



Section of Policy Manual: Personnel	Policy No. : PER-10
Subject: Professional Development, Performance, Evaluation and Discipline	Policy Approval Date: July 9, 2020
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Employees' work performance and achievements contribute to the operational, and overall, success of the Library. Professional development allows employees to enhance their skills and meet the evolving needs of the Library. Work performance is demonstrated by the ability to perform specific tasks that include interpersonal, technological and customer service skills and an engagement in self-directed learning.

Section 1: Professional Development and Training

1. The Gravenhurst Public Library Board supports the on-going education and training of all permanent part time and full time employees through their participation at conferences, workshops and courses with designated funding in the annual budget.
2. All decisions will be based on the applicability and appropriateness of the education and/or training to the achievement of the Library Board's Strategic Plan. The CEO/Chief Librarian shall consider the employee's experience and job description, budgetary limitations, succession needs, and the employee's annual staff development goals which are set with employee input as part of the Employee Annual Performance Review (Appendix A).
3. Employees may, on occasion, be required to participate in training or in-service education opportunities to ensure they are current with leading edge library practices. Employees shall be compensated for attendance at such training or education at their regular rate of pay, with consideration made for travel time and expense. Ongoing training and education may include in-service training on technology, readers' advisory, reference, cataloguing, customer service delivery, supervision and management, health and safety, and other library best practices.
4. Any employee who is interested in a specific job-related training or education session, workshop or conference must submit a written request in advance.



Requests may be entertained based on availability of funds and scheduling implications. The training and/or education must be appropriate to the position or in keeping with the Library's projected succession needs. Following attendance, a report stating the benefits to the employee and/or to the Library may be requested. Sharing of the report at a staff meeting may also be requested by the CEO/Chief Librarian.

5. All applications for education and training opportunities should be discussed with the CEO/Chief Librarian prior to registration. Costs will not be considered if attendance is not approved by the CEO/Chief Librarian in advance. To be reimbursed for expenses, employees must submit original itemized receipts (see *PER-11 Payment of Employee /Board Member Related Expenses*).

Section 2: Performance Reviews

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

1. The initial review must take place at the end of the first six (6) months of employment. A successful review at this stage is necessary for continued employment and progression to permanent status. Ongoing reviews may take place during the probationary period to assist employees experiencing problems and to improve their performance.
2. After the initial review, employees including the CEO/Chief Librarian participate in an annual performance review system which is designed to:
 - a. allow for open and ongoing communication between the employee and CEO/Chief Librarian or supervisor
 - b. align employee performance objectives with library goals
 - c. establish a clear understanding and agreement on job responsibilities and the competencies required to fulfill the job
 - d. allow for regular feedback on performance
 - e. determine what an employee needs to do, as well as the support needed to succeed
 - f. take into account accessibility needs and individual accommodation plans



The employee is advised that continued failure to improve the behaviour could lead to further disciplinary action, including possible dismissal. A date is set for follow-up interview.

Step Three: Suspension (unpaid). If the employee's performance fails to improve or if there is a recurrence of misconduct, the CEO/Chief Librarian determines the need for and length of the suspension. After the suspension an interview will be scheduled to discuss the conditions of return to work.

Step Four: Dismissal. If the employee fails to improve or if there is a recurrence of misconduct, the CEO/Chief Librarian prepares for the employee's termination which includes advising the Library Board of this decision.

Section 4: Termination

The Library Board values a secure employment relationship with its employees. However, in circumstances where this relationship must be terminated, the Library Board provides fair and reasonable treatment in accordance with the ***Employment Standards Act*** and common law practices.

1. The Library Board considers the following grounds for termination:
 - a. continual absence without appropriate notification
 - b. failure to meet standards of performance after warnings and suspensions
 - c. an act of willful misconduct, disobedience or neglect of duty
2. Terminations are to be treated in a confidential, professional manner by all concerned.
3. Prompt notification to library staff members will be given by the CEO/Chief Librarian that an employee is no longer employed by the Library Board.

Section 5: Complaints

Situations may occur where an employee believes that the fair and consistent application of a policy affecting him or her has not been followed. A complaint is defined as a claim that the Library has violated a published policy in the way an employee was treated. Complaints related to harassment, discrimination and violence in the workplace follow processes defined in *PER-13 Workplace Harassment and Discrimination* and



PER-14 Prevention of Workplace Violence. For all other complaints, every effort shall be made to address the complaint fairly and promptly as follows:

- a. *Step 1. Informal Step.* In many cases, disputes over the application or interpretation of a policy can be resolved through a discussion between the employee and the CEO/Chief Librarian or designate. The employee should promptly bring the matter to the attention of the CEO/Chief Librarian or designate, explaining the nature of the problem and the resolution sought. A verbal response will be given in five business days. A written record of the response may be prepared.
- b. *Step 2. Formal Step.* If the matter is not resolved at Step 1, the employee may proceed by submitting a written statement to the CEO/Chief Librarian within five (5) days of receiving the verbal response for Step 1. This statement should outline the relevant facts that form the basis of the complaint indicating the policy that has allegedly been violated and stating the resolution sought.

Upon the receipt of the written complaint the CEO/Chief Librarian will investigate and provide the employee with a written decision within ten (10) working days.

- c. *Step 3. Appeal.* If the employee is unsatisfied with the response from the CEO/Chief Librarian, the employee can submit a written request to the Library Board Chair for a hearing before an appeal committee of the Library Board. A three-member committee of the Library Board will hear the complaint and provide a written decision to the CEO/Chief Librarian based on stipulated facts and evidence presented at the hearing. The written decision will be reported to the CEO/Chief Librarian no more than twenty (20) working days after the conclusion of the hearing. The CEO/Chief Librarian will implement the decision of the Library Board. The Library Board can provide mediation where necessary.

Section 6: Resignations and Retirements

1. The Library Board expects an employee who is leaving to assist in a smooth transfer of responsibilities.
2. The Library Board asks that an employee who wishes to resign give one month written notice, if full-time and two week written notice, if part-time.



Related Documents:

Appendix A- Employee Annual Performance Review Form
Appendix B- Progressive Disciplinary Process Form

Employment Standards Act, 2000, S.O. 2000, c. 41

GOV 08 Evaluation of the CEO/Chief Librarian
PER-11 Payment of Employee/Board Member Related Expenses
PER-13 Workplace Harassment and Discrimination
PER-14 Prevention of Workplace Violence