



PRINCE GEORGE PUBLIC LIBRARY

PROCEDURES MANUAL

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5. HUMAN RESOURCES

5.1 EMPLOYMENT PROCESS

5.1.1 Hiring

See also Library Policy 6.3

5.1.1 Hiring

5.1.1.1 Update Job Description

- Ensure that the job description of the position being filled is updated and reflects current job duties and qualifications
- Revised job descriptions are reviewed by the Department Manager
- Job descriptions that undergo significant changes in duties or qualifications will be forwarded to the Job Review Committee to identify the appropriate pay scale. The Union must be notified of any changes to a job description and an updated copy of a job description, even if it is a minor change, must be sent to the Union for their files.

5.1.1.2 Personnel Requisition Form

- Fill out the Personnel Requisition Form located on the staff web page
- Attach the job description and job posting
- Provide the HR & Executive Assistant with an electronic copy of the job description and posting
- The Personnel Requisition Form is approved by the department Manager and the Library Director and forwarded to the HR & Executive Assistant for processing.

5.1.1.3 Advertising the Position

- Identify the locations for job ads on the Personnel Requisition Form. Include directions if positions are to be advertised via the Library's social media accounts
- All union positions are first posted internally for 5 business days. If there are no internal applicants, the positions will be posted externally as per the list below.
- Exempt positions will be posted internally and externally simultaneously.

Typical advertising locations are as follows

- Pages/Summer Students
 - Internally at both branches (posted internally only for the first 5 days)
 - Library website
 - UNBC and CNC job boards

- Customer Experience Assistants/Shift Leaders/Library Assistants
 - Internally at both branches (posted internally only for the first 5 days)
 - Library website
 - Move-Up Prince George (only for Library Assistants)
- Librarians/Coordinators
 - Internally at both branches (posted internally only for the first 5 days)
 - Library website
 - Partnership Job Board
 - University of Toronto job site
 - Foothills Library Association job site
 - Move-Up Prince George
- Managers/Exempt Employees
 - Internally at both branches and externally simultaneously
 - Library website
 - Partnership Job Board
 - University of Toronto job site
 - Foothills Library Association job site
 - Move-Up Prince George

5.1.1.4 Competition File

- The competition file is established and maintained by the HR & Executive Assistant (in the HR email folder under job titles)
- The file includes copies of the job description, job posting, Personnel Requisition form, and submitted resumes
- Resumes are submitted directly to the HR & Executive Assistant or via the HR email: (hr@pgpl.ca)

5.1.1.5 Interview Panel

- The interview panel is formed by the Department Manager in consultation with the supervisor of the position being filled
- There must be a minimum of two people on the panel
- The HR & Executive Assistant (HR representative) is present for every job interview to ensure that HR protocol is being followed and to answer any HR questions
- The HR representative will be a full member of the panel, asking questions and scoring

5.1.1.6 Pre-Screening Candidates

- The interview panel pre-screens applicants and agrees on the candidates to be interviewed
- A pre-screening form is developed by the interview panel lead (supervisor or department manager) and approved by the interview panel. The panel will agree on the criteria listed and the weight assigned to each criteria.

- The pre-screening criteria is derived from the job description and posting information
- Panel members pre-screen applicants separately based on submitted resumes and cover letters
- The panel will agree on the number of candidates to be interviewed based on the pre-screening scores. The number is dependent on the position and the scoring results.
- If there are not enough candidates with the required qualifications, the interview panel lead may consider re-posting the position with a new closing date.

5.1.1.7 Interviews

5.1.1.7.1 Interview Questions

- The interview panel lead provides the panel with a draft of questions for review and feedback. Sample questions are available from HR.
- The panel agrees on the final questions and the weighted value of answers
- The panel discusses ahead of time what qualifies as a good response
- Scoring values are also assigned to non-question related elements such as “Overall fit with ideal profile” or “Communication rating”
- An additional section on “availability” may be added and scored when this is a requirement of the position
- Internal candidates will be awarded an additional 5% of the total possible score
- All interviews will include the following questions:
 - Is there anything preventing you from meeting the commitments and/or requirements of this job?
 - Do you have any questions for us?

5.1.1.7.2 Interview Set-up

- Ensure the availability of interview panel members
- Book the mini-purpose room
- Contact the candidates to schedule interviews
- Zoom interviews are encouraged for out-of-town applicants. A second in-person interview will be arranged for final candidate(s).

5.1.1.7.3 Interview Materials

- Provide each candidate to be interviewed with a copy of the interview questions, the job description and information sheet outlining the following:
 - Work hours expected
 - Probationary period
 - Need for a criminal record check (to be done by the library on the first day worked)
 - Wages

- Benefits
 - Interview panel members
 - Information on additional presentation or homework assignment that may be included as part of the interview process
- The HR & Executive Assistant will review the information sheet to ensure that the information is accurate. Sample copies of information sheets are available in HR.
 - Email the job description and information sheet to each candidate and confirm the interview location and time.
 - Interview questions will be emailed 24 hours prior to the interview.
 - For Zoom interviews, provide a link and meeting ID and password. Request the candidate's phone number for back-up.

5.1.1.7.4 Conducting the Interview

- Introduce the panel members
- Confirm that the job description and information sheet has been received.
- Review the information sheet with the candidate if it was not received prior to the interview. Ask the same questions of each candidate
- Avoid prompting or providing answers
- Clarify or ask a follow-up question if more information is needed or the question is not understood
- Let candidates know that they can come back to a question if they would like
- Remind internal candidates to treat the interview as though they are unknown to the panelists or the organization
- Confirm that the references provided by the candidate are current

5.1.1.7.5 Scoring the Interview Responses

- Interview all candidates before assigning scores to the responses
- Review the responses of all candidates together and reach some agreement on the quality and completeness of each of the answers
- Discuss the candidates' overall interview performance and suitability for the position and score the "Overall fit" and "Communication rating" sections accordingly
- Add a 5% bonus to the possible score for internal candidates
- Be objective and fair in assigning values to answers
- Total the scores and identify the top candidate

5.1.1.7.6 Checking References

- The interview panel lead will contact 3 references provided by the top candidate

- Use the “Questions to Ask References” document as a basis for the questions
- Fill out the document for each reference
- Provide the reference check answers to the HR & Executive Assistant for inclusion in the personnel file

5.1.1.7.7 Offering the Position

- If references are positive, the position will be offered to the top candidate
- If references are negative, the interview panel will reconvene to identify options
- Once the position is verbally accepted, the interview lead will contact the unsuccessful candidates to let them know that the position has been offered and accepted

5.1.1.7.8 Start Date and Letter of Offer

- Verify the availability of the HR & Executive Assistant prior to agreeing on a start date with the successful candidate
- Provide the name, address, and any other conditions of employment to the HR & Executive Assistant so that a Letter of Offer can be drafted
- Provide the candidate with the Letter of Offer at least one week prior to the start date to allow time for the candidate to review the Human Resource policy prior to signing
- The signed letter must be returned to the HR & Executive Assistant at least one day prior to the start date
- The letter is to be reviewed and signed off-site

5.1.1.7.9 Orientation Day (Start Date)

- At the beginning of the first day, the employee will meet with the HR & Executive Assistant to fill out the appropriate paperwork
- The supervisor will conduct a New and Young Workers Orientation on the first day of work

5.1.1.7.10 Reasons for Hire

- The interview panel lead will fill out a “Reasons for Hire” document to be kept in the personnel and competition files
- The document will provide information on the interview dates, interview panel members and candidates interviewed
- The document will outline the strengths, qualities and skills of the successful candidate that resulted in the job offer

5.1.1.2 Travel Expenses for Candidates

The Library may accept responsibility for expenses incurred by the individual candidates being interviewed for any professional or technical vacancies.

5.2 PROBATIONARY PERIODS

5.2.1 Probationary Reviews

- Probationary employee shall mean a newly hired employee that shall be subject to a four (4) calendar month probationary period.
- Under special circumstances and with the mutual agreement of the Employer and the Union, the probationary period may be extended to a period not exceeding a further three (3) months. Any leave from the position of longer than ten (10) consecutive working days during the probationary period for sick leave, vacation or general leave of absence may extend the probation date by the equivalent length of that leave. Employees who have satisfactorily completed their probation period shall be so advised.
- During the probationary period, a probationary employee shall be entitled to all rights and privileges of this Agreement.
- The Employer may terminate a probationary employee for unsuitability.

5.2.2 Unsatisfactory Reviews

An unsatisfactory review will result in either termination or an extension of the probationary period for up to three (3) months by mutual agreement of the Employer and the Union. If there is an extension to the probation for any reason, HR and Payroll must be informed immediately.

5.3 PERFORMANCE MANAGEMENT

5.3.1 Employee Reviews

Communication between staff and supervisors is essential. Reviews are an integral part of that communication and are meant to enhance employee development and job satisfaction. Throughout the year supervisors are also expected to communicate regularly with employees in order to provide immediate feedback on job performance.

5.3.1.1 Probationary Reviews

5.3.1.1.1 Probationary Periods

- Managers – 6 months
- All other staff – 4 months

5.3.1.1.2 Probationary Review Meeting

- The probationary review will be completed between the employee and the supervisor prior to the end of the probationary period
- The review will be placed in the employee's personnel file

5.3.1.1.3 Extending the Probationary Period

- Employees may have their probation extended beyond the specified review period following a probationary review
- The probationary period may be extended up to 3 months as determined by mutual agreement of the Employer and Union
- If the probationary period is extended and the step increase held back, inform the HR & Executive Assistant at least one week prior to the probationary review date.

5.3.1.2 Annual Reviews

- All full-time, part-time and temporary employees working on a regular basis will have an annual review completed between themselves and their supervisor on or before the anniversary date of their appointment.
- A satisfactory review will result in an increment of one step within the salary range until the maximum steps have been reached.
- The review will be placed in the employee's personnel file.

5.3.1.3 Unsatisfactory Reviews

- An unsatisfactory probationary review may result in termination or an extension of the probationary period
- An unsatisfactory annual review may result in the withholding of a step increase until performance is improved
- If the step increase is held back, inform the HR & Executive Assistant at least one week prior to the review date.

5.3.1.4 Preparing for the Employee Review

- The review is a planned event between the supervisor and the employee to discuss work performance and goals. It is conducted yearly on the anniversary date of their current position.
- Input for formal evaluation may be sought from all library employees.
- The supervisor will request that the employee come to the review with a list of accomplishments and goals for the coming year.

5.3.1.5 Format of the Review

- Recognize the employee's contributions over the review period
- Share staff feedback. Direct quotes are not necessary.

- Review the employee's work performance in relation to job description and priorities set from previous reviews
- Discuss anything that may be contributing to unsatisfactory performance. Develop a mutually agreed upon plan to resolve the problem
- Discuss training needs and other supports that may enhance the employee's development
- Achieve mutual agreement on goals and objectives for the upcoming year

5.3.1.6 Document the Review

- The discussion is reflected in a written document developed by the supervisor following the review
- The review is signed by the employee. An opportunity for the employee to make comments is provided
- The completed and signed review is signed by the Library Director.

5.3.2 Disciplinary Action

The Prince George Public Library's aim is to encourage improvement in individual conduct and performance. This procedure sets out the action which will be taken when the organization's rules are broken and provides a fair, effective and consistent method of dealing with disciplinary matters.

- Employees are expected to know the library's Code of Ethics (section 1.3 of the policy), Workplace Bullying and Harassment policy (section 6.20 of the policy) and the work expected of them (found in their job description).
- Employees will be provided with details of the allegations and any evidence in support of this prior to the meeting and they will be given the opportunity to state their case.
- An employee is entitled to be accompanied by a work colleague at the meeting.
- No employee will be dismissed for a first breach of discipline, except in cases of Wilful Misconduct (see 5.3.2.7).
- Employees have the right to appeal against any disciplinary action taken.

5.3.2.1 Informal Discussions

Before taking formal disciplinary action, the manager/supervisor will make every effort to resolve the matter by informal discussion with the employee. Only where this fails to bring about the desired improvement should the formal disciplinary procedure be implemented.

5.3.2.2 First or Formal Verbal Warning

If conduct or performance is unsatisfactory, the employee will be given a verbal warning. The manager/supervisor will inform the employee that his/her conduct or performance is unsatisfactory and a time will be arranged for a discussion. The employee's conduct or performance will be discussed between the employee and the manager/supervisor to ensure that all concerned are fully aware of conduct or performance expectations and a strategy will be devised for improving the conduct or performance of the employee. Minutes will be taken

during this meeting and signed by both the employee and the supervisor. These minutes will be placed in the employee's file. If there is no further recurrence of the unsatisfactory conduct or performance the minutes will be removed from the employee's file after a period of twelve (12) months.

5.3.2.3 Written Warning

If the conduct is regarded as more serious or the employee's work or conduct is considered unsatisfactory after they have received a formal verbal warning, a disciplinary meeting may be called.

If the unsatisfactory conduct or performance recurs the employee will be given a written warning stating the nature of the unsatisfactory conduct or performance and the date of the verbal discussion. The letter will inform the employee that this is the second step of the disciplinary procedure and that failure to improve will result in the employee being placed on probation for three (3) months and that during this time the employee's salary is frozen and no increments will be applicable. A copy of the letter will be placed in the employee's file with the minutes from the initial verbal discussion. If there is no further recurrence of the unsatisfactory conduct or performance the letter and the minutes will be removed from the employee's file after a period of twelve (12) months from the date of the letter.

5.3.2.4 Final Written Warning

Failure to improve after a written warning will result in the employee being placed immediately on probation. The employee's salary will be frozen and no increments will be applicable for the three (3) month probationary period. At the end of the probationary period a performance review will be completed. If the review is satisfactory the employee will no longer be on probation and their salary will no longer be frozen. The performance review will be placed in the employees file. If the review is unsatisfactory the employee may be terminated at the discretion of the Library Director upon recommendation from the Manager. A performance review is never removed from an employee's file.

5.3.2.5 Immediate Dismissal

Some actions which may result in an employee's immediate dismissal include those that meet the rationale for termination for just cause per Employment Standards. These include:

- wilful misconduct (see 5.3.2.7);
- gross incompetence;
- illegal activity
- conflict of interest (per policy 1.3.1);
- serious undermining of the corporate culture;
- serious breach of employer rules and policies;
- failure to respond appropriately to corrective discipline.

5.3.2.6 Suspension

An employee can be suspended with or without pay.

5.3.2.7 Wilful Misconduct

Wilful misconduct means that the employee knows what they are required to do, and deliberately does not do it, or that they know what is not permitted, but does it anyway. An act of wilful misconduct is inconsistent with the continuation of the employment contract or the proper discharge of the employee's duties. It is prejudicial to the employer's interests, or is a breach of trust.

A mistake, especially if due to inexperience or lack of training, is not considered to be wilful misconduct.

5.3.3 Complaints and Appeals

The Prince George Public Library recognizes that staff complaints may arise from time to time. Complaints will be assessed thoroughly and resolved expeditiously.

5.3.3.1 Complaints Arising from Work-Related Problems

In the normal operation of the Library, problems or questions may arise. Supervisors are responsible for listening to and trying to resolve work-related problems. Employees are responsible for making the problem known.

The problem is to be discussed frankly with the immediate supervisor to give him/her an opportunity to fully understand the facts of the situation. This needs to be done within fourteen (14) calendar days of the time the problem occurred. Most complaints can and should be resolved at this level. Employees will receive an answer or decision from their supervisor within five (5) working days.

If the employee is not satisfied with the result, or needs further clarification, or believes that he/she cannot discuss the problem because of "personal" conditions between the employee and their supervisor, then he/she may request a meeting with their Department Manager. The meeting will take place within three (3) working days of the employee's request for such a meeting. The Department Manager will investigate the matter and issue a written answer within five (5) working days of the meeting having occurred.

5.4 WAGE AND SALARY ADMINISTRATION

5.4.1 Merit Increments

5.4.1.1 Probation

Following successful completion of the probationary period on initial appointment, all regular employees, part-time and casual employees employed on a regular basis will receive an increase of one increment within their salary range.

5.4.1.2 Pay Dates

All employees will be paid bi-weekly on every second (2nd) Friday, unless a holiday falls on the Friday or as determined by the payroll department.

5.4.2 Performing Higher Level Duties

5.4.2.1 Acting Pay

Employees, other than Department Managers, required to perform the principal duties of a higher level position for a period of at least 3.5 consecutive hours shall be paid acting pay at the lowest step of the pay grade of the employee whom they are replacing that will give them a pay increase of at least 3% more than they are receiving for performing their regular job.

An employment contract will be offered to employees expected to continuously perform the principal duties of a higher level position for longer than a 30 day period. Employees will be subject to the terms and conditions outlined in the contract.

Acting pay requested under any other circumstances must be pre-approved and is at the discretion of the Library Director.

5.4.2.2 Shift Differential

A shift differential of \$0.35 per hour will be paid to all staff scheduled to work between the hours of 9:15 p.m. - 7:00 a.m. This policy will start as of July 24, 1992.

5.4.3 Hourly Payscale

PRINCE GEORGE PUBLIC LIBRARY

Payscale (hourly) - Wage Rates as of April 1, 2024 (2.0%)

Grade	Code	Title	STEP 1	STEP 2	STEP 3	STEP 4
Points Range			First 4 months	Next 8 months	Second Year	Third Year
13	LPG	Page	17.09	17.09	17.31	17.57
0-150	LCIA	Computer Instructional Assistant				
14			17.80	18.34	18.88	19.46
151-200						
1	LTS	Library Technical Assistant	21.39	22.05	22.70	23.37
201-250						
2	LRSK	Reserves Clerk	23.47	24.20	24.97	25.72
	LCCK	Customer Experience Assistant				
251-300	LNC	Customer Experience Assistant (Nechako)				
4	LSMW2	Security/Maintenance Worker	25.83	26.62	27.41	28.24
301-350	LSH	Customer Experience Shift Leader				
5	LMDA	Visual Marketing Assistant	26.75	27.64	28.46	29.30
	LAC1	Accounting Clerk I				
	LAC2	Accounting Clerk II				
	LTUT	Library Tutor				
351-400	LSMW	Security/Maintenance Lead				
6	LRAA	Library Assistant	27.70	28.65	29.53	30.37
401-450	LSSA	Assistant Catalogue Technician				
8	LCTT	Catalogue Technician	29.21	30.14	31.03	31.98
	LAQK	Acquisitions Coordinator				
	LPCO	Processing Coordinator				
	LPAC	Customer Accounts Specialist				

451-500	LAAS	Human Resources & Payroll Administrator				
8a 501-550	LCEC	Customer Experience Coordinator	31.40	32.35	33.31	34.31
9 551-610	LPRC LCVR LNSP	Program Coordinator Circulation Services Coordinator HR Coordinator & Exec Assistant Nechako Branch Coordinator	33.59	34.74	35.85	36.86
18 611-675	LPSL LNAD LWRD	Librarian Network & Systems Administrator Web & Systems Administrator	35.85	36.93	38.02	39.16
10 676-750	LCXC LCC PUSC	Communications Coordinator Collections Coordinator Public Service Coordinator	39.06	40.25	41.45	42.69
10a 751-825			40.77	41.57	42.81	44.10
11 826-925	LCON LMCE LMCT LMCS LSCM LPSM	Manager of Finance & Facilities Manager of Communications & Engagement Manager of Collections & Technology Manager of Customer Experience & Service Delivery Support & Circulation Services Manager Public Service Manager	44.92	46.70	48.60	50.54
15	PUSM	Public Service Manager (Acting)	47.61	50.83	51.55	53.59
20	LCHL	Library Director	54.04	56.64	58.34	59.80

5.4.4 Salaried Position Administration

5.4.4.1 Library Director

The Library Director will be paid an annual salary in the range of \$105,745.24 - \$127,302.38. The starting point and progression through this wage range is at the discretion of the Board of Directors. The wage range is designed for the following merit increases:

Approved January 1, 2019

End of year 1 & 2 – 3%; end year 3 – 2.5%; end of year 4 – 2%; end of year 5 – 1.75%; end of year 6-8 - 1.5%; end of year 9 & 10 - 1%

These increases are a guideline for the Board of Directors and reflect the likelihood that there is a more rapid increase in organizational knowledge, experience, and performance in the first few years of an employee's hire. The performance of the Library Director will be reviewed annually by the Board of Directors and merit increases will be determined at that time. Where the Library Director is performing satisfactorily, progression from the minimum to the maximum of the wage scale may occur in no more than ten years but this may be completed in less than ten years.

The salary range will be reviewed for cost of living increases when increases are proposed for the rest of the organization. Procedure section 5.4.4.1 is the responsibility of the Library's Board of Directors.

Adopted May 28, 2014

5.4.5 Job Evaluation Committee

5.4.5.1 Background

The job evaluation process is designed to evaluate library positions to determine fair compensation levels relative to other positions in the organization, so that compensation levels are based on objective criteria associated with the type, complexity, and impact of the responsibilities of the various positions. The job evaluation is not a measure of the value of any position or employee to the organization. A position is evaluated in terms of a number of factors that produce a numerical point value. The factors considered are based on the job description, not on the skills or performance of the incumbent. There are eleven job review factors:

- Education/Training
- Work Experience
- Customer Experience
- Supervisory Responsibility
- Level of Supervision Received
- Decision-making Authority

- Decision-making Impact
- Type of Interaction
- Level of Contact
- Complexity
- Effort

5.4.5.2 Responsibilities of the Committee

The Job Evaluation Committee meets to review and evaluate all new or substantially changed bargaining unit positions in accordance with these procedures. The Committee will consist of three representatives selected by the Employer, and three representatives who are PGPL employees that are selected by the union.

The Committee will assume responsibility for reviewing all new job positions in the bargaining unit, as well as reviewing existing bargaining unit positions where significant changes in duties and/or responsibilities have occurred, including conducting appeals for existing positions.

All members must be present at a meeting. Alternates may fill in for absent committee members with the consent of the remaining Committee members.

Decisions made by the Committee are by unanimous agreement of all members.

In addition, the Committee:

- Interprets the degrees of the job factors.
- Establishes or revises the points results for positions, and confirms the adequacy of a position's job description with the points results of the position. If it becomes evident through the performance of Committee responsibilities that job descriptions require updating, the Committee shall advise the Library Director of the need to revise job descriptions.
- Periodically reviews a sampling of jobs selected by the Committee for the purpose of ensuring that internal relativities are being maintained.
- Assigns the effective date and/or the period of time during which the points result shall apply as may be required during the processing of appeals.
- Makes recommendations regarding changes to the factors, degree values, review procedures, as well as changes to the review process.

When agreement cannot be reached by the Committee, after following the appeals procedure outlined below (if applicable), the matter shall be referred to arbitration for a final and binding decision.

In the event a position is re-evaluated to a lower classification level, the incumbent(s) shall suffer no reduction in their rate of pay by virtue only of a re-evaluation downward, for as long as they continue to occupy the position. The incumbent(s) will receive no increments or raises in pay until the rate of pay for the re-evaluated position reaches the level of the incumbent's wage rate.

5.4.5.3 Factors

Each factor is divided into degrees (or levels) of significance or difficulty.

5.4.5.3.1 Education

Definition: This factor addresses the minimum education required to adequately perform the duties of the position. Select the minimum level of training and/or education that best describes the job requirements.

- The position requires some high school education
- The position requires a high school diploma, or equivalent
- The position requires additional training or up to one year of job-related course work after completion of high school
- The position requires a two-year diploma (e.g. Library Technician diploma), or equivalent
- The position requires a four-year degree/diploma (e.g. undergraduate degree)
- The position requires graduate degree credentials (e.g. ALA accredited masters)

5.4.5.3.2 Work Experience

Definition: This factor evaluates the minimum level of relevant work experience required to successfully perform the duties of the position.

- No previous experience required for this position
- The position requires one year of experience
- The position requires one to three years of experience
- The position requires three to five years of experience
- The position requires over five years of experience

5.4.5.3.3 Customer Experience

Definition: This factor considers the level of responsibility the position has for ensuring customer satisfaction. Customers can be both internal and external users of the services provided by the position.

- Understands and communicates routine customer requests and provides work-related information in a timely, efficient, and friendly manner; shows courtesy, respect, and tact when dealing with others. Position interacts effectively with others in everyday contacts and has limited effect on external relations and library image.
- Ensures that customer satisfaction and service are maintained through daily interactions with internal and external contacts. Performance impacts the overall image of the library to some degree, though

positive or negative consequences are relatively short-term and contained. Understands and communicates knowledge of customers' priorities and needs.

- Has significant accountability for ensuring customer service and satisfaction within the branch or department by establishing and monitoring business procedures. Positive or negative impact on public relations or the library's public image is significant. Proactively monitors internal and external customer service and satisfaction and ensures implementation of actions to remedy customer service problems.
- Performs all aspects of the preceding three items, plus assists in making decisions that may impact donor support, information presented at public meetings or other sensitive areas, including assisting in resolving or de-escalating conflict.
- Directs public relations policy. Positive or negative impact on public relations or the library's public image is significant and diplomacy is required. Proactively ensures the implementation of outstanding internal and external customer service and satisfaction. Makes decisions that impact donor support, information presented at public meetings or other sensitive areas, including resolving or de-escalating conflict and developing win/win situations for the library and customers. Builds long-term relationships with external customers and high-level stakeholders, including elected officials and donors.

5.4.5.3.4 Supervisory Responsibility

Definition: This factor reflects the supervisory responsibility of the position over other employees and volunteers.

- This position has no supervisory capacity over others.
- The position functions as a lead worker performing essentially the same work as those supervised, but providing some guidance or training to others.
- The position supervises people within a branch or department. Responsible for training, instructing, and scheduling work. Conducts performance evaluations.
- The position has direct responsibility for supervising a branch or department's strategic work objectives and assists in resolving the most complex problems.
- The position directs supervisors in overseeing multiple work functions within a division. Makes recommendations on hiring and disciplinary actions. Evaluates work objectives and effectiveness and recommends modification to staffing patterns as needed. Resolves the most complex problems.

5.4.5.3.5 Level of Supervision Received

Definition: This factor assesses the degree of influence the position's immediate supervisor has on the work activities of the position. The freedom to act and the ability to make policy, procedural, and daily operational decisions should be considered.

- Work is assigned and performed under direct supervision; position functions independently on routine work, but challenging cases and situations are referred to the immediate supervisor.
- Work is assigned and performed under general supervision with little functional guidance, following established procedures; situations are referred to a supervisor as needed.
- Position functions under general direction of a supervisor or manager and uses a wide range of procedures to meet job responsibilities. The position plans and arranges own work and refers only unusual cases to supervisor.
- Position functions under broad administrative direction; sets standards for a department or division; is directly accountable for results.

5.4.5.3.6 Decision-making Authority

Definition: This factor measures the decision-making authority that exists in the position.

- Has the authority to make routine or recurring decisions or suggestions based on rules or procedures, but refers all other decisions to a supervisor or manager.
- Has the authority to make routine and non-routine decisions and shares responsibility for those decisions, but refers decisions on critical issues/questions to a supervisor or manager.
- Makes decisions on critical issues/questions with input/consultation of a supervisor or manager and shares responsibility for those decisions.
- Provides final approval on decisions that affect department, branch, or area of responsibility. Provides input on library policy decisions.
- Participates in decisions about organization policy and strategy or about significant transactions.

5.4.5.3.7 Decision-making Impact

Definition: This factor evaluates the impact a position's decisions have on library operations, including impact on other library employees and on customers. Assume that all normal care and judgment are exercised and that normal work guidelines and rules are followed.

- Poor or incorrect decisions affect primarily the position's own work or an individual customer, are easily detected, and have only minor impact.
- A poor or incorrect decision, or breach of confidentiality, may cause short delays in getting work done in the immediate area and affect the work of others in the immediate work group, or one or a few library customers.
- Errors or incorrect decisions, or breach of confidentiality, may cause major disruptions of a library service or project, impacting a large department, numerous customers, a branch, or an entire function.
- Errors or incorrect decisions caused by poor judgment may result in injury, damage to property or the library's reputation, or financial loss.
- Incorrect decisions impact system-wide plans and policies and may have significant impact on the library over the long term. This includes high-stakes projects such as large grants, working with large donors, etc.

5.4.5.3.8 Type of Interaction

Definition: This factor considers what kind of interactions with staff, patrons, and external organizations are required by the position.

- Interaction involves routine information exchange and/or simple service activities requiring common courtesy (e.g., answering questions, directing calls, giving direction in response to simple requests)
- Interaction requires moderate tact and cooperation (e.g., scheduling and/or coordinating multiple personal calendars, responding to questions that require some research to provide the correct answer).
- Interaction requires substantial sensitivity and cooperation (e.g., basic project interaction, providing information to members of the public who from time to time may be upset or angry)
- Interaction involves considerable explanation and persuasion leading to decision, agreement, or rejection on complex issues; diplomacy is required (e.g., problem-solving discussions regarding responsibilities, finance, workflow, or facilitation of service; important contacts involving difficult matters of agreements or controversies such as contract negotiation or arrangement).
- Interaction requires expert skills in persuasion, influence, and motivation of personnel at the highest level; issues are complex and require diplomacy and negotiation (e.g., controversial operating relationships, final decision-making and problem-solving discussion regarding library objectives and goals, presenting highly controversial issues, and negotiating major contracts).

5.4.5.3.9 Level of Contact

Definition: This factor evaluates who this position communicates with as well as the frequency of those communications.

- Level of contact is mainly with clerical and technical staff members and first-level service representatives.
- Level of contact includes library customers, volunteers, vendors, and other staff members including supervisors.
- Level of contact includes regular interactions with managers and/or department heads, and/or media or community representatives.
- Level of contact includes regular interactions with Library Board members, Library Director, donors, community leaders, business and industry leaders, or elected officials.

5.4.5.3.10 Complexity

Definition: This factor assesses the typical nature and diversity of work performed as well as the level of judgment and analysis necessary to resolve typical problems encountered.

- Work is routine and well defined with clearly stated and detailed rules or procedures. Judgment is exercised on routine matters and guidance is readily available.
- Work is generally well defined with clearly stated directions, but involves some non-routine or unusual assignments that may require the use of new approaches or occasional independent judgment.
- Work is diversified and moderately complicated, requiring judgment to select options and apply established practices and procedures. Involves regularly making choices about how to address problems.
- Work is complex and varied; employee in position must develop new solutions in a variety of situations. Work is governed by broad instructions, objectives, and policies. Requires considerable judgment in developing approaches and techniques.
- Work is varied and requires analysis of major library issues and problems as well as a complete knowledge of a wide variety of disciplines, operations, and practices. Position consistently uses independent judgment to develop and implement ideas.

5.4.5.3.11 Effort

Definition: This factor determines the effort required to perform the duties of the position and the environmental conditions under which the duties are typically performed.

- Work is in a typical office setting that has physical demands that do not cause undue fatigue.
- The work requires light physical effort in the handling of light materials or boxes and tools or equipment of up to thirty pounds in non-strenuous work positions and/or continual standing or walking at least 60 percent of the time.
- The work demands occasional strenuous effort. For example, employee has to handle moderately heavy boxes, moderately heavy tools, equipment, or materials of thirty to sixty pounds.

5.4.5.4 Degree Values Table

Compensable Factors	Factor Degrees					
	1	2	3	4	5	6
A. Education/training	15	42	69	96	123	150
B. Work Experience	0	11	44	77	110	
C. Customer Experience	10	32.5	55	77.5	100	
D. Supervisory Responsibility	0	9	36	63	90	
E. Level of supervision received	9	36	63	90		
F. Decision-making authority	11	35.75	60.5	85.25	110	
G. Decision-making impact	11	35.75	60.5	85.25	110	
H. Type of interaction	5	16.25	27.5	38.75	50	
I. Level of contact	5	20	35	50		
J. Complexity	10	32.5	55	77.5	100	
K. Effort	4	22	40			

5.4.5.5 Pay Grade – Points Ranges

Pay Grade	Points Ranges
13	0-150
14	151-200
1	201-250
2	251-300
4	301-350
5	351-400
6	401-450
8	451-500
8a	501-550
9	551-610
18	611-675
10	676-750
10a	751-825 Definition: This factor determines the effort required to perform the duties of the position and the environmental conditions under which the duties are typically performed. 1. Work is in a typical office setting that has physical demands that do not cause undue fatigue. 2. The work requires light physical effort in the handling of light materials or boxes and tools or equipment of up to thirty pounds in non-strenuous work positions and/or continual standing or walking at least 60 percent of the time. 3. The work demands occasional strenuous effort. For example, employee has to handle moderately heavy boxes, moderately heavy

	tools, equipment, or materials of thirty to sixty pounds.
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NOTE: Pay grades were not established solely on points. Market value and demand were also taken into consideration.

5.4.5.6 Administrative and Procedural Guidelines

With the introduction of any system affecting a wide range of employees and where the system is of an on-going nature, it is desirable to set out guidelines to inform employees as to how they can obtain action through the system, as well as consistency in application of the system.

5.4.5.6.2 Review Procedures

The employee's job description as well as job descriptions for other positions in their work unit shall be available to the employee through the employer.

An employee will first complete the first portion of a Request for Review form and submit the form to the Department Manager.

The Department Manager arranges for a discussion with the employee and their supervisor (if applicable). After the discussion, the parties sign the second portion of the Request for Review form. The Department Manager forwards the form to the Job Evaluation Committee to determine whether a review is required.

5.4.5.6.3 During the review

The Committee reviews the duties, responsibilities and qualifications as shown on the job description. The Committee does not rate the employee or their performance.

The Committee begins at the lowest numbered degree (degree value 1) and reviews the various degree descriptions for a given factor and selects the degree that most closely matches the degree in the position under review. If the description of a degree does not best fit the position, the Committee considers the next numbered degree description (degree value 2). This process is repeated until the degree description most accurately matches the duties/roles of the position being reviewed. The Committee then compares the selection with similar jobs at the same paygrade, at the next highest paygrade, or at the next lowest paygrade. The degree selected must be appropriate both to the position and relative to the degree approved for that factor in other positions.

In addition, several reviews may be utilized in the overall evaluation program:

- Review of relevant job review documents with the employee.
- Follow-up interview when either an employee requests it or when the Committee requires further clarification.
- Review of relevant job review documents with the supervisor when the Committee requires further clarification.
- Review of all position rating results by the Committee.
- Re-evaluation of all positions which appear to be out-of-line in comparison with other and/or similar positions.

5.4.5.6.4 Determination of "Point Value" for a Position

- The same degree in different factors does not have the same relative importance. For instance, a high degree in Experience will receive more points than a degree of equal number in Type of Interaction.
- Points are assigned to the various degrees according to a realistic distribution of knowledge and skill demands, accountability and physical demands, referred to as factor weights.
- Compensable factors table.

Compensable Factors	% weight
A. Education/training	15%
B. Experience	11%
C. Customer Experience	10%
D. Supervisory responsibility	9%
E. Level of supervision received	9%
F. Decision-making authority	11%
G. Decision-making impact	11%
H. Type of interaction	5%
I. Level of contact	5%
J. Complexity	10%
K. Effort	4%
Total	100%

5.4.5.6.5 Procedure to Compensate a New Position

When a new or substantially new position in the bargaining unit is being created, the department manager will prepare an interim job description. The Library Director will assign the job to an existing paygrade.

The Job Evaluation Committee will review the job rating based on the established evaluation process, between 3 and 6 months after the duties have been assumed.

The Committee's decision will be communicated to the Department Manager, the supervisor (if applicable), and to the employee in writing by the Library Director.

Rates of pay resulting from this decision will be effective from the date of hire.

5.4.5.6.6 Procedure to Compensate a Job Where a Significant Change in Duties and/or Responsibilities Has Occurred

Where the department manager or where an employee feels that significant change in a job is going to (or has) occurred, the department manager will submit the revised job description to the Job Evaluation Committee for review.

The Job Evaluation Committee will review the position to determine if the position should be reclassified. The Committee's decision will be binding and will be communicated to the employee in writing by the Library Director. Rates of pay resulting from the review will be effective from the date the new duties of the position were assumed.

5.4.5.6.7 Appeal Procedure

It is recognized that occasionally a need may arise to re-evaluate a position because, in the opinion of the employee, supervisor, or manager, the job description is not complete or the Committee has not adequately considered one or more job factors.

An appeal will not be considered until at least six months have passed since the date of the last evaluation of the position, unless the duties of the position have changed since that date.

- Prior to completing the Request for Review form, the employee must meet with the library's HR department to discuss. If the employee wants to pursue the Review, the HR Department will notify the Department Manager and Library Director.
- An appealing employee will first complete a Request for Review form and submit the form to the Department Manager.

- The Department Manager arranges discussion with the employee and supervisor, and the Department Manager discusses the appeal with the Committee.
- Should the appeal continue, the appeal will be heard at a meeting of the Committee. The appealing employee, the Department Manager, and others who, in the Committee's or employee's opinion, may have knowledge of the position in question may appear at the meeting.
- Committee members will discuss the appeal and attempt to achieve consensus on a decision. If a consensus cannot be reached, the Library Director makes the final decision.
- The Library Director's decision will be binding and will be communicated to the employee writing by the Library Director.
- An incumbent may not appeal any job factor more than once.

Adopted January 24, 2024

5.5 BENEFITS AND ALLOWANCES

5.5.1 Effective Date of Coverage

Coverage is provided following completion of three (3) months of employment for all Full-Time employees and Regular Part-Time employees who become eligible for coverage upon completing 780 hours of work and with the expectation that those number of hours will remain consistent for the remainder of the employee's employment.

Approved February 21, 2001

5.5.2 Library Director

Approval of all expenses and reimbursements must be approved by the Library Director and/or Manager of Finance & Facilities. Library Director expenses will be approved by the Board Chair and or Vice-Chair.

5.5.3 Air Travel

- 5.5.3.1 Employees traveling on Library business will be reimbursed for the cost of air travel in economy class. The Library will pay for the Airporter to transport employees to and from the airport while they are away.
- 5.5.3.2 The cost of standard flight cancellation insurance will also be reimbursed. Additional flight insurance is at the discretion and expense of the individual unless the Library cancels such trip.
- 5.5.3.3 Every effort should be made to secure the most practical routing and the economical means possible.

5.5.4 Vehicle/Other

- 5.5.4.1 When an employee is traveling out of town and requires a rental vehicle, the organization will pay for the rental costs of an economy car (or other passenger vehicle appropriate in the circumstances with prior approval).
- 5.5.4.2 When an employee uses his/her own vehicle for long trips, as an alternative to air travel, mileage shall be paid at the current rate to a maximum of the equivalent airfare (economy class). Employees will be reimbursed based on the most economical means of travel.
- 5.5.4.3 Employees are expected to use the most economical means of transportation available both to and from airports and depots.
- 5.5.4.4 Non-business related expenses such as traffic violation fines, in-room movies and non-business related entertainment expenses will not be reimbursed.

5.5.5 Accommodation

The costs incurred for a standard hotel room will be covered while an employee is out of town on Library business.

5.5.6 Meals

The following reimbursement rates will be effective for travel on or after June 1, 2011 (the old rates will be used for travel prior to this date).

Breakfast \$23.00

Lunch \$23.00

Dinner \$23.00

Full Day \$69.00

Meal allowances will not be paid where a meal is provided for at a conference/meeting.

These rates will be reviewed annually on or before January 1st of each year.

5.5.7 Mileage Reimbursement

- 5.5.7.1 Employees will be reimbursed for mileage claimed when they use their personal vehicle on Library business.
- 5.5.7.2 Mileage reimbursement will be paid at the rate of .70 cents/km effective January 1, 2024. This rate will be reviewed annually on or before January 1st of each year.
- 5.5.7.3 Employees claiming mileage reimbursement must maintain a log of kilometres travelled on Library business and submit claims at the end of each month.

- 5.5.7.4 Business travel includes direct travel between the employee's normal work location and a business-related location, but does not include normal travel between an employee's residence and their work location during the normal work week.
- 5.5.7.5 When an employee is required to use his/her own vehicle for business purposes on his/her normal day(s) off, the calculation of mileage shall be from the employee's home, including to and from the work location.

5.5.8 Benefits During Maternity/Paternity Leave

An employee on Maternity/Paternity Leave shall continue to pay their share of the cost of each benefit plan and the employer shall continue to pay their share of the cost for the duration of the leave. The payroll department determines how the payback is to be made on return from the leave.

5.5.9 Laminating

Staff who wish to have printed materials laminated will be accommodated based on the Technical Services Assistant's schedule.

5.5.10 Word Processing

While the Library doesn't allow personal word processing during working hours, staff members may use Library computers for personal word processing, provided they bring their own paper, and the staff member has arranged it with the department head in whose department the computer is located.

5.5.11 Overdues

Staff members are expected to pay the current cost of lost or damaged Library materials and service charges for barcode, and NSF cheques. Staff members will be sent to the Collection Agency the same as regular patrons.

5.5.12 Staff Perquisites

The Library Provides the Following Perquisites:

5.5.12.1 Use of Library Supplies

Library supplies are to be used only for Library business. The Library budget does not allow for any use of Library supplies by staff for personal business.

5.5.12.2 Laminating

The Library will laminate printed materials for staff for a \$1.00 per page charge.

5.5.12.3 Purchasing New Books

Staff may purchase books through the Library in order to take advantage of the discount the Library receives from book wholesales, with the exception of local purchases. Those who purchase books are expected to pay for the material at the time they receive the book. If the book is received from outside of Canada, the exchange is added onto the cost of the book.

5.5.12.4 Photocopying

Staff may use the Library's photocopier to do their personal photocopying. They will be charged on a cost recovery basis, currently \$.05/copy for black and white prints and \$.20/copy for colour prints.

5.5.12.5 Sales of Discarded Books

Before each book sale, Library staff will be allowed to view the books on sale.

We will not designate particular titles for purchase by a staff member before the sale. In other libraries the practice has been called into question as there is a possibility that a staff member could mark a book for discard just so that he or she could buy it.

5.5.12.6 Overdues

Staff are responsible for paying for all lost or damaged materials on their account. Staff members are subject to the same renewal limits as other borrowers.

All money owing prior to a staff members start date are the responsibility of that person and are not waived upon becoming a staff member.

Staff members whose accounts are above the fines threshold must clear that account before borrowing other items. Staff may be listed with a collection agency for unpaid debts if necessary.

5.5.12.7 Interlibrary Loan Costs

Interlibrary loan charges are not passed on to staff.

5.5.12.8 Postage Use

Staff are not allowed to use the Library's postal system for personal mail.

5.5.12.9 Fax Machine Use

Use of the fax machine for staff is allowed under the following guidelines:

Free if Library related.

At the following rates for personal use:

Local - free

Within B.C. and Canada - \$.50 per page

International - \$1.00 per page

5.5.12.10 Coffee & Tea Supplies

The leadership team agrees that PGPL will provide good quality coffee supplies for both the staff and library program use. These will include coffee grounds and tea bags. Staff who use cream should bring their own and put their name on it in the fridge. Whitener, sugar or other non-perishable supplies will be provided.

The library will endeavour to find a brand of coffee that is generally of good quality without spending excessive amounts. If there is a brand of coffee that you know is a great quality for the price please let Accounting staff know.

Staff who like to provide coffee supplies of specialty coffee etc can contribute in that way if they wish.

There may be hot chocolate packages or pods available in the treat box. These will not be provided by PGPL.

5.6 MEDICAL APPOINTMENTS

Employees shall draw from their accumulated sick leave credits or yearly entitlements for the purpose of attending to medical check-ups, and other preventative health care as well as specialist referrals, except when such medical check-ups, preventative health care, and specialist referrals are requested by the employer. Time will be calculated in blocks of fifteen minutes.

5.7 SICK LEAVE

5.7.1 Accrued Sick Time

Full-Time and Part-Time staff must have time accrued on his or her bi-weekly pay stub before sick time can be taken. There will not be a calculation to see what is accrued in the current pay period.

5.7.2 Sick Leave While on Vacation or Leave

Sick leave may be substituted for vacation where it can be established to the satisfaction of the Employer that the employee was hospitalized while on vacation.

It is understood that the Employer will reschedule vacation for an employee whose vacation would be interrupted by hospitalization occurring immediately prior to the scheduled vacation. Sick leave credits are not earned while on a leave of absence without pay

5.7.3 Notice

Employees will notify their supervisor at least one hour prior to the commencement of their shift, whenever possible, that they are unable to report to work.

If the employee is unable to reach the supervisor directly, messages should also be left with the department manager and the main circulation desk.

The supervisor or manager will attempt to contact any staff member who is not at work within one hour of their expected start time in order to ensure their safety.

5.7.4 Doctor's Notes

As per policy, a Doctor's note may be required for regular sick leave absences in excess of three consecutive working days or where a pattern of sick leave absence develops. Costs associated with any doctors' notes requested by the employer will be reimbursed to the employee.

5.7.5 Extended Medical Leaves

If an extended sick leave is required due to a medical procedure or a health issue that requires a lengthy absence from work, the employee will submit a doctor's note to Human Resources.

The Doctor's note will include information about the length of absence needed to attend to the medical issue.

Human Resources will inform the supervisor about the medical leave. Information shared with the supervisor or any other employee will be limited to the time that the employee is expected to be unavailable for work.

5.7.6 Medical Leave Coverage

Human Resources will provide the employee with the number of accrued sick hours available to them to cover their medical leave. Benefits are also available to assist with coverage during a lengthy medical absence.

5.7.6.1 Short and Long Term Disability Benefits

Eligible employees may apply for short term disability coverage. After six (6) months of coverage under short term disability benefits, application may be made for long term disability benefits.

Refer to the Policy Manual 6.9.1 for eligibility information related to short and long term disability. Employees will contact Human Resources to confirm eligibility.

Human Resources will assist employees in applying for both short and long term disability.

5.7.6.2 Workers Compensation

If the medical leave is covered under the Workers Compensation Act, the employee and employer will follow the claim procedures and reporting requirements provided by WorkSafe BC

5.7.7 Return to Work

A completed Medical Absence Form (see Appendix A) will be submitted to Human Resources before an employee is eligible to return to work following a medical leave.

The Medical Absence Form will detail

- Whether or not the employee is fit to return to full duties
- Specific limitations, if any, to the employee's regular duties
- The expected date to return to full duties with no limitations

Should the employee require an extension to the work accommodation provided by the employer, an updated Medical Absence Form will be submitted to Human Resources with a new date specified for a return to full duties.

Revised November 2017

5.7.8 COVID-19

- If you are feeling sick, stay at home and notify your supervisor and/or other staff members of your absence as you normally would.
- If you have any [symptoms associated with COVID19](#), contact your supervisor to inform them of this (if you haven't done so as part of the first step above). Your supervisor may contact/follow up with you to confirm whether or not you have symptoms associated with COVID19.
- If you have any [symptoms associated with COVID19](#), and are unable to reach your supervisor (for example, your supervisor is away on vacation/extended leave), contact your supervisor's supervisor or the department manager. This person may contact/follow up with you to confirm whether or not you have symptoms associated with COVID19.
- Follow the [self isolation guidelines](#) issued by the BC CDC, isolating for 10 days from the day you first noticed your symptoms. If you are symptom free after 10 days, you may return to work.
- If you think you may have contracted COVID19, or you want to confirm that you do not have COVID19, call 8-1-1 to arrange to be tested for COVID19, or consult with your doctor.
- If you test positive for COVID19, please notify your supervisor and [Lisa Martinson](#) immediately, and follow the [self isolation guidelines](#) issued by the BC CDC. If you are

a supervisor and you are notified that a staff member who reports to you has tested positive for COVID19, you will be asked to provide [Lisa Martinson](#) with the work schedules and names of people who may have interacted in-person with that staff member on the two days prior, so that contact tracing may be performed.

- If you test negative for COVID19, or your doctor provides written confirmation that your symptoms are not caused by COVID19, please forward your doctor's note to Lisa Martinson and you may return to work when your symptoms disappear, without self-isolating for 10 days.

5.8 LEAVES OF ABSENCE

5.8.1 Intent

All leaves granted by the Library Director are subject to Library operational requirements except bereavement leave, maternity leave, sick leave and legislation. All accrued vacation must be used prior to the start of the leave of absence.

The employee will continue to accrue vacation at their current annual vacation entitlement rate for up to two (2) weeks of an approved leave.

5.8.2 General Leave

The Library Director may in exceptional circumstances grant a leave of absence of up to six (6) months without pay to any employee requesting such leave for good and sufficient cause. This means pressing personal, family, legal and/or financial affairs, emergency, extended vacations or unusual circumstances. Such request must be in writing where possible to the Library Director ten (10) working days in advance.

The employer shall continue to pay its share of the premiums for Medical Plan, Extended health and Dental Plans during a general leave of up to two (2) weeks, subject to approval by the plan carrier. Employees wishing coverage for leaves longer than two (2) weeks shall pay the full amount of premiums and their coverage shall continue subject to the plan carrier approval.

5.9 SPECIAL LEAVE

5.9.1 See Library Policy 6.13.3 – Bereavement Leave

5.9.2 See Library Policy 6.13.4 – Mourners Leave

5.9.3 Personal Leave

The Board has authorized the Library Director to approve a Personal Leave of up to 3 days per year on emergency or compassionate grounds. The total number of hours of Personal Leave for all employees is 22.5, which is deducted from the employees' accumulated sick leave credits.

Examples where a Personal Leave may be granted include:

- To provide care and support for a family member who is ill or infirm when there is no-one else to attend to their needs
- To deal with sudden, unexpected and critical situations that demands the employee's immediate attention. Such situations may include risk or threat of damage to an employee's residence or danger to the physical safety of their immediate family

The Library Director will consider the individual needs and circumstances of employees when granting a Personal Leave.

Employees requesting a Personal Leave will inform their supervisor and will fill out a Leave of Absence form. The Supervisor will be responsible for ensuring that the employee has not exceeded 22.5 hours of Personal Leave which is available to them per year (from the employee's anniversary date). The Library Director will need to approve the Leave.

5.9.4 Union Business Leave

- If you need time off work for attending training or conducting other union business, first obtain the signed "Union Leave Request Form" from CUPE, if applicable. The approved form must be given to the supervisor.
- The employee is then to submit a 'Time Off' Request in the HRIS System, HUMI, with Time Off Type – Union Leave
- Once the Supervisor receives the Time Off request, and the request is approved, the Supervisor will submit the Union Leave Request Form, and Time Off Approval to the Manager of Finance & Facilities.
- The Manager of Finance & Facilities will confirm the necessary employee information, in order to submit invoicing to CUPE.
- The Manager of Finance & Facilities will coordinate appropriate documentation to Accounting Clerk II to process invoicing

Requests for time off work for union business will be approved subject to the library's operational requirements, however such approval will not be unreasonably withheld.

5.10 VACATION REQUESTS

All requests will be considered on a first come first serve basis with the best interests of the Library being the primary concern.

Vacation can only be taken to what was accrued on their last pay stub.

5.11 HOURS OF WORK

5.11.1 Breaks – Coffee/Meal

If your shift is more than 3.75 hours and less than 5.25 hours you get one 15 minute paid break.

If your shift is 5.25 to 6.75 hours long, you get one 15 minute paid break and one half-hour unpaid meal break.

If your shift is 7 to 7.5 hours long, you get two, 15 minute paid breaks and one, one hour unpaid meal break. The 15 minute breaks cannot be added to a lunch break, or to the beginning or end of a shift. One 15 minute break should be taken in the morning and the other 15 minute break should be taken in the afternoon.

5.11.2 Staff Meetings

If a staff meeting occurs during a day off or before a shift and *you choose* to attend the meeting, you will be paid for the length of the meeting.

Under current legislation, if staff are called in to attend a mandatory meeting, they are required to work a minimum of two hours. If the meeting is less than two hour, staff are required to work the remainder of the time.

5.11.3 Overtime

- All overtime hours must be pre-authorized by the manager responsible for the department where the overtime hours are requested.
- Employees have the option of banking overtime worked to a maximum of 37.5 hours accrual in their overtime bank.
- Banked overtime hours must be taken at a time mutually agreed upon by the employee and the manager/supervisor responsible for scheduling.

5.11.4 Alternate Work Schedule

- Full time applicants may state a preference to job share or reducing hours of work.
- Alternate work may be a permanent arrangement or for specifically agreed upon time period.
- The position itself remains a full-time position in the event the applicant leaves the position for whatever reason.
- Request of the alternate work arrangement must be made within a reasonable time before the commencement of the proposed date.
- Proposals must be made by the employee initiating the request using a standardized form.
- Salary, vacation, and benefits will be earned on a pro-rated basis.

5.11.5 Flex Time

- Maximum work hours in a day is 8.5 (not including lunch break)
- Vacation days and stat days are all 7.5 hours.
- Lunch break must be a minimum of 30 minutes (.5 hours)
- The supervisor has the authority to deny flex time where it conflicts with operational requirements or if there is a conflict with another employee's schedule. Staff are encouraged to work with their peers to coordinate time off prior to submitting schedules to the supervisor.
- Sick time use is a maximum of 7.5 hours, flex time cannot be earned while sick.

Flex Time Template Instructions

1. When you open the document from X-drive, save a copy to your own computer before modifying.
2. Type in your typical working hours. For example, if most days you want to work 8-5 with a 30 minute lunch type in as follows:
 - 8:00 for the start time
 - 17:00 for the end time
 - .5 for lunch
3. Scroll down to the bottom of the template to see the resulting gross hours before adjustments to each of the three 4-week blocks. You must now work out the schedule to get these numbers to all be 150 hours for a total of 450 hours.
4. Note any stat days as these must be 7.5 hours. If you have to work on a day that says "off", delete the word OFF in the "Leave Type" column (column G or Q).
5. Leave types for full days off are categorized as OFF, FLEX, VAC (vacation), other (approved leave) or STAT. Type OFF or FLEX into the "Leave Type" column where you want them and check the hours balances again. For partial vacation days, don't worry that they are not in the schedule.
6. You can now balance hours with shorter or longer days by manually typing the hours for start and end times or by adding to the lunch time (for a split shift for example). Note that manually changing times will overwrite the formula. You can copy and paste from another cell to add the formula back if you need to make a change.
7. Once you have 150 hours in each 4 week period, print the sheet, sign it and turn it into your supervisor for approval prior to the deadline (approx.. 2 weeks prior to the start of the new schedule.)

5.11.6 Work Schedules

Work schedules are issued for some library staff members who are required to work for pre-determined portions of the workday, so that they are aware in advance of the dates, times, and durations of their upcoming work shifts. In order to provide enough advance notice for employees to be able to integrate scheduled shifts into their other work and personal commitments, schedulers will make every effort to ensure that work schedules are issued to scheduled staff members a minimum of two (2) weeks in advance of a scheduled shift.

Periodically, it may be necessary to make a change to a work schedule after it has already been published and made available to employees, in order to replace a scheduled employee who is unable to work a shift due to illness or other unplanned absence. To manage such situations, the scheduler may assign the vacant shift to another eligible employee who is already working during that same time and is not

scheduled elsewhere. However, where the proposed schedule adjustment involves changing the start or finish time of the employee's shift, or bringing in an employee who is not working that day, the employee must be informed of and consent to the proposed change before the schedule is updated.

Approved February 26, 2020

5.12 RETIREMENT

The gift will be presented at the employee's retirement function or at a special meeting of his/her department as follows:

5.12.1 Calculation of Retirement Bonus

5.12.1.1 Calculate Years of Employment

- Date Employee Started Ex: September 16, 1986
8.5 months divided by 12 = .71
(equals the amount of time not worked in that year)
- Date Employee Resigned Ex: June 30, 2007
6 months divided by 12 = .50
(equals the amount of time worked in that year)

5.12.1.2 Calculate Time Actually Worked

- Year started with decimal extension that was calculated to find out the time not worked in that year.
MINUS
- Year ended with decimal extension that was calculated to find out the time worked in that year.

2007.50 – 1986.71= 20.79 years of service

5.12.1.3 Break Down of Bonus Amounts According to Years of Service

- 11 to 15 years of service: \$200.00
- 16 to 20 years of service: \$250.00
- 21 to 25 years of service: \$300.00
- 26 to 30 years of service: \$350.00
- 31 to 35 years of service: \$400.00

5.13 WORKPLACE BULLYING AND HARASSMENT

5.13.1 How to Report

Workers at the Prince George Public Library should refer to the Bullying and Harassment policy (6.20 of policy). Workers can report incidents or complaints of workplace bullying and harassment verbally or in writing to a supervisor, manager or the

Library Director. When submitting a written complaint, please use the Workplace Bullying and Harassment Complaint Form which is located on the staff web page.

5.13.2 When to Report

Incidents or complaints should be reported as soon as possible after experiencing or witnessing an incident. This allows the incident to be investigated and addressed promptly.

5.13.3 What to Include in a Report

Provide as much information as possible in the report, such as the names of people involved, witnesses, where the events occurred, when they occurred, and what behaviour and/or words led to the complaint. Attach any supporting documents, such as emails, handwritten notes, or photographs. Physical evidence, such as vandalized personal belongings, can also be submitted.

5.13.4 How and When Investigations Will Be Conducted

Most investigations at the Prince George Public Library will be conducted internally. In complex or sensitive situations, an external investigator might be hired.

Investigations will:

- be undertaken promptly and diligently, and be as thorough as necessary, given the circumstances
- be fair and impartial, providing both the complainant and respondent equal treatment in evaluating the allegations
- be sensitive to the interests of all parties involved, and maintain confidentiality
- be focused on finding facts and evidence, including interviews of the complainant, respondent, and any witnesses
- incorporate, where appropriate, any need or request from the complainant or respondent for assistance during the investigation process

5.13.5 What Will Be Included

- Investigations will include interviews with the alleged target, the alleged bully, and any witnesses. If the alleged target and the alleged bully agree on what happened, then the Prince George Public Library will not investigate any further, and will determine what corrective action to take, if necessary.
- The investigator will also review any evidence, such as emails, handwritten notes, photographs, or physical evidence like vandalized objects.

5.13.6. Roles and Responsibilities

- The Library Director is responsible for ensuring workplace investigation procedures are followed.
- Workers are expected to cooperate with investigators and provide any details of incidents they have experienced or witnessed.

- A supervisor or a manager **AND** H/R representative will conduct investigations and provide a written report with conclusions to the Library Director (Investigation Forms are available in Administration).
- If external investigators are hired, they will conduct investigations and provide a written report with conclusions to the Library Director.

5.13.7 Follow-Up

- The alleged bully and alleged target will be advised of the investigation findings by the initiating supervisor or manager.
- Following an investigation, the Health and Safety Committee will review and revise workplace procedures to prevent any future bullying and harassment incidents in the workplace. Appropriate corrective actions will be taken within a reasonable time frame.
- In appropriate circumstances, workers may be referred to the employee assistance program or be encouraged to seek medical advice.

5.13.8 Record-Keeping Requirements

The Prince George Public Library expects that workers will keep written accounts of incidents to submit with any complaints. The Prince George Public Library will keep a written record of investigations, including the findings.

5.13.9 Annual Review

These reporting procedures will be reviewed on an annual basis. All workers will be provided with a copy.

5.14 FRAGRANCE SENSITIVITY GUIDELINES

The Library is responsible for providing employees with a safe work environment that does not compromise their health or wellbeing. Due to the reactions that some employees may experience on exposure to scent agents, the Prince George Public Library strives to be a “scent free” workplace. Out of consideration for others, staff members are asked to refrain from wearing scented products including, but not limited to, perfume, cologne, hair products, lotions and cosmetics.

5.14.1 Orientation to the scent free workplace

All new and returning employees will be oriented to the expectations re: the use of scented products during the “New and Young Worker Orientation” process

5.14.2 Responsibility of the employee

- Inform your supervisor of any scent or chemical sensitivities or allergies.
- Show consideration of others by using unscented products only
- Approach a fellow worker if he/she is wearing a scented product that is causing discomfort and respectfully request that the use be discontinued

- Seek support from your supervisor if you are uncomfortable in addressing an individual or if your request is ignored
- Inform your supervisor if the scent is generalized and the source cannot be identified

5.14.3 Responsibility of the supervisor

- Investigate and document all worker sensitivity to workplace scents
- Communicate all sensitivity issues to workers in the work area and request that scent free products are used
- Communicate any employee concerns to the user of scented products privately and respectfully. Maintain the confidentiality of the employee who has the sensitivity if requested.

January 10, 2018

APPENDIX "A"

MEDICAL ABSENCE FORM

THIS FORM WILL BE USED TO AID IN THE RETURN TO WORK PROCESS.

SECTION 1 – EMPLOYEE INFORMATION

Employee's Name (First, Last):	Position:
Date of Illness or Injury:	Last Date Worked:

SECTION 2 – PATIENT AUTHORIZATION

I hereby authorize the release of the following information to the Prince George Public Library for the purpose of determining my eligibility for sick leave benefits and my ability to return to work.

Employee's Signature

Date

SECTION 3 A – ATTENDING PHYSICIAN'S STATEMENT

Date of examination:

Dates that the patient is disabled from work:

Based on the results of your most recent examination or assessment, what is your medical opinion about this patient's capacity for work?

☐ Totally unfit for any work at this time

Anticipated duration of total disability _____

Date of next assessment _____

(Please go to Section 4)

☐ Fit for some work but has limitations **(please indicate limitations in Section 3B)**

☐ Fit for work

SECTION 3B – LIMITATIONS

THE PRINCE GEORGE PUBLIC LIBRARY CAN FACILITATE AN EARLY RETURN TO WORK IN MANY INSTANCES. PLEASE COMPLETE THE FOLLOWING SECTION TO ASSIST US IN ACCOMMODATING THE EMPLOYEE'S CAPABILITIES.

What hours of modified work are consistent with your patient's present abilities? (Please specify the number of hours of work per day, and the number of days of work per week.)

Hours per day (maximum 7.5)		Days per week	
The employee's current physical abilities are:		In a regular 7.5 work day, the employee may:	
☐ Sedentary Work – Lifting 5 pound maximum, mainly seated but occasionally standing or walking around within an office setting. Occasionally lifting and carrying objects such as ledgers, small hand tools, etc.	☐ Stand or Walk ☐ Less than 1 hour ☐ 1 to 3 hours ☐ 4 to 6 hours ☐ 7.5 hours	☐ Sit ☐ Less than 1 hour ☐ 1 to 3 hours ☐ 4 to 6 hours ☐ 7.5 hours	
☐ Light Work – Occasionally lifting up to 15 pounds with frequent lifting and carrying of objects up to 5 pounds. Walking or standing for moderate periods of time may be required.	☐ Drive ☐ Less than 1 hour ☐ 1 to 3 hours		
☐ Medium Work – Occasionally lifting up to 25 pounds with frequent lifting and carrying of objects up to 15 pounds. Significant walking or standing may be required.	Manual dexterity deficient in ☐ Right ☐ Left Unable to: ☐ Write ☐ Type ☐ Cut		
☐ Heavy Work – Occasionally lifting up to 50 pounds with frequent lifting and carrying of objects up to 25 pounds.	☐ The employee has a medical condition or is under medical treatment which affects his/her ability to safely drive or operate equipment or machinery .		
The employee is restricted in ability to:			
☐ Bend ☐ Squat ☐ Lift ☐ Carry			
☐ Push/Pull			
Please list any further limitations:			
Date employee is expected to return to regular duties:		Date of next appointment:	
E SECTION 4 - PHYSICIAN'S INFORMATION			
Attending physician's name and name of practice (please print):			
Attending Physician's Signature:		Date Signed:	