

**WOODSTOCK PUBLIC LIBRARY**

*Policy Manual*

<b>Section:</b>	<b>4.</b>	Personnel
<b>Subsection:</b>	<b>4.1</b>	Administrative/Management Staff
<b>Paragraph:</b>	<b>4.1.1</b>	Job Description

Statement of Policy: To provide a job description for the position of Chief Librarian.

Summary of Position:

Reporting to the Board, acts as Chief Executive Officer and Secretary / Financial Officer of the Board. Plans, organizes, directs and controls the operations of the Woodstock Public Library in accordance with the objectives and policies approved by the board.

Duties and Responsibilities:

1. Acts as Secretary to the Board to transact its daily business. Attends Board meetings and attends or is represented at Board Committee meetings. Provides information to the Board and is responsible for maintaining files documenting the business of the Board. Prepares and distributes correspondence for the Board.
2. Acts as Chief Executive Officer of the Board. Plans, coordinates and directs Library operations within the objectives and policies approved by the Board. Advises on and recommends policies or actions to the Board on any matters pertaining to the Library.
3. Is responsible for managing Library staff including hiring, performance appraisal, salary adjustments, etc. Participates with the Board in negotiating staff salary and benefit agreements and other conditions of employment.
4. Represents the Board in dealings with City Council, City staff, other agencies and the community.

5. Is responsible for coordinating the selection of collections, purchase of equipment, supplies and services required for the Library.
6. Maintains liaison with other libraries, Ontario Library services and other library services to meet those needs.
7. Analyses the changing needs of the community and strives to develop Library services to meet those needs.
8. Keeps aware of current developments and researches new trends relating to library operations. Attends conferences, management and other seminars. Furthers the development of staff skills and qualifications.
9. Maintains standards of professional performance by example and direction.
10. Performs other duties essential to the achievement of efficient and effective Library services.

Working Conditions:

Usual office environment. Frequent contact with the public. Some travel required to attend meetings, conferences, seminars, etc. Thirty-five (35) hour week may include evenings and weekends as required. Moderate physical effort required including handling of materials and climbing of stairs.

Qualifications:

Masters Degree in Library Science or equivalent as determined by the employer with a minimum of five years experience in a position exercising supervisory and financial responsibilities.

Effective Date: June 20, 1994  
Motion No. / Date: 94-56 June 20, 1994  
Amended Dates:  
Responsibility: Board

**WOODSTOCK PUBLIC LIBRARY**

*Policy Manual*

<b>Section:</b>	<b>4.</b>	Personnel
<b>Subsection:</b>	<b>4.1</b>	Administrative/Management Staff
<b>Paragraph:</b>	<b>4.1.2</b>	Benefits

Statement of Policy: To define the benefits available to the members of the Library's full-time and part-time non-union administrative team, including those benefits available under the current schedule of benefits for the unionized staff.

The following benefits for non-union administrative staff shall be defined in accordance with the current Collective Agreement in effect between the Library Board and C.U.P.E. Local 1146:

- Medical benefits (Article 19.01)
- Group Life Insurance (Article 19.03)
- Retiree Benefits (Article 19.07)
- Paid Holidays (Article 20)
- Floating Holiday (Article 20.02)
- Vacation entitlement (Article 21)
- Short term disability (Appendix B)
- Long term disability (Appendix C)
- Accumulated sick leave gratuity (City of Woodstock By-Law 5316-77)

Reference: Collective Agreement between the Woodstock Public Library Board and C.U.P.E. Local 1146 - Library Unit

**Effective Date:** *June 20, 1994*

*Motion No. / Date: 94-56*  
*Amended Dates: 02-26*  
*Responsibility: Board*

*June 20, 1994*  
*April 15, 2002*

# WOODSTOCK PUBLIC LIBRARY

## *Policy Manual*

**Section: 4.** Personnel

**Subsection: 4.1** Administrative/Management Staff

**Paragraph: 4.1.3** Overtime

Statement of Policy: Non-union Administrative Staff shall receive recognition for hours worked beyond the normal workday to a limit established by City Council.

### ADMINISTRATION

Non-union Full-time Administrative Staff with one or more years of service shall, in recognition of the requirement and performance of additional hours beyond the normal workweek, for which no additional compensation is provided, be entitled to up to one additional week of vacation with pay each year.

### APPLICATION

Required and authorized overtime shall be logged to confirm time earned.

Time earned will be at straight time (hour for hour).

The employee shall be entitled to receive the additional vacation in time-off with pay.

Overtime earned in any given year may not be carried over to the following year if not used.

Eligible overtime includes meetings, authorized overtime or overtime caused by emergency call-in.

*Effective Date:* April 15, 2002  
*Motion No. / Date:* 02-26 April 15, 2002  
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*Responsibility:* Board

## **WOODSTOCK PUBLIC LIBRARY**

### *Policy Manual*

**Section:** 4. Personnel  
**Subsection:** 4.1 Administrative/Management Staff  
**Paragraph:** 4.1.4 Vacation Carryover

Statement of Policy: To provide for flexibility in situations of vacation carryover.

Currently, Non-union Administrative Staff may carry-over up to ½ their annual vacation entitlement to the following year. Additional vacation may be carried over in extenuating circumstances upon approval of the Chief Administrative Officer.

#### ADMINISTRATION

On application to the Chief Executive Officer, up to one week of carryover vacation may be received in pay.

#### APPLICATION

Application for payout must be received no later than the first working day in December and shall be paid out in the last pay period of the year.

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*Responsibility: Board*

**WOODSTOCK PUBLIC LIBRARY**

*Policy Manual*

**Section: 4.** Personnel  
**Subsection: 4.2** Gifts and Gratuities  
**Paragraph: 4.2.1** Gift on retirement or resignation

Statement of Policy: To provide a gift to employees leaving the service of the Library and to recognize long service.

1. Employees of the Library who have reached retirement age or who are leaving the Library will be honored with a gift based on the following years of service:

2	Years	- \$ 20.00
3	Years	- \$ 30.00
4	Years	- \$ 40.00
5-9	Years	- \$ 60.00
10-14	Years	- \$100.00

After 15 years - \$10.00 for each year of service  
A letter of appreciation to be sent by the Board.

2. **LONG SERVICE AWARD**  
As an award for long service, after 25 years employees will be given a watch to the value of \$200.00.

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*Responsibility:* Board



**WOODSTOCK PUBLIC LIBRARY**

*Policy Manual*

- Section:** 4. Personnel
- Subsection:** 4.3 Expressions of sympathy
- Paragraph:** 4.3.1 Expressions of sympathy in the event of death or illness

Statement of Policy: To provide a framework for expressions of sympathy by the Library Board.

On the death of an active employee, volunteer, Board member or an immediate relative of such persons, an expression of sympathy in the form of either a \$50.00 donation to the charity of the deceased family's choice or flowers to a maximum cost of \$50.00 will be extended to the family.

Such donation will be accompanied by a printed memorial card and an expression of sympathy shall be extended on behalf of the Board and staff of the Library.

Immediate relatives will be defined as follows:

Spouse      Children      Father      Mother      Brother      Sister

Each department head will be responsible for informing the Board's Secretary of such death and the Secretary shall arrange for the donation and memorial card.

Expression of sympathy for persons not listed and for flowers to employees who are hospitalized will be left up to the appropriate staff of the employee's department, social club, Union, or the Board.

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Motion No. / Date: 94-56      June 20, 1994  
Amended Dates:

Responsibility:

Board

# WOODSTOCK PUBLIC LIBRARY

## *Policy Manual*

<b>Section:</b>	<b>4.</b>	Personnel
<b>Subsection:</b>	<b>4.4</b>	Conferences, Conventions, Seminars, Training Courses and Workshops
<b>Paragraph:</b>	<b>4.4.1</b>	Approval of Expenses

Statement of Policy: To provide a framework for the payment of expenses incurred with respect to attendance at conferences, conventions, seminars, training courses and workshops.

Expenses incurred by staff members with respect to attendance at conferences, conventions, seminars, training courses and workshops must be authorized in writing by the Chief Executive Officer.

Expenses so incurred by the Chief Executive Officer and Board members must be pre-authorized by the Board.

Effective Date: June 20, 1994  
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Amended Dates:  
Responsibility: Board / C.E.O.

# WOODSTOCK PUBLIC LIBRARY

## *Policy Manual*

**Section:** 4. Personnel  
**Subsection:** 4.4 Expenses  
**Paragraph:** 4.4.2 Mileage Allowance

Statement of Policy: To provide for payment of a mileage allowance for use of personal vehicles when on library business.

Effective January 1<sup>st</sup>, 1994 mileage allowance will be paid at the rate of \$0.402 per km.

The mileage rate will be adjusted in accordance with the rate paid to employees of the City of Woodstock.

Reference: City of Woodstock Policy Number HR003

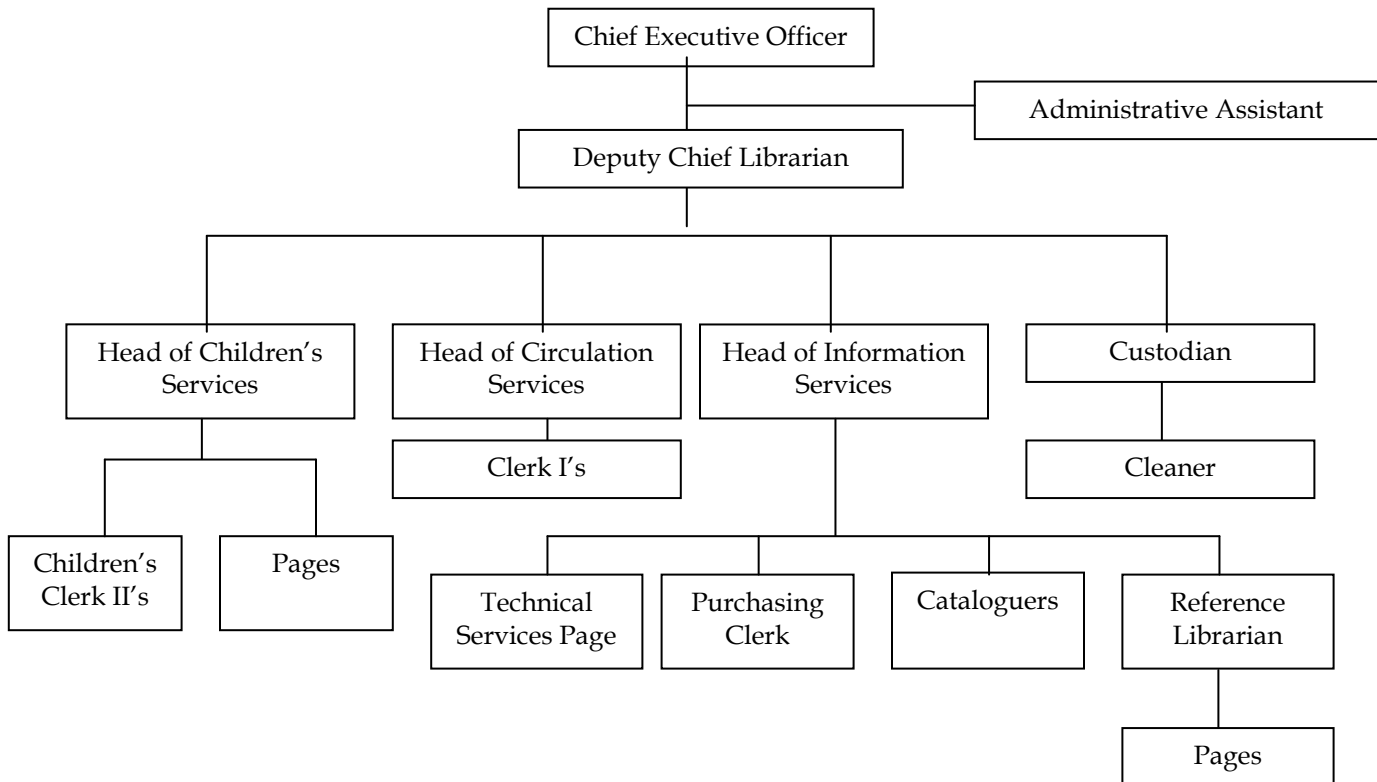
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Responsibility: C.E.O.

# WOODSTOCK PUBLIC LIBRARY

## *Policy Manual*

**Section:** 4. Personnel  
**Subsection:** 4.5 General  
**Paragraph:** 4.5.1 Organizational Chart

Statement of Policy: To graphically describe the organizational and reporting structure of Library staff.



Effective Date: June 20, 1994  
Motion No. / Date: 94-56 June 20, 1994  
Amended Dates:

Responsibility:

C.E.O.

# WOODSTOCK PUBLIC LIBRARY

## *Policy Manual*

<b>Section:</b>	<b>4.</b>	Personnel
<b>Subsection:</b>	<b>4.5</b>	General
<b>Paragraph</b>	<b>4.5.2</b>	Workplace Harassment

### STATEMENT OF PRINCIPLE

The Woodstock Public Library Board is committed to the principle of equal rights and opportunities for all employees and will provide and maintain a workplace where the dignity and worth of every employee is respected without discrimination and/or harassment that is contrary to law. The Woodstock Public Library Board will educate and inform all managers, supervisors and employees of their rights and obligations and will provide procedures whereby any concerned employee may make an inquiry or lodge a complaint without reprisal.

### ADMINISTRATION

"Harassment" is defined as comments or conduct that are known or ought reasonably to be known to be unwelcome. It consists of words or actions that insult or cause humiliation to a person in relation to one of the prohibited grounds of discrimination as contained in the Ontario Human Rights Code.

In some instances, a single, serious incident may constitute harassment.

Harassment includes, but is not limited to, verbal comments and/or gestures, written or graphic materials and systematic avoidance or exclusion.

Prohibited grounds of harassment include, but are not necessarily restricted to, race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, record of offences, marital status, family status or handicap, or political or religious affiliation.

Harassment does not refer to the occasional compliment or remark, accepted social banter, or good-natured jesting when both parties find the conduct agreeable. However, tolerance for such behaviour varies and accordingly good judgment must be exercised.

"Workplace", for purposes of this Policy, includes ALL Library facilities, sponsored events and meetings, travel while on company business, and

any other location where company business is being conducted. Harassment which occurs outside the workplace but which may adversely impact employee relationships may also be defined as workplace harassment.

## APPLICATION

### Responsibilities of Employees

1. It is important for someone who feels that he/she has been harassed to make the concern known to the person responsible for the alleged harassment and to politely but directly inform the person, either verbally or in writing, that his/her conduct or comment is offensive and must stop.
2. The employee should keep a written record of the nature of the alleged harassment, date(s), time(s), behaviour(s) and witness(es).
3. The employee should report the incident to his/her supervisor and administrative staff.
4. Failing correction through numbers 1 through 3 above, a formal written complaint may be lodged by one of the following means. It is understood that a person, in choosing one complaint procedure, does not lose the right to elect another procedure as long as the complaint remains unresolved.
  - a. submit a formal written complaint to the Chief Librarian or, in the event that the complaint is filed against the Chief Librarian, to the Human Resources Department of the City of Woodstock.
  - b. if applicable, file a formal grievance under the Collective Agreement; or
  - c. submit a complaint to the \*Ontario Human Rights Commission.

### Responsibilities of Management and Supervisors

4. Management staff at all levels are obliged by law to ensure that the working environment is maintained free of harassment for every employee.
5. Management staff bear the responsibility to ensure that employees are educated as to what constitutes "harassment" and the specific responsibilities of employees for their conduct while at work.
6. Supervisors must deal with harassment by employees in their areas of responsibility, even if a formal complaint has not been lodged by an employee. On becoming aware, either by personal observation



or by complaint, that harassment may be occurring, the supervisor and/or manager is expected to address the situation by informing the Chief Librarian as soon as possible and documenting the incident. Depending on the circumstances, an investigation will be conducted jointly with the Human Resources Department of the City of Woodstock or other management staff. All concerned parties and witnesses will be interviewed and statements taken where necessary. If applicable, Union representation may be invited to attend during the investigative interview at either side's request.

7. A decision will be rendered as soon as possible and shall be made jointly between Human Resources and the Chief Librarian.
8. Allegations of harassment which have been substantiated will result in disciplinary action up to and including discharge and will be recorded as part of the employee's disciplinary record.
9. Allegations of harassment which have not been substantiated will have no negative consequences to the complainant, witnesses or alleged harasser, and no record of the complaint will appear on the employees' files.
10. Allegations of harassment which are proven to have been made falsely will result in disciplinary action being taken against the complainant, and may include dismissal.

Workplace harassment is prohibited by the Ontario Human Rights Code and a complainant may at any time file a complaint with the Ontario Human Rights Commission. The administration of this policy will be in accordance with the Municipal Freedom of Information and Protection of Privacy Act (FOI).

*Effective Date: April 15, 2002*

*Motion No./Date: 02-22 April 15, 2002*

*Responsibility: Library Management in cooperation with the Human Resources Department of the City of Woodstock*

# Woodstock Public Library

## Policy Manual

**Section: 4. Personnel**

**Subsection 4.5 General**

**Paragraph: 4.5.3 Health and Safety Policy**

### Statement of Policy:

**The Management of the Woodstock Public Library Board is vitally interested in the health and safety of its employees. Protection of all employees from injury or occupational disease is a major continuing objective. The Woodstock Public Library Board makes every effort to provide a safe and healthy work environment. All supervisors and workers must be dedicated to the continuing objective of reducing injury and risk to health.**

The Woodstock Public Library Board, as the Employer, is ultimately responsible for worker health and safety. As Chief Executive Officer, I give you my personal promise that every reasonable precaution will be taken for the protection of all workers.

Supervisors must be accountable for the health and safety of workers under their direct Supervision. Supervisors are responsible to ensure that machinery and equipment are safe and in good working order, and that workers comply with established safe work practices and procedures. Workers are to receive adequate training in their work tasks to protect their health and safety before commencement of the job.

Every worker is to protect and is responsible for his or her own health and safety by working in compliance with the legislative requirements and the safe work practices and procedures as established by the Board.

It is in the best interest of all parties to consider health and safety in every activity. Commitment to health and safety forms an integral part of this organization.

Effective Date: June 17, 2008  
Motion No. / Date: 08-43 June 17, 2008  
Amended: 09-42 November 16, 2009  
Responsibility: Board, C.E.O., Supervisor's and workers

# WOODSTOCK PUBLIC LIBRARY

## *Policy Manual*

Section:	4.	Personnel
Subsection	4.5	General
Paragraph	4.5.4	Workplace Violence

### STATEMENT OF PRINCIPLE

**The Woodstock Public Library is committed to working with its employees to provide a safe work environment. The Library recognizes that the potential for workplace violence exists by employees and the customers they serve. The Library will not tolerate any acts of violence and will take all reasonable and practical measures to prevent and protect employees from acts of violence. Appropriate remedial, disciplinary, and/or legal action will be taken according to the circumstances.**

### ADMINISTRATION

The Workplace Violence policy applies to all employees, contractors of the Library, volunteers, students, of Library services, any person engaged in business with the Library, and visitors to Library property.

The Library's Workplace Harassment Policy should be consulted regarding issues of personal harassment and harassment related to discrimination and inequitable work practices.

### DEFINITIONS:

For the purpose of this policy, Violence includes but is not limited to:

1. Physical acts (e.g. hitting, shoving, pushing, kicking, sexual assault);
2. Any threat, behaviour or action which is interpreted to carry the potential to harm or endanger the safety of others, result in an act of aggression, or destroy or damage property;
3. Disruptive behaviour that is not appropriate to the work environment (e.g. yelling, swearing).

## RESPONSIBILITIES:

All employees are responsible for preventing and reporting acts of violence that threaten or perceive to threaten a safe work environment.

1. Employees will not engage in any behaviours that would constitute workplace violence, threatening, intimidation, coercion, abuse either physically or verbal that result in emotional or physical harm to other employees, or customers.
2. Employees will report all workplace violence incidents using the Incident Report Form.

## MANAGEMENT STAFF WILL:

- a. Understand and uphold the principles of this policy.
- b. Communicate this policy and its procedures to all employees.
- c. Conduct workplace violence hazard assessments to determine whether the nature of the work or the work environment places, or may place, employees at risk of violence.
- d. Consult with the Joint Health & Safety Committee (JHSC) in conducting hazard assessments, and develop practical steps to minimize or eliminate identified risks.
- e. Take all reasonable and practical measures to minimize or eliminate risks identified through the hazard assessment process, workplace inspections, or the occurrence of an incident.
- f. Conduct further hazard assessments at intervals of time appropriate to the specific conditions and circumstances of the jobs performed.
- g. Establish a process for reporting, investigating, documenting, and debriefing incidents of violence.
- h. Respond promptly to all report of violence, address immediately all incidents of workplace violence, and not condone or permit any behaviour contrary to this policy. Exceptions to this must be clearly defined describing specific behaviours that are unacceptable (e.g. unacceptable behaviours among a specific client group such as young children or clients with developmental, cognitive, or psychiatric disabilities). These exceptions must be communicated to staff and must not condone physical assaults against staff.
- i. Ensure that all known incidents of workplace violence are investigated and to the extent appropriate based on the nature of each incident and the actual or potential threat it posed to worker safety:

- Consult with other parties (e.g. Health & Safety Organizations, JHSC, Employee Assistance Representative, The City of Woodstock and the Woodstock Police Services).
  - Take all reasonable and practical measures to minimize or address risks identified by incidents.
  - Document the incident, its investigation, and corrective action taken.
- j. Take reasonable and practical measures to protect workers, acting in good faith, who report workplace violence or act as witnesses, from reprisal or further violence.
  - k. Review hazard assessments annually, or as changes to job responsibilities or environment occur, and revise the assessment as needed.
  - l. Review annually, in conjunction with review of hazard assessments, the effectiveness of actions taken to minimize or eliminate workplace violence and make improvements to procedures, as required.

JOINT HEALTH AND SAFETY COMMITTEE WILL:

- a. Review the Workplace Violence Hazard Assessment results and provide recommendations to management to reduce or eliminate the risk of violence.
- b. Review all reports forwarded to the JHSC regarding workplace violence and other incident reports as appropriate pertaining to incidents of workplace violence that result in personal injury or threat of personal injury, property damage, or police involvement.
- c. Participate in the investigation of critical injuries (e.g. incidents that place life in jeopardy, result in substantial blood loss, fracture of leg or arm, etc.).
- d. Recommend corrective measures for the improvement of the health and safety of workers.
- e. Respond to employee concern related to workplace violence and communicate these to management.
- f. Participate in the review of the policy and guidelines for continuous improvement
- g. In addition, the JHSC may participate in the investigation of reported incidents that result in personal injury or have the potential to result in injury.
- h. Review annually the effectiveness of the policy and guidelines and make changes are required by consulting with management staff and employee representatives.

## ALL EMPLOYEES WILL:

1. Maintain a safe work environment, whenever possible.
2. Not engage in or ignore violent, threatening, intimidating or other disruptive behaviour.
3. Report promptly to their supervisor any incident where the employee is subjected to, witnesses, or has knowledge of workplace violence, or has reason to believe that workplace violence may occur.

## REPRISAL:

This policy prohibits reprisals against individuals, acting in good faith, who report incidents of workplace violence or act as witness. Management will take all reasonable and practical measures to prevent reprisals, threats of reprisal either direct or indirect.

## GUIDELINES:

### Guidelines for Dealing with Conflict and Aggressive Behaviour

The following are preventative tips for dealing with conflict and aggressive behaviors. Departmental policies and procedures may provide additional specific information.

1. Be alert to situations and early warning signs (crying, pacing, avoidance or excessive eye contact, challenging behaviors, yelling etc.).
2. Try to provide an early resolution before a situation escalates and an incident occurs (e.g. deal with issues/complaints right away).
3. Listen to the other persons's entire issue/complaint.
4. Do not downplay or minimize the person's issue/complaint.
5. Gather information and determine the reason for the issue/complaint.
6. Remain calm, speak in a clear, calm and consistent voice.
7. Maintain normal eye contact but do not stare.
8. Do not infringe on the person's personal space.
9. Keep the discussion focused on the issue, not the individual parties.
10. Identify shared goals and the ways to achieve them.
11. Set limits and inform that person that the meeting will only continue if they remain calm, inappropriate behavior is unacceptable.
12. Take the dispute to a third party if the matter cannot be resolved (i.e. supervisor/management).
13. Always remain alert to unsafe situations and react/back away from a location if necessary.

14. Have another person accompany you or remain close-by, telephone for assistance if needed.

#### Guidelines for Dealing with a Verbally Abusive Phone Call

The following are general guidelines for dealing with verbally abusive telephone calls. Departmental procedures may provide additional specific information.

1. Inform the caller that abusive language is not acceptable.
2. Advise the caller that the conversation will be terminated if the abusive language continues.
3. Establish a written record of the incident recording call display information.
4. Inform a supervisor or management of the occurrence after the phone call has ended.
5. If the same caller had made repeated similar calls, advise him/her that if the calls continue, the Police will be notified.

#### Guidelines for Dealing with a Written Threat

The following are general guidelines for dealing with a written threat. Departmental procedures may provide additional specific information.

1. Do not throw away any part of written letters or envelope.
2. Handle the document as little as possible.
3. Place the document(s) in a folder or clear protective sleeve to help protect them.
4. Advise a supervisor or management of the occurrence
5. Do not discuss the contents of the written threat with anyone other than with management or the Police.

#### Guidelines for When to Call the Police

The following are general guidelines describing when it would be appropriate to call the Police. Departmental procedures may provide additional specific information.

1. Whenever an employee feels their personal safety is in jeopardy.
2. Whenever there is a direct assault (physical or verbal).
3. Whenever there is an injury that results from violent behaviour.
4. When there are threats or harassment of a serious nature.
5. When a customer is unwilling to leave the premises.
6. When property damage or vandalism occurs.
7. When theft occurs.

AUTHORITIES:

Occupational Health and Safety Act of Ontario (R.S.O. 1990.c.0.1)

Criminal Code of Canada (1985)

Ontario Human Rights Code (R.S.O. 1990, c.H.19,s. 5(1))

Woodstock Public Library Occupational Health and Safety Policy (1990)

Woodstock Public Library Harassment Policy (1998)

Effective Date: December 21, 2009

Motion No./Date: December 21, 2009

Amended Date:

Responsibility: Chief Executive Officer/Board



WOODSTOCK PUBLIC LIBRARY

*Policy Manual*

<b>Section:</b>	<b>4.</b>	<b>Personnel</b>
<b>Subsection</b>	<b>4.5</b>	<b>General</b>
<b>Paragraph</b>	<b>4.5.6</b>	<b>Customer Service Accessibility Standard</b>

**STATEMENT OF PRINCIPLE**

Ontario Regulation 429/07 made under the Accessibility for Ontarians with Disabilities Act, 2005 came into force on January 1 2008.

The Regulation establishes accessibility standards for customer service and it applies to every designated public sector organization and to every other person or organization that provides goods or services to members of the public or other third parties and that have at least one employee in Ontario.

The accessibility standards for customer service apply to the designated public organizations on and after January 1, 2010 and to other providers of goods or service on and after January 1, 2012.

**ADMINISTRATION**

**Policies, Practices and Procedures**

The Woodstock Public Library provides goods or services to members of the public, including those with disabilities. The Library shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- The goods and services will be provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of goods and services to persons with disabilities, and others, will be integrated unless an alternate measure is necessary, whether temporarily or permanently, to enable a person with a disability to obtain, use or benefit from the goods and services.
- Persons with disabilities will be given an opportunity -- equal to that given to others -- to obtain, use and benefit from the goods and services.

- Persons with disabilities may use assistive devices and/or support persons in the access of goods and services.
- When communicating with a person with a disability, the Library shall do so in a manner that takes into account the persons' disability.

### **Use of Service Animals**

If a person with a disability is accompanied by a guide dog or other service animal, the Library shall ensure that the person is permitted to enter the premises with the animal and allowed to keep the animal with him or her unless the animal is otherwise excluded by law from the premises.

If a service animal is excluded by law from the premises, the Library shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the Library's goods or services.

In this section,

- "guide dog" means a guide dog as defined in section 1 of the Blind Persons Rights Act
- "service animal" means a service animal for a person with a disability

For the purposes of this section, an animal is a service animal for a person with a disability:

- If it is readily apparent that the animal is used by the person for reasons relating to his or her disability: or
- If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

### **Use of Support Persons**

If a person with a disability is accompanied by a support person, the Library shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.

The Library may require a person with a disability to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of other on the premises.

If an amount is payable by a person for admission to the premises or in connection with a person's presence at the premises, the Library shall ensure that notice is given in advance about the amount, if any, payable in respect of the support person.

In this section:

- "Support Person" means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services

### **Notice of Temporary Disruptions**

If, in order to obtain, use or benefit from a Woodstock Public Library goods or services, persons with disabilities usually use particular facilities or services of the Library and if there is a temporary disruption in those facilities or services in whole or in part, the Library shall give notice of the disruption to the public

Notice of the disruption must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.

Notice shall be given by posting the information at a conspicuous place on premises owned or operated by the Library of goods or services, by posting it on the Library's website or by such other method as is reasonable in the circumstances.

### **Training from Staff**

The Woodstock Public Library shall ensure that the following persons receive training about the provision of its goods and services to persons with disabilities:

- Every person who deals with members of the public or other third parties on behalf of the Library, whether the person does so as an employee, agent, volunteer or otherwise.
- Every person who participates in developing the Library's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties.

The training shall include a review of the purposes of the Act and the requirements of this Regulation and instruction about the following matters:

1. How to interact and communicate with persons with various types of disability
2. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person
3. How to use equipment or devices available on the Library's premises or otherwise provided by the Library that may help with the provision of goods or services to a person with a disability.
4. What to do if a person with a particular type of disability is having difficulty accessing the Library's goods or services
5. The training must be provided to each person as soon as practicable after he or she is assigned the applicable duties.
6. Training must also be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities.

### **Feedback Process for the Woodstock Public Library**

The Woodstock's Public Library's process for receiving and responding to feedback about the manner in which it provides goods or services to persons with disabilities shall be through the Chief Executive Officer or his or her designate. A notice shall be posted in Library which provides the contact information.

Feedback shall be permitted to be provided by telephone, in writing, or by delivering an electronic text or on a diskette or otherwise.

The Chief Executive Officer or his or her designate shall investigate the feedback with the appropriate Department Head and shall advise the person providing the feedback with a response. If deemed appropriate by the Chief Executive Officer or his or her designate, the feedback will be considered by the Woodstock Accessibility Advisory Committee.

### **Notice of Availability of Documents**

The Woodstock Public Library shall notify persons to whom it provides goods or service that the documents required by Regulation 429/07 are available upon request by posting this policy on the public bulletin boards in the Library and on the Library's website or by such other method as is deemed reasonable by the Chief Executive Officer or his or her designate in the circumstances.

### **Format of Documents**

If the Woodstock Public Library is required by Regulation 429/07 to give a copy of a document to a person with a disability, it shall give the person the document, or the information contained in the document, in a format that takes into account the person's disability.

### **AUTHORITIES:**

Ontarians with Disabilities Act, 2001

Accessibility for Ontarians with Disabilities Act, 2005, S.O. c.11

Ontario Regulation 429/07- Accessibility Standards for Customer Service

Ontario Human Rights Code

**Effective Date: February 19, 2009**

**Motion No./Date: April 15, 2010**

**Amended Date:**

**Responsibility: Chief Executive Officer/Board**

# WOODSTOCK PUBLIC LIBRARY

## *Policy Manual*

**Section: 4. Personnel**

**Subsection: 4.6 Staff Privileges**

**Paragraph 4.6.1 Exemption from Fines / Fees**

Statement of Policy: To define the fines and fees from which current staff members shall be exempt.

Employees of the Woodstock Public Library shall be exempt from all charges for overdue materials and for non-resident membership fees.

Retired employees of the Woodstock Public Library with nine (9) or more years of service shall retain the privileges accorded to current employees.

*Effective Date: June 20, 1994*

*Motion No. / Date: 94-56 June 20, 1994*

*Responsibility: C.E.O.*

**WOODSTOCK PUBLIC LIBRARY  
POLICY MANUAL**

**Section: 4. Personnel**

Subsection: 4.7 Staff Recruitment and Selection

Paragraph 4.7.2 Nepotism

*STATEMENT OF PRINCIPLE*

To provide rules with respect to hiring and promotion which are intended to avoid conflicts of interest.

**POLICY**

1. The immediate relatives of the Chief Executive Officer, Department Heads and members of the Board shall not be considered as eligible for employment by the Board in any capacity.
2. The immediate relatives of all other supervisory personnel shall not be considered for employment by the Board where such employment would be:
  - a) within the same Department in the case of permanent full-time, temporary full-time and part-time classifications; or
  - b) in any capacity in the case of students hired for seasonal employment.
3. In the event that a conflict with this policy is created through marriage or promotion, a review will be undertaken by the Chief Executive Officer. Such a review will seek to find a solution acceptable to the parties concerned that is consistent with the following:
  - a) the purpose of this policy;
  - b) the relevant provisions of the Ontario Human Rights Code.
4. For the purposes of this policy the following definitions shall apply:

Immediate Relative: parent, spouse, child, sister, brother, sister-in-law, brother-in-law, father-in-law, mother-in-law.

Spouse: a person to whom a person is married or with whom the person is living in a conjugal relationship outside marriage.
5. This policy will not be retroactive. Any conflicts in existence prior to the effective date of the policy will be exempted.
6. Any false representation by an employee with regard to this policy will be considered to be grounds for termination of employment.

**Effective Date: May 18, 2004**

Motion No. / Date: 04-32/May 17, 2004

**Responsibility: Board and Chief Executive Officer**