | |
|---|--|
| <input type="checkbox"/> Action/Adventure | <input type="checkbox"/> Humour |
| <input type="checkbox"/> Bestsellers | <input type="checkbox"/> Inspirational |
| <input type="checkbox"/> Canadian Authors | <input type="checkbox"/> Mystery |
| <input type="checkbox"/> Classics | <input type="checkbox"/> Romance |
| <input type="checkbox"/> Espionage | <input type="checkbox"/> Science Fiction |
| <input type="checkbox"/> Family Stories | <input type="checkbox"/> Short Stories |
| <input type="checkbox"/> Fantasy | <input type="checkbox"/> Suspense |
| <input type="checkbox"/> Graphic Novels | <input type="checkbox"/> Thrillers |
| <input type="checkbox"/> Historical | <input type="checkbox"/> Westerns |

Non-Fiction

- ☐ Animal & Vets
- ☐ Art & Crafts
- ☐ Biographies
- ☐ Health & Wellness
- ☐ History
- ☐ Politics
- ☐ Religion
- ☐ Science
- ☐ Sports
- ☐ Travel

List some of your favourite authors:

I do not wish to receive materials that contain:

- | | | |
|--|-----------------------------------|---|
| <input type="checkbox"/> Strong language | <input type="checkbox"/> Violence | <input type="checkbox"/> Explicit descriptions of Sex |
|--|-----------------------------------|---|

Some materials may contain content that may offend. Please let us know if you receive any materials that you do not wish to receive again.

Parry Sound Public Library

Policy Type: Operational
Policy Title: Library and Political Elections

Policy Number: OP - 23

Policy Approval Date: May 2018
Policy Review Date: 2024

Section 1: Scope and Legal Framework

The Parry Sound Public Library must act and appear to act in a non-partisan way at all times, especially during elections, while supporting the democratic process, freedom of expression and informed discussion on political issues. The library must comply with legislation related to elections. These regulations are included in the *Municipal Elections Act, 1996* as amended by Bill 181, the *Municipal Elections Modernization Act, 2016*. Specifically, Clause 88.18 *Use of municipal, board resources* states:

Before May 1st in the year of a regular election, municipalities and local boards shall establish rules and procedures with respect to the use of municipal or board resources, as the case may be, during the election campaign period.

This policy applies to board members, employees and volunteers of the library in their dealings with candidates and political parties and the use of library resources during the campaign periods for municipal elections, but these rules and procedures will also be used for provincial and federal elections.

Section 2 Campaign Contributions

1. In accordance with the *Municipal Elections Act*, Section 70(4), the *Elections Finances Act*, Section 16(1), and *Canada Elections Act*, Section 404(1), the Board may not make a contribution to the campaign of any candidate or political party in the form of money, goods or services.

Section 3: Use of Library Resources and Property

1. All candidates and political parties have equal access to publicly available resources and services of the library.
2. Meeting rooms may be rented in accordance with the Trillium Public Library Meeting Rooms Policy.
3. Candidates cannot use equipment, supplies, staff or other operational resources of the library nor may they **use the library's logo in any campaign material.**

Section 3: Use of Library Resources and Property (*continued*)

4. **'All-candidates' meetings can be held at the library, either as a library program or sponsored by another group,** provided that all candidates are invited to attend such meetings. A candidate cannot be featured or promoted in association with any other regular library program or event.
5. Candidates and political parties are permitted to distribute campaign materials on public right-of-ways at the library, unless prohibited by a municipal by-law.
6. In accordance with the *Canada Elections Act* section 81.1(1) federal election candidates or their representatives are allowed to campaign in facilities that are available for free to the public. During municipal and provincial elections candidates will be granted the same right to campaign in the library.
7. In accordance with the Parry Sound Public Library Community Information Policy, during an election the library will provide an area where candidates may make available up to 25 copies of their campaign brochure; will promote awareness of the election; and provide general information on elections.
8. No election sign or poster specific to a candidate or political party can be posted on the grounds of the library or in the library building.

Section 4: Employee and Volunteer Participation in Election Campaigns

1. Any library employee running as a candidate in the municipal election will comply with Section 30 of the *Municipal Elections Act*.
2. A library employee or volunteer involved in a political campaign must be politically neutral in carrying out his or her library duties during and must not participate in campaign activities during his or her working hours.

Section 5: Library Board Members as Candidates

1. Board members may continue their library board responsibilities when they are running for office.

Section 6: Requests for information about the library

1. The CEO will coordinate requests for information about the library received from candidates or political parties.
2. Information that is provided by the library to one candidate or political party will be provided to all other candidates and political parties upon request during an election.
3. Any candidate or political party may request a meeting with the CEO or tour of the library.

Related Documents

Parry Sound Public Library OP - 08 Meeting Rooms

Municipal Elections Act, 1996 as amended by Bill 181

Municipal Elections Modernization Act, 2016. Specifically, Clause 88.18

Parry Sound Public Library

Policy Type: Operational
Policy Title: Notice of Trespass Policy

Policy Number: OP - 24

Policy Approval Date: May 2018
Policy Review Date: 2024

Policy Statement

The purpose of this policy is to provide a system of issuance of notices of trespass and to ensure that access to a library property is protected as per the *Trespass to Property Act, R.S.O. 1990, T.21*, and that all citizens have a right to the enjoyment and use of Library property without interference, as well as a right to peaceful demonstration and expression of dissenting views.

Definitions

In this policy, unless otherwise stated:

1. Library premises include the buildings, and all adjacent library property which is attached to the building, including but not limited to playgrounds, parking lots and parks.
2. Trespassing carries the definition used in the *Trespass to Property Act, 1990*.

Trespass an offence

2. (1) Every person who is not acting under a right or authority conferred by law and who,
(a) without the express permission of the occupier, the proof of which rests on the defendant,
(i) enters on premises when entry is prohibited under this Act, or
(ii) engages in an activity on premises when the activity is prohibited under this Act; or
(b) does not leave the premises immediately after he or she is directed to do so by the occupier of the premises or a person authorized by the occupier,
is guilty of an offence and on conviction is liable to a fine of not more than \$2,000.
R.S.O. 1990, c T.21, s. 2(1). 2 of 5

3. **The following persons will be empowered to act as “authorized persons” or occupiers at Library premises for the purposes of enforcing the *Trespass to Property Act, 1990*, of the Province of Ontario; and when necessary to issue a notice of trespass.**
 - a) A person currently employed with Parry Sound Public Library in a supervisory position.
 - b) An Officer of the Parry Sound Police Service.

OP – 24 Notice of Trespass Policy (*continued*)

Definitions (continued)

4. This policy shall apply to the Parry Sound Public Library property.
5. All references to Chief Executive Officer (CEO), Parry Sound Public Library board member, library solicitor, library clerk include their designates from time to time.

Procedures

1. Warnings to Trespassers 3.1.1 Entry onto Parry Sound Public Library premises may be prohibited by providing notice. The notice may be given orally or in writing to any person whose conduct is disruptive to the conduct of library business or activities or is threatening to the staff or other users of library facility.
2. In order to prohibit general entry to library premises, it is necessary to have signs or markings; otherwise it is necessary to confront a trespasser and give oral notice.

Written Notice of Trespass in a Non-Emergency Situation

In a Non-emergency Situation and/or where a person has trespassed on **library premises and the person's** attendance in future is undesirable, in that it is threatening to other users, disruptive of others use of library property, or is conduct which impairs others using library property, a notice of trespass letter may be mailed or delivered in person, in a form similar to the example in Form 1. Such a letter is not a requirement for laying a charge against such a person should he or she continues to trespass.

Notices of Trespass

All written Notices of Trespass to be issued by the library shall, prior to issuance, be forwarded for review to the library solicitor or designate to determine whether the circumstances warrant the issuance of a written Notice to Trespass. The library solicitor or his designate shall, in appropriate circumstances issue the Notice to Trespass.

Representations

The subject of the Notice shall be permitted to make representations to the library solicitor (either in writing or in person) prior to its issuance.

Records

The Notice of Trespass as issued by the library CEO and shall be filed with the CEO

Dealing with a Trespasser

Authorized persons will find the following guidelines useful when dealing with a trespasser:

Preliminary Measures

- a) Get a good description of the person.
- b) Note the time.

Preventing Confrontation – Engendering Maximum Co-operation

- a) Introduce yourself (name, position and authority to act).
- b) Be courteous, calm and assured.
- c) Ask the person to identify herself/himself (name and address).

Dealing with a Trespasser *Preventing Confrontation* (continued)

- d) Do not touch the person.
- e) Give clear direction to the person and offer assistance.
- f) Try to keep the situation from escalating.
- g) The trespasser will usually comply, and no further action will be necessary. If not, inform the person that he or she is trespassing and is directed to leave the premises.

Laying a Charge

- a) If the trespasser refuses to leave, or if the trespasser has caused property damage, you may call the **police to lay a charge. Again request the trespasser's name and address (if these are not available from another source)** in order that you may have the police lay a charge.
- b) Advise your immediate supervisor of any action you have taken.
- c) The authorized person shall notify the library solicitor in writing of all the particulars of the event leading up to the incident.

Arresting a Trespasser

CALL THE POLICE TO MAKE THE ARREST.

Length of Ban

- a) A first Notice of Trespass will result in a ban for a period of up to a maximum of thirty (30) days from the municipal premises identified in the letter.
- b) Subsequent cases or incidents of more serious or threatening behavior may incur periods of up to six (6) months including an indefinite ban as approved by the CEO
- c) The Notice shall be subject to an automatic review by the authorized person issuing the notice, after twelve (12) months and every succeeding twelve (12) months thereafter.

Appeals

- a) Should a person served with a written Notice of Trespass take issue with that service, a written letter outlining the reason for appeal should be forwarded by that person to the CEO or designate.
- b) In making the decision, the CEO or designate may choose to seek legal advice from the **library's solicitor**.
- d) The CEO or designate may uphold the service of that Notice or direct its withdrawal and the decision of the CEO

(Sample Letter)

Title: Notice of Trespass Letter Date reviewed: Sept 2021

PLEASE PRINT ON OFFICIAL LETTERHEAD

NOTICE OF TRESPASS

SENT BY REGISTERED MAIL/HAND DELIVERED

[Date]

Name of Trespasser

Address

Dear (INSERT):

Please consider this a Letter of Notice given to you pursuant to the *Trespass to Property Act, R.S.O. 1990, Chapter T.21, as amended*. This letter is to address those behaviours observed on (insert date), in which you did the following:
(insert description)

The above actions are unacceptable and inappropriate.

As a result you are prohibited from entry onto or into the premises located at (insert premises), that are administered by the Parry Sound Public Library **(collectively referred to herein as the “Premises”) without the prior express written** consent of the Corporation of the Parry Sound Public Library.

You could be subject to an arrest and prosecution for an offence under this statute if you enter onto the Premises in the manner prohibited herein. The maximum fine for conviction is \$2,000, as well as liability for damages.

This notice shall remain in full force and effect for a period (insert amount of time) following the date of issuance.

Should you wish to appeal this notice, a written letter outlining the reason for appeal must be forwarded to the Chief Executive Officer, (insert name).

Dated at Parry Sound, Ontario, this day of (insert month, year).

Per:

Insert Name, Chief Executive Officer

Copies issued to:

Ontario Provincial Police, Parry Sound Detachment



Parry Sound Public Library

Policy Type: Operational
Policy Title: Proctoring

Policy Number: OP - 25

Policy Approval Date: May 16, 2018
Policy Review Date: 2024

The Parry Sound Public Library is committed to supporting the lifelong learning goals of the community through its vision statement. To support these goals, the library may proctor exams for any person enrolled in post-secondary study requiring students to complete examinations under the supervision of an approved proctor.

Proctoring is subject to the following conditions:

- a. Examination proctoring will be offered at Parry Sound Public Library for a fee of \$45.00. Provision of the service will be subject to availability of staff and resources.
- b. A minimum of three weeks advance notice is required before any exam is proctored. The examination package must be sent from the issuing institution directly to the library one week prior to the exam date. The library reserves the right to refuse the request if conditions set by the issuing institution cannot be met.
- c. Re-scheduling of appointments is subject to the library's approval.
- d. The library accepts no responsibility for any charges involved in proctoring such as photocopying or mailing charges. Any such costs are borne by the student taking the exam and must be paid before the exam commences.
- e. The library will mail completed exams in a timely manner but, will not be held responsible for exams that do not reach the educational institution by the deadline date.
- f. The library will not be liable for any missing items, papers, samples or other documents related to the exam.
- g. The library will provide a distraction-free space, but does not guarantee that the student will be monitored continuously.
- h. The student must provide their own laptops and any supplies required to take the exam.
- i. The library is not responsible for troubleshooting login and authentication issues.

- j. The library is not responsible for unforeseen interruptions of the test due to loss of power, Internet connectivity or other computer problems.
- k. It is the responsibility of the student to arrive fifteen (15) minutes prior to the start of the exam and complete the exam no later than fifteen (15) minutes before closing. Proctoring is available during the **library's regular hours of operation**.

Parry Sound Public Library

Policy Type: Operational

Policy Number: OP - 26

Policy Title: Handling of Returned Materials during a Viral Pandemic

Policy Approval Date:

March 2020

Policy Review Date:

2024

This policy is in place to **define a procedure for the return of books, DVD's and other lending** items to the Parry Sound Public Library to reduce the exposure of infectious diseases during a viral pandemic.

Section 1: Responsibilities

1.1 Employer:

The Town of Parry Sound and the Parry Sound Public Library Board shall take every precaution reasonable under the circumstances to ensure the safety of Staff including all other duties as outlined in Section 25 and 26 of the *Occupational Health and Safety Act (OHSA)*.

1.2 CEO:

The CEO is responsible for training workers on each step of the handling of returned materials during a pandemic, ensuring required personal protective equipment (PPE) is available and to monitor and enforce the procedure.

1.3 Staff:

All staff must follow the outlined procedure.

Section 2: Personal Protective Equipment (PPE) Requirements

To reduce the risk of Infectious disease, staff handling returned library items must:

- Wear disposable latex gloves when handling items from the book return and when disinfecting items.
- Remove gloves following the 7-step glove removal procedure (Appendix A).
- Refrain from touching your face; germs can easily be passed from your hands to your mouth causing infection

Section 3: Safe Work Procedures

3.1 All books and items should be accepted for return through the external and internal book return bins only and should not be accepted at service desks.

3.2 Removing items from book return:

- Don disposable gloves.
- Straddling the book return bin and bending your knees to keep the items close to your body and to protect your back, remove only a few items at a time from the return bin to avoid leaning items on clothing.
- Place items on designated shelves/carts where they will remain for a period of approximately 72 hours.
- Space the shelves/carts sufficient distance away from the book return bin to avoid the need to twist. If space permits, stand books up in an open/fanned position.
- Once book return bin is empty, remove gloves as per the guidelines outlined in Appendix A, including washing your hands immediately following the glove removal.

3.3 After 72 hours:

- Don gloves
- For books:
 - Wipe the outside of each book with an approved cleaner.
 - Allow the book to air dry.
 - Place the book on the book cart.
- For DVDs:
 - Wipe the inside and outside of the case with an approved cleaner.
 - Use an approved DVD cleaner to wipe both sides of the DVD.
 - Allow the case and DVD to air dry before returning the DVD to the case.
 - Place the DVD on the book cart.
- For other lending items:
 - Wipe the item as best as possible with an approved cleaner.
 - Allow the items to air dry.
- Once items have been disinfected and placed on carts, remove gloves as per the guidelines outlined in Appendix A, including washing your hands immediately following the glove removal.

3.4 Returning books to shelves:

- Place items from book carts on to shelves as per regular procedure, bending your knees to access the low shelves to reduce forward bending.
- Once all required items have been returned to the shelves, remove gloves as per the guidelines outlined in Appendix A, including washing your hands immediately following the glove removal.

Related Documents:

Occupational Health and Safety Act (OHSA)

Appendix A:

How to Remove Gloves

To protect yourself, use the following steps to take off gloves



Grasp the outside of one glove at the wrist.
Do not touch your bare skin.



Peel the glove away from your body,
pulling it inside out.



Hold the glove you just removed in
your gloved hand.



Peel off the second glove by putting your fingers
inside the glove at the top of your wrist.



Turn the second glove inside out while pulling
it away from your body, leaving the first glove
inside the second.



Dispose of the gloves safely. Do not reuse the gloves.



Clean your hands immediately after removing gloves.

Parry Sound Public Library

Policy Type: Operational
Policy Title: Social Media

Policy Number: OP - 27

Policy Approval Date: May 2020
Policy Review Date: 2024

Social media is defined as any web application, site or account created and maintained by the Parry Sound Public Library which facilitates an environment for library board, staff and patrons to share opinions and information about library-related subjects, events, or issues.

Section 1: Principles

We are committed to:

- Responding to inquiries and concerns as quickly as possible
- Maintaining the highest level of accuracy, objectivity, impartiality and professionalism in the information that the library staff and board members communicate
- Respecting the privacy and anonymity of those with whom we communicate
- Respecting freedom of speech and difference of opinion while protecting staff and users from offensive, abusive, or otherwise inappropriate speech
- Providing accessible and inclusive services

We expect the following from those who use our social media services:

- A demonstration of courtesy and respect to Parry Sound Public Library staff and other users
- Adherence to all levels of government legislation including the *Ontario Human Rights Code*.

Section 2: Scope

The social media policy applies to all library board members, staff and members of the public who interact through **Parry Sound Public Library's online and social media platforms**.

This policy is meant to provide clarity and guidance to the unique considerations associated with online and social media platforms and works in collaboration with relevant legislation and other library policies and procedures (*OP – 19 Communication*).

Section 3: Roles and Responsibilities

3.1 Staff

Postings, comments and online content should reflect the mission and values of the Parry Sound Public Library and adhere to guidelines and best practices outlined for staff by the library.

Social media content created by an employee as part of his or her employment responsibilities is the property of the library and not the employee, unless stated otherwise under approval of the CEO and the board. In such cases, content will be given the appropriate acknowledgement and cited under copyright laws.

Staff is encouraged to promote the library on personal social media accounts as appropriate. When using social media for personal use and when identifiable as library staff, employees must be aware of guidelines for staff and the potential impact on the reputation and values of the Parry Sound Public Library.

When using social media platforms other than those belonging to the library for work-related purposes, employees are expected to comply with the applicable terms and conditions of use.

Failure to adhere to this policy may lead to disciplinary action up to and including termination for just cause and/or legal action.

3.2 Members of the Public

Parry Sound Public Library encourages members of the public to contribute to the dynamic and interactive spirit of **the library's online and social media platforms through comments, posts and messages, provided they do not** contain:

- Content that could reasonably be perceived as obscene, harassment, racist or discriminatory
- Personal attacks, insults or threatening language
- Potentially libelous and/or slanderous statements
- Private, personal information publishes without consent
- Comments not related to the content of the forum
- Hyperlinks to materials not related to the discussion
- Commercial promotions or spam
- Plagiarized material
- Any purpose which would contravene any legislation or government regulation, or which might create civil liability by the user

This list is in no way exhaustive. All social media users are reminded that ignorance of the law is not an excuse. Violation of this policy will result in the removal of content and the user may be barred from posting any subsequent messages on library social media platforms. Violation of this policy may also result in criminal prosecution by appropriate authorities.

Section 4: Content

Parry Sound Public Library reserves the right to edit or modify any posting or comment for space or content while retaining the intent of the original post.

The library assumes no liability regarding any event or interaction that takes place by any participant in any library-sponsored social media platform and does not endorse or **review content outside the “pages” created by Parry Sound Public Library.**

By posting content, the user agrees to indemnify the library and its officers and employees from and against all liabilities, judgements, damages and costs (including legal fees) incurred by any of them which arise out of the posted content.

Parry Sound Public Library prohibits the use of its social software applications for any purpose which would contravene any legislation or government regulation, or which might create civil liability by the user or the library board to any person.

Section 5: Risk Management

Social media platforms allow for dynamic and interactive communications that present both opportunities and risks. This policy, along with guidelines and training for staff, is intended to prevent communications that have the potential to damage the reputation and image of the Parry Sound Public Library.

The library will engage in best practices for managing social media platforms, including:

- Requiring approval to establishing platforms
- Creating policies, guidelines and best practices to assist employees in the effective and appropriate use of social media
- Regularly monitoring all platforms
- **Training staff prior to use of the library’s social media platforms**
- **Posting and enforcing the library’s social media policy**

In the event of an incident, the library will investigate and provide an appropriate response in a timely manner which may include:

- Issuing a response, correction or apology
- Deleting a post
- Investigating similar or related incidents to prevent repeat incidents
- Pursuing legal advice and/or action
- **Applying the library’s Code of Conduct**
- Applying human resources procedures
- Reviewing incidents for future preventative measures or improved response

Related Documents:

Ontario Human Rights Code
Parry Sound Public Library OP – 19 Communication
Parry Sound Public Library OP – 03 Patron Behaviour Policy
Parry Sound Public Library HR – 14 Use of Technology and Staff Use of Social Media

Adapted from:

Greater Sudbury Public Library Social Media Policy
Aurora Public Library Social Media Policy

Parry Sound Public Library

Policy Type: Operational
Policy Title: Curbside Pick-up

Policy Number: OP - 28

Policy Approval Date: May 2020
Policy Review Date: 2024

During times when it is necessary to close the library due to emergencies, viral pandemics/epidemics or extenuating circumstances, or through government directive, the library may be given permission to provide curbside pick-up services for patrons of the Parry Sound Public Library.

Curbside pick-up occurs when the library is closed to the public, but offers curbside pickup. Return of library materials may continue using the drop-box unless otherwise indicated.

During a viral pandemic/epidemic, all effort will be made to thoroughly clean and sanitize materials being returned and check out to patrons (*OP – 26 Handling of Returned Materials during a Viral Pandemic*). Staff will be provided with PPE and gloves to ensure personal safety and safe handling of items.

Section 1. Schedule for Hold Pickup

For patrons with library cards in good standing, items may be placed on hold 24/7 using our online catalogue. Patrons may also call or email (pspl@vianet.ca) the library during the following hours to place holds on items:

Tuesdays 10:00 a.m. – 2:00 p.m.
Wednesdays 10:00 a.m. – 2:00 p.m.
Thursdays 10:00 a.m. – 2:00 p.m.

Patrons can place holds on up to 5 DVDs and 5 books each week. Inter-library loan services are currently unavailable. Curbside Pick-up is for items located in the Parry Sound Public Library collection only.

Section 2: Picking up Holds

When your hold is fulfilled, the library will contact you to inform you it is ready for pick-up. On your pickup day:

- Call the circulation desk (705-746-9601) to let us know your approximate time of arrival within our opening hours on Tuesday, Wednesday and Thursday. Once you arrive, if you are able, please call again to let us know you are at the library.
- Arrive at the library front doors (signage will indicated where you are to wait and the ground will be marked with appropriate social distances guidelines)

OP – 28 Curbside Pick-up (*continued*)

- A staff member will open the door. Please allow them to step away and ensure safe social distancing practices. Your items will be on a table in the lobby, marked with your name.
- Once the door is opened, please quickly and safely retrieve your items and exit through the opposite lobby door immediately.

Section 3: Returning Items

As the library remains closed to the public, all items are to be returned to the book drop on McMurray St., which is accessible 24/7.

Staff will be emptying the book drop on a regular basis and checking items in following the guidelines established in *OP – 26 Safe Handling of Returned Items during a Viral Pandemic*. If you are not feeling well and are self-isolating, please do not return items. Call the library at 705-746-9601 and we will renew items for you.

Section 4: Phone Service

The library will also offer phone service for renewing patron privileges and answering questions. Phone service will be available Tuesday, Wednesday and Thursday, 10:00 a.m. – 2:00 p.m.

Section 5: Fines

The library will waive or ease fine limits at the discretion of the CEO.

Section 6: Curbside Service FAQs

Please call your library location with any questions you have about curbside pick-up service.

When can I pick up my holds?

Curbside service is being offered Tuesday, Wednesday, Thursday 10:00 a.m. to 2:00 p.m. Once you receive notice, call the library to schedule a pick up date and time.

Can I return items at the curbside service?

Items can be returned in the library drop box at our McMurray St. entrance 24/7

Do I need my library card?

Yes, your library card needs to be in good standing to borrow any items from the library. Please call the library if you have any questions or issues with your library card.

What if I don't have a card?

Call the library and discuss options for acquiring a library card during closure.

Can a library staff member help me with Overdrive /Libby /computer questions?

Please call the library for your digital book and technology questions.

Can you fax or print something for me?

The library continues to be closed to the public. These services are not available until further notice.

Can I come in and use the computer?

The library continues to be closed to the public. These services are not available until further notice.

OP – 28 Curbside Pick-up (*continued*)

Section 7: Disclaimer

Curbside pickup, staffing, phone hours and other services may change at any time during this closure. Updates will be posted on our website and social media platforms as developments occur.

COVID-19 Disclaimer:

- Returned materials will be cleaned, and quarantined for a period of time, before being placed back into the lending collection. Although we strive to sanitize and practice safe handling of materials, The Parry Sound Public Library cannot guarantee the sanitization of library items. Please handle them with caution.
- Patrons should be advised to wash hands before and after handling books and other items, avoid touching their face while reading and to avoid sneezing or coughing onto items.
- Patrons who are immunosuppressed or otherwise susceptible to COVID-19 infection should not take out items from the library.

Related Documents:

Parry Sound Public Library OP – 17 Epidemic Pandemic PSPL

Parry Sound Public Library OP – 26 Safe Handling of Returned Materials during a Viral Pandemic

Parry Sound Public Library Emergency and Safety Manual

Parry Sound Public Library

Policy Type: Operational

Policy Number: OP- 29

Policy Title: Records Retention

Initial Policy Approval Date: March 2021

Year of next review: 2024

The Parry Sound Public Library Board recognizes the importance of organizing and retaining business and personal records according to standards that ensure ease of retrieval while maintaining appropriate levels of security and confidentiality. It also recognizes the responsibility to adhere to provincial and federal legislative relating to retention, such as those of Canada Revenue Agency.

This policy establishes record definitions and schedules of minimum retention periods during which records must be kept by the Parry Sound Public Library. This policy should be read in conjunction with *OP – 01 Privacy, Access to Information and Electronic Messages under CASL*.

Section 1: Definitions:

Active record means records that are retained in the library and are required for the day-to-day business of the library.

Disposal/disposition means the decision regarding retention after a record is no longer considered active (i.e., retained as permanent or destroyed).

Destruction/destroy means to eliminate permanently (e.g., through shredding) a record within a record series at a time indicated on the records retention schedule.

Permanent Records mean those records determined to have a long-term value to the library in terms of recording its corporate, service, and cultural history. They are maintained for a variety of reasons, including documentation of the establishment of the Board as an entity, its policies, key historical events and milestones, and the evolution of the library system.

Record means recorded information in any format and includes, but is not limited to, documents, business records, financial statements, personnel files, minutes, accounts, correspondence, memoranda, plans, maps, drawings, photographs, films.

OP – 29 Records Retention (*continued*)

Record Series means documents arranged in accordance with a filing system or kept together because they relate to a particular subject or function, result from the same activity, document a specific kind of transaction, take a particular physical form, or have some other defined commonality.

Records Retention Schedule means a description of the record series that are being managed, how long they need to be retained, and what their final disposition will be based on legal, business, and historical requirements.

Transitory Record means any record that has temporary usefulness and is not required to meet legislated requirements, establish guidelines and procedures, set policy, certify a transaction, become a receipt, or provide evidence of legal, financial, operational, or other decisions of the library. Examples of such records include duplicate copies, working documents, and notes from a meeting for which the reports and minutes have been finalized or adopted.

Section 2: Context for retention

1. Within the framework of the Ontario ***Municipal Act 2001***, there are certain parameters that local boards (including libraries) must follow. This includes direction that records must be retained in a secure and accessible manner, and that subject to the ***Municipal Freedom of Information and Protection of Privacy Act***, certain records, such as board meeting minutes, must be accessible to the public. This requirement is echoed in the ***Public Libraries Act*** 28 (1).
2. Municipalities may establish retention periods that local boards are obliged to follow.
3. In addition, other bodies to which the library must relate may have their own retention requirements (e.g., Canada Revenue Agency (CRA) requirement to maintain financial records for seven (7) years and ***Employment Standards Act*** employment records for three and vacation records for five (5) years).

Section 3: Protection, Access and Storage

1. The CEO or designate shall administer this policy and ensure that all relevant legal requirements are met.
2. All records will be clearly labeled and marked and, to ease retrieval, no document shall be created without the appropriate file name chosen and indicated at the bottom of the document.
3. Records shall be stored in such a manner to minimize risk of loss or destruction due to flood, fire, etc.
4. The CEO shall ensure that records are stored in a manner that provides access only to those in charge of the records.
5. In responding to requests to examine records, employees must observe the library's standards of confidentiality and accessibility.

OP – 29 Records Retention (*continued*)

Section 4: Disposition of Records

1. Transitory records, unless they have become necessary for legal purposes or as otherwise provided for by law, will not be retained and may be destroyed at any time beyond their usefulness.
2. Active records will not be retained beyond the retention period without a valid reason.
3. Records are disposed of in accordance with the approved Records Retention Schedule (Appendix A).
4. Records retention schedules and disposition will be consistent across all media, including digital records.
5. Where records must be retained for pending tax audits or legal issues, the retention period is not changed for the entire record series, but only for those records that are required for audit or legal purposes.
6. The destruction of records must be conducted in a secure manner, mindful of confidentiality requirements. The CEO, as records manager, has the authority to destroy all documents that have been retained beyond their retention period as outlined in the Records Retention Schedule (Appendix A).

Related Documents:

Employment Standards Act

Ontario Municipal Act, 2001 sections 253-255

Municipal Freedom of Information and Protection of Privacy Act

Public Libraries Act 28 (1).

Parry Sound Public Library. OP - 01 Privacy, Access to Information & Electronic Messages under CASL

Adapted from the Perth & District Union Library Records Retention Schedule (and definitions)

Appendix A - Records Retention Schedule

Function	Records Series	Filing	Retention (years)	Notes
Board	Deed of Library Property		Permanent	
	Ministry - <i>Annual Survey of Public Libraries</i>	By year	Permanent	
	Strategic Plans	Every 4 years	Reviewed 4 years	
	Annual Reports for the Library	By year	Permanent	
	Board Packages (including agendas, minutes, correspondence, reports, etc.)	By meeting date	Permanent	
	Committee Minutes	By committee	Seven (7)	
	Library Policies	By policy number	Current	
	Library Board Bylaws	By by-law number	Current	
	Contracts	By contract	Seven (7), following end of agreement	
	Court cases pertaining to the Library	By case	Permanent	
	Insurance policies, records, and claims	By year	Seven (7)	
Administration	Grant applications (successful) and responses	By year	Seven (7)	
	Banning notices	By series	Two (2)	
	Freedom of Information requests	By name	Permanent	
	Statistical reports	By year	Permanent	
	Capital assets inventory		Current	
Facility Management	Architects' or engineers' reports, plans, drawings, renovations	By project	Permanent	
	Inspection reports (routine and special maintenance)	By type	Four (4)	
	Permits	By type	Seven (7)	
Finance	Audited financial statements & Auditor's reports	By year	Permanent	See GOV - 07
	Bequests	By series	Seven (7)	
	Bank statements	By year	Seven (7)	
	Cash records	By year	Seven (7)	
	Donation receipts (copies)	By year	Two (2)	
	Charitable returns	By year	Seven (7)	
	Deposit records	By year	Seven (7)	
	Final budgets	By year	Seven (7)	
	Paid invoices	By year	Seven (7)	
	Written Quotations/ RFP	By project	Seven (7)	See OP - 18
Personnel	Year-end working papers	By year	Seven (7)	
	Current employee personnel files	By name	Current	
	Terminated employee personnel files	By name	Seven (7)	
	Employee WSIB claims and records	By name	Seven (7)	
	Job postings	By posting	Two (2)	
	Resumes/applications for employment – not hired	By posting	6 months	
	Pay equity/job evaluation reports and implementations documents	By year	Permanent	

Function	Records Series	Filing	Retention (years)	Notes
	Payroll	By year	Seven (7)	
	Seniority list	By series	Current	
	Timesheets	By year	Seven (7)	
	T4 summaries	By year	Seven (7)	
	Staff committees and meetings	By year	Four (4)	
Labour Relations	Disciplinary actions	By year	Permanent	See HR – 11
	Complaints, correspondence, and related documentation	By year	Permanent	See HR - 03
	Employee records relating to contract negotiations and letters of intent/understanding	By year	Permanent	
	Serious Misconducts, Prosecutions	By year	Permanent	See HR - 13
Volunteers	Active volunteer files	By name	Current	
	Inactive volunteer files	By name	2, following last volunteer activity	
Library Operations	Active library patron accounts	Database	Current	Integrated Library System (ILS). See OP - 01
	Expired library patron accounts	Database	2, following expiry	ILS
	Loan transactions	Database	Retained as long as patron account is active, then 2 years following expiry	ILS
	Outstanding fines / lost/damaged charges	Database	Retained as long as patron account is active, then 2 years following expiry	ILS
	Overdue notices	Database	Current	ILS
	Inventory Control	Database	Six (6)	ILS
Risk Management	Incident reports	By series	Four (4)	Term of Board
	Health & safety inspection reports	By year	Four (4)	
	Health & Safety Committee meeting minutes	By year	Four (4)	

PARRY SOUND
PUBLIC LIBRARY

**VOLUNTEER &
FUNDRAISING
POLICIES**

VOLUNTEER & FUNDRAISING POLICIES

Index of Current Policies

VOL – 01 Volunteer

VOL – 02 Volunteer Recruitment

VOL – 03 Responsibility of Volunteers

FR – 01 Fundraising

Parry Sound Public Library

Policy Type: **Volunteer**
Policy Title: **Volunteer Policy**

Policy Number: **VOL - 01**

Policy Approval Date: March 21, 2017
Policy Amended Date: August 24, 2021
Policy Review Date: 2024

The volunteer program of the Parry Sound Public Library creates opportunities for community members to actively contribute to the library's vision of excellence in library service. The library welcomes volunteers to participate in the operation of the library while performing a valuable service to the community, becoming more familiar with the library and supplementing the efforts of paid staff. The volunteer policies provide guidance and direction to management, staff, and volunteers.

Section 1: Scope

1. Volunteers are used by the library to enrich and enhance library programs and services, or to free skilled paid library staff for other duties. Volunteers do not substitute for or replace paid employees.
2. The policies apply to all volunteers in all programs, including activities that take place outside the library.
3. The library will ensure that liability insurance covers volunteers and volunteers will be required to sign the Parry Sound Public Library Volunteer Waiver Form (Appendix A).

Section 2: Responsibility

1. The Chief Executive Officer (CEO) or appointed staff oversees and coordinates the volunteer program by:
 - a) planning for effective volunteer utilization
 - b) assisting staff in identifying productive and meaningful volunteer assignments
 - c) recruiting suitable volunteers
 - d) training staff to supervise volunteers effectively
 - e) managing corrective action of volunteers
 - f) tracking and evaluating the statistical data reflecting the contribution of volunteers to the library
 - g) officially recognizing volunteers for their contributions
 - h) maintaining liaisons with other volunteer-utilizing programs and organizations in the community

VOL – 01 Volunteer Policy *(continued)*

Section 2: Responsibility *(continued)*

2. A system of records is maintained on each volunteer. Volunteer records shall be accorded the same confidentiality as paid staff personnel records.

Section 3: Eligibility for Volunteering

1. The term "volunteer" refers to a person who performs services for the library without compensation or expectation of compensation (beyond reimbursement for pre-approved specified expenses) and, who performs a task at the direction of, and on behalf of, the library.
2. The library also accepts community members as volunteers who are participating in student projects, corporate volunteer programs, and other volunteer referral programs.
3. The service of paid staff members as volunteers is accepted provided that the volunteer service is:
 - a) initiated by the staff member
 - b) provided voluntarily
 - c) involves work that is outside the normal scope of duties and working hours for that staff member
4. Family members of paid staff are allowed to volunteer with the library but will not be placed under the direct supervision of their family members who are employees.
5. The minimum age requirement for volunteers is fourteen (14). For positions that require handling of money or supervision of children, volunteers must be at least sixteen (16) years of age.
6. Opportunities for volunteer placements are identified by staff or board. The library accepts the service of any volunteer with the understanding that such service does not constitute an obstruction to or conflict with the provision of library services to users. A volunteer must be officially accepted and enrolled by the library prior to performance of the task. Volunteers agree that the library may at any time decide to terminate the volunteer's relationship with the library, or to make changes in the nature of the volunteer assignment.

Appendix A
Parry Sound Public Library
Volunteer Waiver Form

I, _____ accept the following conditions when volunteering in the Parry Sound Public Library:

- I understand the Parry Sound Public Library cannot guarantee the sanitization of the library items. I will handle them with caution and take necessary health and safety precautions to minimize risk for myself and others.
- I confirm that I, as well as all members of my household, do not currently have nor have experienced COVID-19 symptoms within the last fourteen (14) days.
- I understand the requirement to sanitize my hands and wear an approved mask, as well as maintaining appropriate distancing wherever possible during my volunteer time in the library.
- If I begin to experience any symptoms of COVID-19 or feel unwell during my volunteer time, I will inform staff immediately, go home and contact the appropriate health authorities for further instruction.
- I understand that if I become ill, the Library, Board and Staff will not be held responsible for my illness.
- By signing this form, I acknowledge that I am aware of the risks involved, will follow all Health & Safety protocols in place and give consent to off my volunteer service to the library.

PRINT VOLUNTEER NAME

VOLUNTEER SIGNATURE

DATE

Parry Sound Public Library

Policy Type: Volunteer
Policy Title: Recruitment & Assignment

Policy Number: VOL - 02

Policy Approval Date: March 21, 2017
Policy Review Date: 2024

Volunteer assignments at the Parry Sound Public Library balance the needs of the library with the interests and abilities of our volunteers.

Section 1: Requests for Volunteers

1. Opportunities for volunteers are proposed by staff to the CEO or appointed staff.
2. Written requests include a description of the volunteer assignment, duration of assignment and a proposed start date. All staff should understand that successful recruitment of volunteers is enhanced by creative and interesting jobs.

Section 2: Volunteer Position Descriptions

1. Position descriptions are developed in consultation with staff before proceeding with recruitment.
2. Volunteers are given clear, complete, and current descriptions of the duties and responsibilities of their assignment.
3. Position descriptions include a title, a summary of the assignment, a list of responsibilities, qualifications and benefits, any training requirement, the time commitment needed for the assignment, and the name of the supervisor to whom the volunteer reports.
4. The volunteer position descriptions are reviewed with the volunteer prior to beginning the assignment.
5. **The library's volunteer position descriptions are reviewed and updated at least every three years or whenever a position substantially changes.**

Section 3: Tasks that may be performed by Volunteers

1. Volunteers will not perform any task or duty for which a license or certification is required if the volunteer **doesn't** possess such license or certification.
2. Volunteer tasks may include but are not limited to:
 - a) shelf reading and shelving
 - b) delivery of materials to shut-ins
 - c) customer service for Café/used book boutique
 - d) special projects
 - e) care of library plants and gardens
 - f) reading buddies
 - g) teen advisory committee
 - h) **preparation for children's programs (crafts)**

Section 4: Recruitment & Assignment

1. Volunteers are recruited on a proactive basis with the intent of broadening and expanding the involvement of the community in their library.
2. Applications to volunteer are also given appropriate consideration.
3. Volunteers are interviewed to ascertain their suitability for, and interest in, an assignment prior to being assigned. The interview determines the qualifications of the volunteer and his/her commitment to fulfill the requirements of the assignment. The interview should also answer any questions that the volunteer has about the library and the assignment.
4. A reference check may be made if appropriate for the volunteer assignment.
5. Volunteers in certain assignments may be asked to submit a police records check. Volunteers who do not agree to the background check may be refused placement.
6. No volunteer will begin their assignment until they have been officially accepted for that position and have completed all necessary screening as determined by the Volunteer Program Manager. At the time of final acceptance, each volunteer must have submitted a volunteer application and received a copy of his/her volunteer position description.
7. Volunteers perform their duties in the presence of at least one paid staff member. Each volunteer will have a specific staff member to whom he or she reports and who will be responsible for day-to-day support and direction.
8. All volunteer placements begin with a 30-day probation period. During this time, staff will support the volunteer with periodic informal check-ins. As well, it is the responsibility of the volunteer to inform staff of any issues of concern. At the end of the probationary period, a formal interview between the appointed staff member and the volunteer will take place to evaluate the extent to which the objectives of both the library and the volunteer are being satisfied.

9. The library strives to meet volunteer expectations and offer a satisfactory volunteer experience for both parties. However, it may be deemed necessary to explore options such as renegotiate terms of the assignment, reassignment, and referral to another organization or to the local volunteer centre, or placement termination.
10. Volunteers who are at any time reassigned to a new position will be interviewed for that assignment and receive all appropriate training for success before they begin.

Section 5: Orientation and Ongoing Training

1. Within the first three months of becoming a volunteer, all volunteers are required to attend a general orientation session on the nature, purpose and mission of the library, AODA requirements, the volunteer program; and, will be given a tour of the library.
2. Volunteers receive training to provide them with information on:
 - a) knowledge and skills necessary to perform their volunteer assignment
 - b) the operation of the program or service to which they are assigned
 - c) the purpose and requirements of the assignment
 - d) hazards that may be encountered
3. Volunteers are required to complete training mandated by legislation.

Section 5: Dismissal

1. Volunteers who do not adhere to the policies and procedures of the library or who fail to satisfactorily perform their assignments may be dismissed.
2. While on Parry Sound Public Library property and/or while performing volunteer activities on behalf of the library, volunteers are expected to maintain a professional level of behaviour. If the behaviour of the volunteer is deemed to drop below acceptable standards, the CEO or appointed staff will give a **warning to the volunteer to improve performance. If the volunteer's performance has not improved** during a given time period, the volunteer will be dismissed from the program.
3. Grounds for immediate dismissal include, but are not limited to:
 - a) insubordination
 - b) unwillingness or inability to support and further the mission of the library
 - c) theft of library property
 - d) illegal, violent or unsafe acts
 - e) abuse or mistreatment of library users or co-workers
 - f) smoking in unauthorized areas
 - g) being under the influence of alcohol or marijuana
 - h) being under the influence of, possessing, selling or otherwise being involved with illegal drugs
 - i) behaviour that would be construed as harassment

Parry Sound Public Library

Policy Type: Volunteer
Policy Title: Responsibilities of Volunteers

Policy Number: VOL - 03

Policy Approval Date: March 21, 2017
Policy Review Date: 2024

The Parry Sound Public Library accepts the service of volunteers with the understanding that such service is at the sole discretion of the library. Volunteers should actively perform their duties to the best of their abilities, and remain loyal to the mission, policies and procedures of the library.

1. Volunteers are responsible for maintaining the confidentiality of all privileged information to which they are exposed while serving as volunteers, whether this information involves staff, volunteers, users or other persons, or involves overall library business. Failure to maintain confidentiality could result in immediate dismissal.
2. Volunteers should understand that the library may at any time, for whatever reason, decide to end the volunteer relationship. As well, the volunteer may at any time, for whatever reason, decide to sever their relationship with the library. Notice of such a decision should be communicated as soon as possible to the volunteer's supervisor.
3. When expecting to be absent from scheduled duty, the volunteer should inform the CEO or appointed staff in advance so that a replacement may be found. Continual absenteeism will result in **a review of the volunteer's placement.**
4. Volunteers must obtain approval from appropriate staff prior to taking any action or making any statement which might affect or obligate the library. These actions may include, but are not limited to, public statements to the media, lobbying efforts with other organizations, or any agreements involving contractual or other financial obligations.
5. Volunteers are responsible for presenting a good public image, and must dress appropriately for the conditions and performance of their duties.
6. Volunteers are expected to submit any required timesheets and any other information to the staff in a timely and accurate fashion.
7. Volunteers must be covered by their own vehicle insurance where their assignment involves the use of a vehicle. Volunteers are responsible for their own parking tickets and fines incurred during volunteer assignments.

Parry Sound Public Library

Policy Type: Fundraising
Policy Title: Fundraising Policy

Policy Number: FR - 01

Policy Approval Date: November 21, 2017
Policy Review Date: 2024

Purpose:

In order to serve the needs of the community, Parry Sound Public Library must rely on charitable contributions from individuals, groups, foundations and corporations. Parry Sound Public Library (the library) is committed to maintaining its reputation for integrity and ethical fundraising practices, in order to retain such financial support. The library, in all its fundraising practices, will maintain its reputation for open, honest and transparent reporting involving the raising, investment and disbursement of funds.

Definitions:

Campaign is an organized fundraising effort to solicit substantial funds for the Parry Sound Public Library, usually extending over a period of months or years.

Designated Funds are donated funds designed as a gift for a special purpose.

Donor is an individual or organization who has made a gift to the Parry Sound Public Library.

Fair Market Value is the value that an item would sell for on the open market.

Fundraising Activities are short-term activities or single events to solicit funds.

Gift is a voluntary transfer of property, without consideration.

Gifts-in-Kind are gifts of non-cash gifts and do not include gifts of services.

Pledge is a commitment of a gift, given over a specific pre-determined time frame.

Undesignated Funds are donated funds, which have not been identified by the donor for a specific purpose.

Policy:

1. Parry Sound Public Library fundraising will be conducted in a responsible manner, consistent with the ethical obligations of fundraising and the legal requirements of provincial and federal regulators, such as the Canada Revenue Agency and Canadian Income Tax Act.
2. **All donated funds (designated or undesignated) will be used to support the library's mission and objectives, specifically for non-core and value-added services and programs, and capital enhancements which cannot be supported by the library's operating or capital budget.**
3. All designated donated funds will be used for the purposes for which they are given. If necessary, due to program or organizational changes, alternative uses will be discussed, where possible, with the donor or **the donor's legal designate. All undesignated donations will be directed to specific purposes where they are** most immediately needed or where opportunities are greatest in order to support value-added services or programs, or enhancements to capital projects.
4. Expenditure of all donated funds will be approved by the CEO, or designate, and Library Board prior to being spent, ensuring adherence to donor intentions.
5. Donated funds to the library, designated or undesignated, will be deposited in a Trust Account using separate fund lines to record individual fundraising activities or campaigns.
6. Pledges must be accompanied by an agreement signed by the donor and the CEO, or designate, of the library. Pledges may be announced publicly at the shared discretion of the donor and the library. There will be no official donor recognition until the library has received the donation or the signed donor contract and the first installment.
7. Annual financial reports, inclusive of Annual Registered Charity returns, will be factual and accurate in all material respects. The financial reports will be prepared in accordance with generally accepted accounting principles and standards established by the Canadian Institute of Chartered Accountants.
8. Government grants and contributions will be accounted for separately from donated funds.
9. Fundraising costs will be kept to the minimum amount necessary to meet objectives.
10. The CEO, or designate, will perform an ROI (return on investment) analysis on all fundraising campaigns and present a summary report on the success and cost-**effectiveness of the library's overall fundraising** program(s) to the Board annually.
11. A charitable receipt, in accordance with Canada Revenue Agency guidelines, will be issued for all donated funds of \$25 or greater. A name will be added to a plaque honouring donors for all donations over \$200. A personal letter thanking the donor will accompany each receipt and be signed by the CEO.
12. a) Receipts for gifts-in-kind will be supported by a fair market valuation provided by an independent third party. Fair market value may be determined by a qualified library staff member if the value of the item(s) is \$1000 or less. If the fair market value is more than \$1000 a knowledgeable third party not associated with either the donor or the library will appraise the property. The donor will bear the cost of the appraisal.

Policy (continued)

- b) The library reserves the right to refuse any or all gifts-in-kind. Gifts-in-kind become the sole property of the library. The library reserves the right to dispose of gifts-in-kind at any time in any way it deems appropriate.
- 13. The privacy of donors will be respected in compliance with the Municipal Freedom of Information and Privacy Act, RSO 1990, Chapter M56. The library does not share, sell or trade donor lists.
- 14. Fundraised dollars held in the trust funds are **to be invested consistent to the library's investment policy.**

*Parry Sound
Public Library*



Parry Sound Public Library

Fire Safety Plan

29 Mary Street, Parry Sound, Ontario P2A 1E3

Phone/Fax Number: 705-746-9601

Email: pslibrary@vianet.ca

List of Non-Ambulatory Occupants

This list is to be updated as often as necessary by the Facility manager ensure employees safety during an emergency situation. This list was last updated on December 7, 2017.

Name	Area	Phone	Comments

This document is to be kept readily available, on site, at all times for use by supervisory personnel and fire department officials in the event of an emergency.

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Section One

Introduction

This is a Fire Safety Plan for the Parry Sound Public Library located at 29 Mary Street in Parry Sound, Ontario. Building constructed with concrete block and wood frame.

This plan has been developed in accordance with Section 2.8 of the Ontario Fire Code. ON Regulation 213/07.

A Fire Safety Plan is designed to provide occupant safety in the event of a fire, to provide effective utilization of the fire safety features of the building and to minimize the possibility of fires. This plan discusses what occupants are to do in the event of a fire, fire safety, supervisory staff and related duties, and other related issues.

In order for this plan to be effective, management must know the plan and be able to implement it in the event of fire. The Fire Code requires the owner to be responsible for carrying out the provisions for fire safety, and defines "owner" as "any person, firm or corporation controlling the property under consideration". Consequently, the owner may be any one or a combination of parties, including building management, maintenance staff, security staff and occupancy groups.

This Fire Safety Plan has been approved by the Parry Sound Public Library Board, but this does not in any way relieve the owner, the lessee, or the management, of their responsibilities. The FPPA states that "every person who contravenes any provision of the Fire Code and every director or officer of a corporation who knowingly concurs in such contravention is guilty of an offence and on conviction is liable to a fine of not more than \$50,000 for an individual or imprisonment for a term of not more than one year, or both, or imprisonment for the term of not more than one year, or both, or \$100,000 for a corporation".

The fire safety plan shall be reviewed as often as necessary, but at intervals not greater than 12 months, to ensure that it takes account of changes in the use and other characteristics of the building.

The Chief Fire Official (or their designate) is to be notified regarding any subsequent changes in the approved Fire Safety Plan.

This fire safety plan shall be kept in the building in an approved location. The approved location for this fire safety plan is in the fire safety plan box located in the Main Entrance Vestibule.

Distribution of the Fire Safety Plan

This Fire Safety Plan was prepared by:

Parry Sound Public Library

(Assisted by the Fire Prevention/Public Education Officer John Tuck)

29 Mary Street

Parry Sound, Ontario P2A 1E3

Phone Number: 705-746-9601

Email Address: pslibrary@vianet.ca

The following contacts shall be given an approved copy of this fire safety plan;

- 1 copy for the Fire Department
- 1 copy for the Parry Sound Public Library Board
- 1 copy for the CEO
- 1 copy to be kept at the main Entrance Vestibule in the Fire Safety Plan box

The emergency procedures and the non-ambulatory form shall be given to all employees.

This fire safety plan was last updated December 7, 2017.

Responsibilities of the Building Owner

Ontario regulation 213/07, The Ontario fire code, is a provincial regulation made under Part IV of the Fire Protection and Prevention Act. The Ontario Fire Code requires the owner to be responsible for carrying out the provisions of this code, and defines the “owner” as “any person, firm or corporation controlling the property under consideration”. Consequently, the owner may be any one of or combination of parties including building management,

The building owner and operator (Parry Sound Public Library Board) have numerous responsibilities as outlined in this fire safety plan. They must work together to ensure that the following measures are in compliance;

• The building and facilities comply with the provision of the Ontario Fire Code.
• Establishment of emergency procedures to be followed at the time of an emergency.
• Instruction of supervisory staff and other occupants so that are aware of their responsibilities for fire safety.
• Holding of fire drills.
• Control of fire hazards in the building.
• Maintenance of the building facilities provided for safety of the occupants.
• Assuring that checks, inspections and tests as required by the Ontario Fire Code, are complete on schedule and that records are retained.
• Provisions of alternate measures for safety of occupants during the shutdown of fire protection equipment.
• Notification of the Chief Fire Official (or their designate) regarding changes in this fire safety plan.
• Be in complete charge of the approved fire safety plan and the specific responsibilities of the personnel.
• Designate and train sufficient assistants to act in this position.
• Educate and train all staff in the use of the existing fire safety equipment, and in the actions to be taken under the approved fire safety plan.

The Building Owner and Operator are required to have an understanding of applicable sections of the Ontario Fire Code as it applies to this building, and review this fire safety plan in intervals not greater than 12 months. The Facility manger and staff will be responsible for reviewing and understanding all aspects of this Fire Safety Plan.

Instruction and training is to be an ongoing basis and any changes to the fire protection system or building design is to be reflected in the training, and in this fire safety plan.

Appointment and Organization of Supervisory Staff

The Facility manager is in charge of this fire safety plan. The Facility manager will appoint and train sufficient staff to successfully implement the plan by covering all shifts in the building. Supervisory Staff shall be instructed on all aspects of this fire safety plan before they are given any responsibility for fire safety. Designated Supervisory Staff (as noted in this fire safety plan) shall be available on notification of a fire emergency to fulfill their obligation as described in this fire safety plan.

Parry Sound Public Library Board Building Owner & Operator
Rita Orr CEO
Staff Designated Supervisory Staff

Supervisory Staff Responsibilities for this Fire safety Plan

The CEO will act as the Lead Supervisory Staff, and the Staff will be additional Supervisory Staff. The CEO and Staff will work together to successfully implement this Fire Safety Plan.

The CEO and Staff play a key role in the effectiveness of this Fire Safety Plan because of their involvement and familiarity with the general layout of the building.

Responsibility of the Facility manager (Lead Supervisory Staff)
1. Be in charge of implementing the approved Fire Safety Plan for the building.
2. Ensure information in Fire Safety Plan is current.
3. Establishment of Emergency Procedures to be followed at the time of an emergency.
4. Ensure a copy of the approved Emergency Procedures is given to each employee.
5. Appointment and Organization of Supervisory Staff to carry out fire safety duties.
6. Instruction of Supervisory Staff and other Employees so that they are aware of their responsibilities for fire safety.
7. Assuring maintenance of building facilities provided for safety of the building occupants.
8. Assuring that checks, test and inspections, as required by the Fire Code, are completed on schedule and those records are made and returned.
9. Provision of alternative measures for the safety of the occupants.
10. Ensure that alternate measures for life and fire safety are instituted during any shutdown of the fire protection equipment. Notify the Fire Department and designate staff to patrol the building once every hour (fire watch). Employees must be notified and instructions must be posted as to alternate provisions or actions to be taken in case of an emergency. These provisions and actions must be acceptable to the Chief Fire Official (or their designate).
11. Comply with the Ontario Fire Code Control of fire hazards in the building.
12. Organize fire drills annually.
13. Train all staff as outlined in this safety plan.
14. Ensure all means of egress are unobstructed at all times.
15. Designate and train sufficient assistants to act in this position during your absence.
16. Be in compliance with the Ontario Fire Code.

Responsibility of the Staff (Supervisory Staff)
1. Keep the doors to stairways closed at all times.
2. Keep stairways, landing, hallways, passageways and exits (inside and out) clear of obstruction at all times.
3. Do not permit combustible materials to accumulate in any part of a stairway or other means of egress or ventilation shafts.
4. Do not permit combustible waste materials to accumulate in quantities or locations which will constitute a fire hazard.
5. Promptly remove all combustible waste from all areas where waste is placed for disposal.
6. In the event of any shutdown of the fire protection equipment, notify the fire Department and patrol the building once every hour (fire watch).
7. Conduct alternative measures during any shutdown of the fire protection equipment as specified in this plan.
8. Be in compliance with the Ontario Fire Code.

Training of Supervisory Staff and Employees

The CEO is to ensure that Supervisory staff is trained on the following equipment and procedures;

Supervisory Staff Training Components;
1. The procedures established to facilitate Fire Department access to the building and to the specific location in the building.
2. Evacuating occupants and persons requiring assistance.
3. Evacuation location and procedures.
4. Operation and location of portable fire extinguishers.
5. Location of the fire alarm panel and operation of the fire alarm system.
6. Location of all utility shutoffs.
7. Assuring all exit doors operate and are clear of obstructions.

Employee Training Components;
1. Emergency Evacuation Procedures
2. Evacuation location and procedures.
3. Evacuation occupants and persons requiring assistance.
4. Location of all exits.
5. Operation and location of portable fire extinguishers.
6. Method of sounding the fire alarm.
7. Assuring all exits doors operate and are clear of obstructions.

Section Two

Audit of Human Resources

Building Owner & Operator

Name:	Parry Sound Public Library Board
Address:	29 Mary Street, Parry Sound ON P2A 1E3
Phone Number:	705-746-9601
Contact Person:	Rita Orr / Board Chair Terry Zanussi

Building Operation

Hours of Operation:	Public Use: Monday - Closed Tuesday to Thursday 10 am – 8 pm Friday 10 am – 6 pm Saturday 10 am – 4 pm Sunday - Closed Staff Use: Monday 9 am – 5 pm Tuesday to Thursday 9 am – 8 pm Friday 9 am – 6 pm Saturday 9 am – 4 pm Sunday - Closed
Average Number of Employees	(5) Five
Occupant Load	Main Level: Auditorium: 80 People
Key Access	Supervisory Staff will have master keys for the building and meet arriving fire crews at the Entrance off McMurray street with this fire safety plan (If safe to do so).

Building Contractor Contact Information

Monitoring Company:

Name:	Huron Alarm & Fire Security Inc.
Phone Number:	1-888-363-9311

Audit of Building Resources

Building Construction

Construction:	Concrete & Wood Frame
Number of Stories	Two (2), no basement

Fire Department Access

Major Intersection:	Mary Street and Church Street
Direction from Major Intersection:	Northeast
Fire Route:	No
Access to the building:	McMurray Street parking lot
Main Entrance:	Church Street

Exits

Exits:	Four (4)
Stairwell:	Yes
Scissor Stairs:	No
Electromagnetic Locking Devices:	No

Access to Roof

Designated Supervisory Staff will have master key for Safety Ladder. Climb up ladder at rear entrance off McMurray Street.

Fire Alarm System

Fire Alarm Control:	
Panel Location:	Back Entrance
Annunciator Panel Location:	No
Emergency Power:	Emergency Lights at exits, will stay on for 30 mins.
Devices:	Smoke detectors and Heat detectors.
Audible Devices:	Sirens on each floor.
Emergency Voice Communication:	No
Monitoring:	The fire alarm system is monitored. Call Huronia Alarm & Fire Security Inc. (1-888-363-9311) and they will notify the Fire Department. Call 9-1-1, never assume that this has been done.

Portable Fire Extinguishers

Location:	Five (5) Class ABC fire extinguishers are located throughout the Facility. Please reference the floor plans for the exact locations.
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Emergency Lighting

Type:	Battery Packs with remote heads.
Coverage:	The entire area of the building, including all egress routes are provided with emergency lighting.
Duration:	Emergency lighting is provided for 30 minutes.

Utilities:

Location of Main:	Three (3) Natural Gas Furnaces on roof. Designated Supervisory Staff will have master key for Safety Ladder. Climb up ladder at rear entrance off McMurray Street.
Electrical Room Location:	On lower level, North side of building in Auditorium. Designated Supervisory Staff will have master keys.
Location of Main Gas Shut Off:	McMurray Street outside shut off, North side of building.

Fire Hydrants:

Location of Municipal Hydrant:	McMurray Street rear parking lot.
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Emergency Planning:

Location of Fire Safety Plan Box:	Main Entrance Vestibule and Administration office.
Evacuation Location:	Parry Sound Bikes (Historical Fire Hall) at 25 Mary Street.

Section Three

Instructions to Employees and on Fire Procedures

If you are in the fire area;
1. Leave the fire area immediately taking all people in the area with you. Do not panic.
2. Close all doors behind you.
3. Use exits to leave the building immediately.
4. If you encounter smoke, consider using an alternative exit.
5. Telephone the local fire department from a safe location by dialing 9-1-1. Never assume this has been done. Know the correct building address (29 Mary Street) and the location of the fire.
6. Wait in the designated meeting area, away from the building upwind to fire/smoke conditions and away from incoming fire equipment. Remain calm.

Do not re-enter the building until it has been declared safe to do so by fire officials.

If you hear the fire alarm signal;
1. Proceed to the nearest exit in your area and exit the building, proceed to the designated meeting area. Do not panic.
2. Close all doors behind you.
3. Use the exit to leave the building immediately.
4. If you encounter smoke, consider using an alternative exit.
5. Telephone the local fire department from a safe location by dialing 9-1-1. Never assume this has been done. Know the correct building address (29 Mary Street) and the location of the fire.
6. Wait in the designated meeting area, away from the building (30 meters), upwind to fire/smoke conditions and away from incoming fire equipment. Remain Calm.

Instructions to Supervisory Staff on Fire Procedures

If you are in the fire area;

1. Leave the fire area immediately taking all people in the area with you. **Do not panic.**
2. Close all doors behind you.
3. If safe to do so, supervise the evacuation of all occupants, including those requiring assistance.
4. Proceed to the nearest exit. Do not panic.
5. Close all doors behind you.
6. Use exits to leave the building immediately.
7. If you encounter smoke, consider using an alternative exit.
8. Telephone the local fire department from a safe location by dialing 9-1-1. Never assume this has been done. Know the correct building address (29 Mary Street) and the location of the fire.
9. If it is safe to do so, wait outside the Main Entrance for the incoming fire crews. Provide access and vital information to the fire crews as to the location of persons requiring assistance, master keys for the facility and service rooms. Give the fire department this approved fire safety plan.

Do not re-enter the building until it has been declared safe to do so by fire officials.

If you hear the fire alarm signal;

1. Proceed to the nearest exit in your area and exit the building. Do not panic.
2. Close all doors behind you.
3. Use the exits to leave the building immediately.
4. If you encounter smoke, consider using an alternative exit.
5. Telephone the local fire department from a safe location by dialing 9-1-1. Never assume this has been done. Know the correct building address (29 Mary Street) and the location of the fire.
6. If it is safe to do so, wait outside the Main Entrance for the incoming fire crews. Provide access and vital information to the fire crews as to the location of persons requiring assistance, master keys for the facility and service rooms. Give the fire department this approved fire safety plan.

Posting of Emergency Procedures

The procedures to be followed by Supervisory Staff and Employees shall be posted in the Staff area. Emergency procedures for occupants are also posted at each exit. The posted emergency procedures shall include the following;

<u>In Case of Fire</u>
Upon Discovery of Fire
Leave Fire Area Immediately
Close All Doors Behind You
Leave Building via Nearest Exit
If You Encounter Smoke, use an Alternate Exit
Call Fire Department From a Safe Location – Dial 9-1-1
Remain Calm
Upon Hearing a Fire Alarm Signal
Leave the Building via Nearest Exit
Close Doors Behind You
If You Encounter Smoke Use an Alternate Exit
Call the Fire Department From a Safe Location – Dial 9-1-1
Remain Calm

Instruction for Resetting the Fire Alarm System

Important Note:

You cannot reset or silence the fire alarm system until given authorization from the fire department.

Resetting Components in the Detection Circuit	
Security Key Pad	If security key pad is beeping and says trouble. Call Huronia Alarm & Fire Security Inc. (1-888-363-9311) to report a trouble alarm and fire watch is conducted. Key pad is monitored by Huronia Alarm & Fire Security Inc.
Smoke detector:	The activated smoke detector can be identified by its red light (on and not blinking). Smoke detectors are

Resetting the Fire Alarm System – We do not have a Fire Alarm System	
Alarm Silence Button:	We do not have a Fire Alarm System
Trouble Indicators:	If security key pad is beeping and says trouble. Call Huronia Alarm & Fire Security Inc. (1-888-363-9311) to report a trouble alarm and fire watch is conducted. Key pad is monitored by Huronia Alarm & Fire Security Inc.

Section Four

Control of Fire Hazards in the Building

General

- Keep Hallways, passageways and exits clear of obstructions and combustible refuse at all times.
- Avoid unsafe cooking practices, too much heat, and unattended appliances.
- Devices having open flames shall be securely supported in non-combustible holders and located or protected so as to prevent accidental contact of flame with combustible materials.

Control of Combustible Materials

- Combustible materials shall not be permitted in quantities or locations that may constitute a fire hazard.
- Combustible materials shall not be permitted to accumulate in any part of a stairway, fire escape or other means of egress.
- Flammable or combustible liquid spills in a building shall be removed immediately with an absorbent material that will not increase the hazard and shall be disposed of in a safe manner.
- Combustible refuse in the building shall be facility in metal refuse containers with self-closing, hinged metal covers.
- Combustible refuse shall be removed from the building on a regular basis.
- Combustible materials shall be kept a minimum three (3) feet away from electrical or heating equipment. If applicable, to be facility in approved containers.
- Combustible materials, other than those for which the location, room or space is designed, shall not be permitted in any part of a means of egress.
- No combustible materials, other than those for which the room or space is designed, shall be permitted in any service room space.
- Except for building components, no combustible materials shall be permitted in horizontal concealed spaces, such as crawl spaces and ceiling spaces.
- Greasy or oily rags or materials subject to spontaneous heating shall be deposited in a receptacle or removed from the premises.
- Combustible materials shall not be facility with ashes in the same receptacle.
- Flammable liquids shall not be used for cleaning purposes except where the cleaning is an essential part of a process.
- Smoking is restricted to designated locations equipped with non-combustible containers for the disposal of ashes.

Control of Electrical Hazards

All electrical equipment must be labeled(CSA) Canadian Standards Association and/or (ULC) Underwriters Laboratories of Canada approved.

Electrical Equipment wiring shall be;
• Continuous runs or spliced at junction boxes.
• Kept from under rugs.
• Free of cuts, significant abrasions or damage.
• Connected directly to a junction box or outlet (no extension cords).
• Grounded appropriately.
• Extension cords must be for temporary use only or be an approved power bar.

Permanent Wiring Requirements;
• Junction boxes and panels must have protective cover plates.
• Electrical panels must have appropriately sized fuses or breakers.
• All wiring must have proper splices and joints.
• Damaged or exposed wiring shall be repaired immediately.

Fire Extinguishment, Control or Confinement

This is primarily the responsibility of the local Fire Department. The production of toxic fumes in building makes firefighting potentially dangerous, particularly if a large amount of smoke is being generated.

Only after ensuring that evacuation of the building has started and the Fire Department has been notified, should an experienced person (familiar with extinguisher operation) attempt to extinguish a small fire. Using a fire extinguisher is a voluntary act. If it cannot be easily extinguished with the use of a portable fire extinguisher, leave the area and confine the fire by closing the door. To determine what type of fire extinguisher you have, look at the label on the extinguisher. It should say A, BC, ABC, D, or K. Ensure you are using the correct extinguisher for the correct type of fire you are trying to extinguish.

Class A Ordinary Combustibles: Wood, Paper, Plastics, Rubber, Cloth, etc.
Class B Flammable Liquids: Flammable Liquids, Tars, Oil Based Paints, Alcohols, Flammable Gases, Cooking oil, Greasy foods, etc.
Class C Electrical Equipment: Appliances, Machinery, Transformers, Computers, Fuse Boxes, Toasters, Coffee makers, mixers, Blenders, etc.
Class D Combustible Metals: Sodium, Lithium, Titanium, Aluminum, Metal Dust, etc.
Class K Cooking Oils (Kitchen Fires): Cooking Oil, Animal Oils, fats, etc.

Operation of Portable Fire Extinguishers

Ensure that the pin is intact and the seal has not been broken. Set the extinguisher on the floor, break the plastic or wire seal by twisting or pulling the pin.

You are now ready for the PASS method:

P - Pull the pin.

A - Aim the extinguisher or nozzle at the base of the fire.

S - Squeeze the handle and release the extinguishing agent.

S - Sweep the extinguisher from side to side across the base of the fire until it appears to be out.

For your safety;

- Keep the exit to your back to avoid being trapped in the building.
- Never re-hang an extinguisher once it has been discharged. Have the extinguisher recharged by the fire extinguisher service firm.
- Always maintain a 3 foot clearance around all fire extinguishers, and other fire protection equipment.
- Using a fire extinguisher is a voluntary act. Do not use an extinguisher should you not feel comfortable, or if it endangers your life.

Section Five

Fire Drill Procedures

The purpose for conducting fire drills is to ensure that staff is educated on the emergency evacuation procedures. The procedure for conducting fire drills shall be included in this fire safety plan, taking into consideration:

- The building occupancy and its fire hazards.
- The safety features provided in the building.
- The desirable degree of participation of occupants other than supervisory.
- The number and degree of experience of participation supervisory staff.

The fire drill procedures as stated below have been prepared in consultation with the Chief Fire Official (or their designate). Records of fire drills shall be kept for 12 months after the fire drill. Fire drills shall be held at least once during each 12-month period for the supervisory staff. Notices must be posted 24 Hours prior notifying employees that there will be a fire drill taking place the following day, and to notify the fire department via 9-1-1 if they see an actual fire. The purpose of posting notices is to prevent false alarm calls to the fire department from employees which may result in a fine.

Instruction for Supervisory Staff on Fire Drills
The CEO will notify local fire department at 705-746-2262 prior and after the fire drill, to ensure that they do not respond to any signals that may be received. The CEO will also notify the monitoring company prior and after the drill to ensure they received an alarm signal.
The CEO, Staff and Health and Safety Committee shall meet one-half hour prior to the drill for a briefing.
Designated supervisory staff will implement the emergency procedures. Staff are to follow the emergency evacuation procedures.
After the drill has taken place and the CEO, Staff, and Health and safety Committee will meet again to discuss any deficiencies and complete a "Record of Fire Alarm Drill" report which will consist of the following information- next page;

Record of Fire Drill

Comments
Date of fire Drill:
Time of Fire Drill:
Employees Notified 48 Hours Prior:
Facility manager, Staff, and Health and Safety Committee Members Present:
Fire Department Notified:
Fire Alarm Monitoring Company Notified:
Did the Alarm Monitoring Company receive a signal?

Comments`
Date of Fire Drill:
Time of Fire Drill:
Employees Notified 48 Hours Prior:
Facility Manager, Staff, and Health and Safety Committee Members Present:
Fire Department Notified:
Fire Alarm Monitoring Company Notified:
Did the Alarm Monitoring Company receive a signal?

Person Requiring Assistance

The CEO is to request volunteers (two or more if possible) to help any employees or customers who may require assistance. Volunteers should:

If a person is unable to be moved from the building;

- Relocate the person requiring assistance, if it is safe to do so, to an area that is free of smoke and fire conditions.
- Exit the building and notify the Fire Official and Supervisory Staff of the situation and of the location/condition of the person requiring assistance.

If the person is able to be moved from the building;

- Move the person requiring assistance outside.
- Remain with the person outside in the designated meeting area.
- Whenever possible, persons requiring assistance should be moved to the exit with their assistive devices; for example, wheelchairs, crutches or scooters, as they will require these devices once outside the building. The device(s) should remain in the facility if it is too heavy or large to be safely, quickly and easily transported, or if it is likely to block the emergency exit.

Supervisory staff will distribute a notice regarding employees who require special assistance in an evacuation. A list will be kept the front of this safety plan, to have readily available should an emergency occur. In the event of an emergency, designated volunteers will be available to provide assistance to any persons requiring assistance.

Section Six

Alternative Measures for Occupant Fire Safety

In the event of any shutdown of the fire protection equipment and system or part thereof, the Fire Department shall be notified at 705-746-2262 and instruction will be posted throughout the Facility as to alternate measures or actions to be taken in case of an emergency. These provisions and actions must be acceptable to the Chief Fire Officer (or their designate). Employees of the building will be notified by the person responsible at site.

Fire department Access

Fire Department access allows fire fighters (as well as ambulance or police), and their equipment, to gain access to and inside the building. Vehicles parked in a fire route, excessive vegetation, snow and other forms of obstructions to access routes, fire hydrants and Fire Department connections are not permitted by the Fire Code. Maintaining Fire Department access is an ongoing matter.

Exits and Exit Signs

In the event of a shutdown or impairment to an exit sign, or if an exit signs become damaged or illegible, supervisory staff shall be assigned to direct occupants to safety if an emergency situation arises. Supervisory staff must be provided with reliable flashlights in the event that exit signs cannot be provided. Contact the fire protection service firm, and request emergency service.

Fire Separations

In the event of impairment to a fire separation or closer, or part thereof, as to affect the integrity of their fire resistance rating, an effect shall be made by all staff to keep breaches in the separation sealed. A notice will be posted throughout the building. The notice will explain what measure is to be taken (example: close fire doors manually).

Portable Extinguishers

In the event that a portable extinguisher becomes discharged, inoperable, damaged or condemned it shall be recharged as soon as possible after use. Where the premises will be open to the public during the recharge delay, replacement extinguishers shall be provided while the extinguisher is being serviced.

Fire Alarm Shutdown

In the event of a shutdown or impairment of the fire alarm system, or part thereof, the fire department will be notified and a notice will be posted throughout the building (if the system is going to be shut down for more than 24 hours, the fire department must be notified in writing). The notice will explain the extent and the duration of the shutdown. Notices will also be posted and the fire department will be contacted when the system is reactivated. Contact the fire protection service firm, and request emergency service. During the shutdown, a Fire Watch is requested for the areas affected. Building Occupants will be instructed to advise the Fire Department immediately via 9-1-1 of any fire situation and to warn other occupants of the fire verbally. A written log must be maintained with information on the time of patrols, deficiencies and corrective measures.

Emergency lighting Shutdown

In the event of a shutdown or impairment of the emergency lighting systems, or part thereof, a notice will be posted throughout the building. The notice will explain the extent and the duration of the shutdown, and that there is no working emergency lighting for the building (occupants should have a flashlight readily available in the event of a power outage). Notices will also be posted when the system is reactivated. Supervisory staff must be provided with reliable flashlights in the event that emergency lighting cannot be provided. Contact the emergency lighting service firm, and request emergency service.

All shutdowns will be limited in duration and area as much as possible. During the shutdown of the fire protection equipment, the CEO will provide personnel to conduct a fire watch.

Fire Watch Requirements

A fire watch is a manual system of fire detection, performed by individuals constantly on alert and patrol, searching for fire hazards when the building life safety system has malfunctioned. This watch is to be activated whenever it has been established that a building fire alarm system is either out of service or severely deficient in functionality.

Any person who has direct control over a building and has good reason to believe that the life safety system of their related equipment is out of order and poses a serious risk to person(s) or property in any occupied or unoccupied structure should contact a fire watch.

Fire watch personnel shall be provided with means of communication with the fire department (phone), a means of notifying occupants (whistle or blow-horn) and be equipped with portable illumination (flash light) and protective equipment.

The person appointed for the fire watch duty shall be familiarized with all fire safety features of the building, including this fire safety plan and the condition of exits, and patrol the area to ensure that the means of egress are kept clear and that regulations are enforced.

Instructions for Performing Fire Watch

1. Continuously patrol all rooms and public areas of the building that are effected at a minimum of once per hour.
2. Immediately call 9–1–1 if any fire, strong odor of smoke, or visible smoke is observed.
3. Report any suspicious behaviors, circumstances, extinguished fires, burn marks, etc. immediately to the CEO.

Fire Watch Log

Name of Facility Under Fire Watch: Parry Sound Public Library

Person Performing Fire Watch:

I have read the instructions about conducting this Fire Watch and understand that I am responsible to follow those instructions and patrol my designated area at least once each hour.

Signature: _____

	Date:	Time:	Area Patrolled:
1.			
2.			
3.			
4.			
5.			
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Section Seven

Maintenance of Building Facilities

Ontario Regulation 213/07, The Ontario Fire Code, is a provincial regulation made under Part IV of the Fire Protection and Prevention Act. The Code requires the owner to be responsible for carrying out the provisions of this Code, and defines the “owner” as “any person, firm or corporation controlling the property under consideration”, and includes the person in the building or property.

It is the responsibility of the owner to ensure the following required checks, inspections, and tests are carried out in accordance with the applicable standards at the prescribed intervals. All deficiencies found shall be corrected.

Fire prevention officers may request the required documentation to ensure that the necessary checks, inspections and/or tests are being done when conducting their inspections.

Written records shall be kept and maintained readily available, on site at all times for a period of 2 years after they are made.

Definitions for Key Words are as Follows;

Check	Means visual observation to ensure that the device or system is in place and is not obviously damaged or obstructed.
Inspect	Means physical examination to determine that the device or system will apparently perform in accordance with its intended function.
Test	Means operation of a device or system to ensure that it will perform in accordance with its intended function.

Maintenance Requirements for Means of Egress and Fire Department Access

OFC	Action	What	Frequency	By Who
B.2.4.1.2.	Check	Ensure that combustible waste materials do not accumulate in quantities or location, which will constitute a fire hazard, or in any part of a stairway, fire escape, or other means of egress.	Daily	CEO or Health & Safety Committee.
B. 2.7.1.7.	Check	Door opening and the surrounding areas to ensure that they are kept clear of everything that would be likely to obstruct or interfere with the free operation of the door.	Daily	CEO or Health & Safety Committee.
B.2.5.1.3.	Check	Access to roadways and fire routes are kept clear and accessible so as to be immediately ready for use at all times by Fire Service vehicles.	Daily	CEO or Health & Safety Committee.
B.2.7.1.7.	Check	Maintenance of access to exits, including corridors used by the public and exits, including outside areas, are maintained free of obstructions.	Daily	CEO or Health & Safety Committee.
B.2.7.1.7.	Check	Maintenance of lighting provided for illumination in exits and access to exits, including corridors used by the public.	Daily	CEO or Health & Safety Committee.
B.2.7.1.7.	Check	Exterior walkways and stairways to ensure that they are kept in good repair and kept free of snow and ice accumulations.	Daily	CEO or health & Safety Committee.
B.2.7.2.1.	Check	Devices on any required exit door are able to be readily opened from the inside without the use or keys.	Daily	CEO or Health & Safety Committee.
B.2.7.3.1.	Check	Exit lights for blown bulbs and damage.	Daily	CEO or Health & Safety.

Maintenance Requirements for Fire Separations

OFC	Action	What	Frequency	By Who
B.2.2.3.1.	Check	Closures in fire separations to ensure that they are operable at all times.	Daily	CEO or Health & Safety Committee.
B.2.2.3.3.	Check	Closers in fire separations are not blocked or wedge open.	Daily	CEO or Health & Safety Committee.
B.2.2.3.5.	Check	Doors in fire separations to ensure that they remain closed.	Daily	CEO or Health & Safety Committee.
B.2.6.1.3.(1)	Check	Hoods, filters and ducts that are subject to accumulations of combustible deposits.	Daily	CEO or Health & Safety Committee.
B.2.2.3.4.	Inspect	All doors in fire separations to ensure proper operation to maintain the integrity of the fire separations.	Monthly	CEO or Health & Safety Committee.
B.7.2.3.1.	Inspect	Closures in vent opening into smoke shafts from each floor area shall be inspected sequentially over a period not to exceed five years. Every closure in an opening to the outdoors at the top of a smoke shaft shall be inspected annually to ensure that it will open manually from outside the building, a signal from the smoke or heat actuated device in the smoke shaft, and when a closer in an opening between a floor area and the smoke shaft opens.	Annually	CEO or Health & Safety Committee.
B.2.2.3.7.	Inspect	Fire dampers and fire-stop flaps.	Annually	Contractor
B.2.6.1.4.(1)	Inspect	Chimneys, flues and flue pipes.	Annually	Contractor

Maintenance Requirements for Emergency Lighting

Emergency power systems shall be inspected, tested and maintained in conformance with CSA-C282, "Emergency Electrical Power Supply for Buildings".

OFC	Action	What	Frequency	By Who
B.2.7.3.3.	Inspect	Emergency lighting equipment to ensure that the terminal connections are clean, free of corrosion and lubricated when necessary. Ensure that the terminal clamps are clean and tight as per the manufactures specifications, the electrolyte level and specific gravity are maintained as per the manufactures specifications, and that the battery surface is kept clean and dry.	Monthly	CEO or Contractor
B.2.7.3.3.	Test	Emergency lighting units to ensure that the emergency lights will function upon failure of the primary power supply.	Monthly	CEO or Health & Safety Committee.
B.2.7.3.3.	Test	Emergency lighting unit equipment to ensure that the unit will provide emergency lighting for a duration equal to the design criteria under simulated power failure conditions.	Annually	Contractor
B.2.7.3.3.	Test	Emergency lighting units charging conditions for voltage, current and the recovery period to ensure that the charging system is in accordance with the manufactures specifications.	Annually	Contractor

Maintenance Requirements for Portable Fire Extinguishers

A permanent record containing the maintenance date, the examiner's name and a description of any maintenance work or hydrostatic testing carried out shall be prepared and maintained for each portable fire extinguisher.

Portable fire extinguishers shall be replaced and recharged after use in conformance with instructions given on the extinguisher nameplate.

Extinguishers shells, cartridges or cylinders that show leakage or permanent distortion in excess of specified limits or that rupture shall be removed from service. Ensure extinguisher is conspicuously located, is readily accessible in case of fire, and is set on hanger, shelf or bracket. Ensure the extinguisher is installed so that the top of the extinguisher is not more than; 1.1 meters (4 ft.) above the floor where the gross weight or the extinguisher is greater than 18 kg. (40lbs.), or 1.5 meters (5ft.) above the floor, where the gross weight of the extinguisher is 18kg (40lbs.) or less.

OFC	Action	What	Frequency	By Who
B.6.2.7.2	Inspect	All portable fire extinguishers as per NFPA 10.	Monthly	CEO or Health & Safety Committee.
B.6.2.7.1.	Inspect	All portable fire extinguishers as per NFPA 10.	Annually	Contractor
B.6.2.7.1.	Test	Conduct hydrostatic testing of Carbon Dioxide and Pressurized Water Extinguishers.	5 Years	Contractor
B.6.2.7.1.	Inspect	Replace extinguishers agent inside facility pressure extinguishers.	6 Years	Contractor
B.6.2.7.1.	Test	Conduct hydrostatic testing of facility pressure fire extinguishers.	12 Years	Contractor

Maintenance Requirements for Fire Alarm Systems

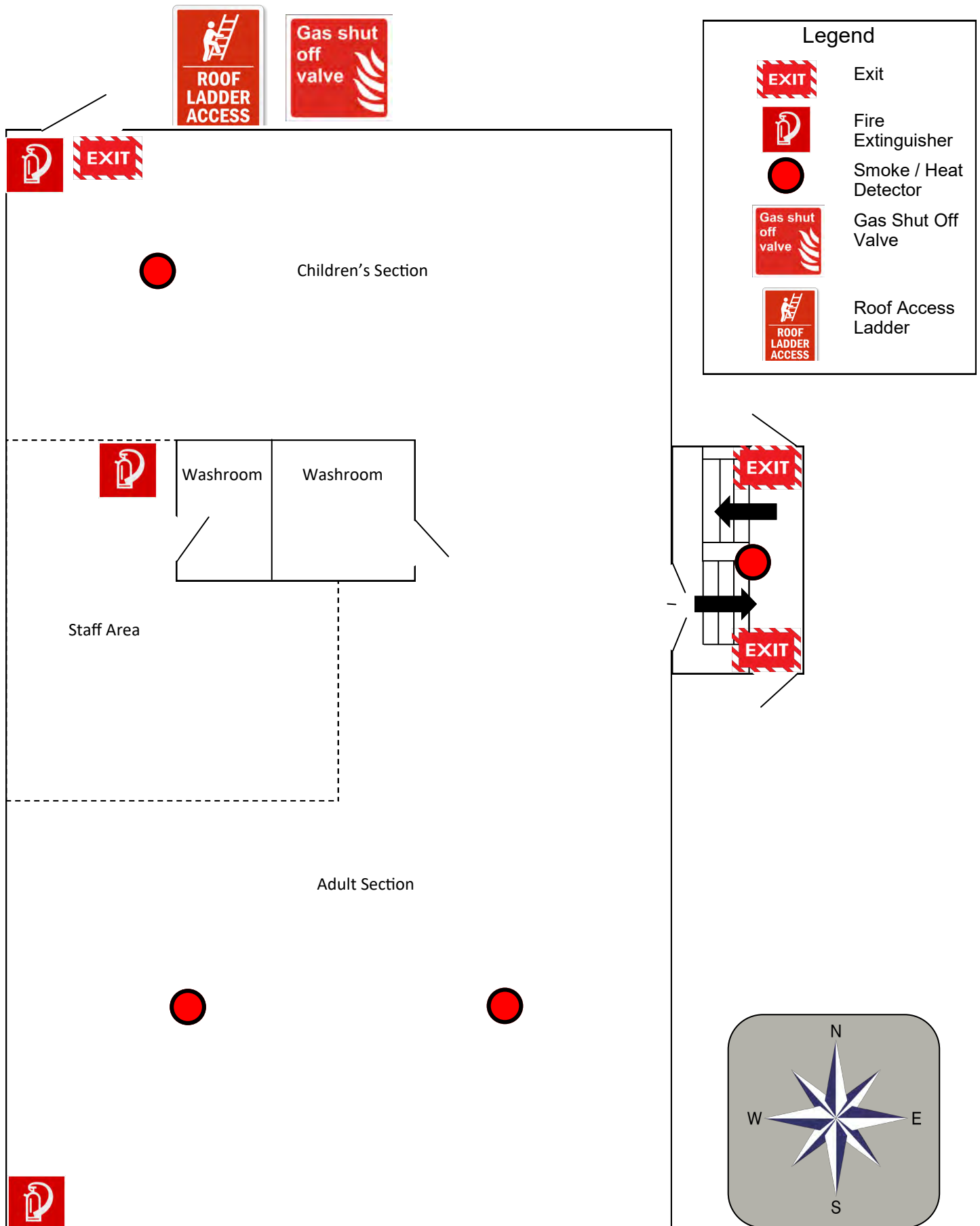
We do not have a fire alarm system. The fire alarm system, with or without voice communication capability, shall be subjected to the requirements of CAN/ULC S536-04, standard for the inspection and testing of fire alarm systems, Voice communication system that are integrated with a fire alarm system shall be tested in conformance with CAN/ULC-S536, "Inspection and Testing of Fire Alarm Systems". Building owners should be aware that the requirement for having their fire alarms tested and maintained in accordance with C.1.2.1.2. of the Fire Code.

OFC	Action	What	Frequency	By Who
B.6.3.2.1.	Check	Fire alarm system, AC power lamp, and trouble signal.	Daily	CEO or Health & Safety Committee.
B.6.3.2.3.	Check	The central alarm and control facility to ensure that no trouble is indicated in the system.	Daily	CEO or Health & Safety Committee.
B.6.3.2.1.	Test	One manual alarm-initiating device shall be operated on rotation basis and shall initiate an alarm condition.	Monthly	CEO
B.6.3.2.1.	Test	The proper function of all alarm signal appliances shall be ensured.	Monthly	CEO
B.6.3.2.1	Test	The annunciator panel shall be checked to ensure that the tested devices Annunciate correctly.	Monthly	CEO
B.6.3.2.1.	Test	The proper function of the audible and visual trouble signals shall be ensured.	Monthly	CEO
B.6.3.2.1.	Test	The fire alarm and standby power batteries shall be checked to ensure that: <ul style="list-style-type: none"> a. Terminals are clean and lubricated where necessary. b. Terminals clamps are clean and correct where necessary. c. Electrolyte level and specific gravity, where applicable, are as specified by the Manufacturer. 	Monthly	CEO
B.6.3.2.1.	Test	Fire Alarm system.	Annually	Contractor

Building Schematics or Floor Plan Drawings

Attach all schematics drawings to this section of the fire safety plan, Hand drawings of floor plans, schematics may or may not be accepted. Computer drawn floor plan, schematics is preferred.

Parry Sound Public Library · Main Level



Parry Sound Public Library · Lower Level

