



Section of Policy Manual: Personnel	Policy No. : PER-07
Subject: Hours of work	Policy Approval Date: Sept. 12, 2019
Year of next review: September 2023	Last Review/Revision Date: Replaces Policies #18, 26 and 27

The Library Board's hours of work are in compliance with the Ontario employment legislation, such as ***Employment Standards Act S.O. 2000, Chapter 41.***, ***Ontario Human Rights Code R.S.O 1990 H. 19***, and the regulations of the ***Accessibility for Ontarians with Disabilities Act 2005***.

**Section 1: Hours of Work**

1. The Library's hours of operation are set by the Library Board in response to community needs and include morning, afternoon, and evening hours, throughout the week, including weekends. As such, Library employees' hours of work are scheduled to support the delivery of library service to the public.
2. Employees scheduled to work in excess of five (5) hours are entitled to one (1) thirty minute rest period per day.
3. Employees who are scheduled to work in excess of four (4) hours, but less than five (5) hours shall receive one (1) fifteen (15) minute rest period.
4. The scheduling of rest periods is to be determined by the CEO/Chief Librarian or designate.

**Section 2: Overtime**

1. Salaried full time staff members receive time in lieu of overtime pay if working over 35 hours in a week.
2. Part time permanent and full time temporary/contract can work up to a maximum of 8 hours per day and 48 hours per week unless otherwise agreed to by the employee with the employer.



3. The exception is a statutory holiday where all staff would receive time and a half as calculated on their base salary.
4. All time in lieu of overtime shall be pre-authorized in writing by the CEO/Chief Librarian.

### **Section 3: Attendance and Punctuality**

1. All employees are expected to be at work and ready to commence work at the scheduled start time for the specified number of hours per day.
2. An employee is responsible for communicating before the start of the shift any anticipated lateness or absence to the CEO/Chief Librarian or designate.
3. If employees are unable to attend to personal obligations outside of working hours, they are expected to use personal days (e.g. vacation, personal leave days).
4. Repeated attendance problems are cause for formal discipline.

### **Section 4: Inclement Weather and Unscheduled Library Closing**

As a guiding principle, the Library has a responsibility for maintaining services and, therefore, the application of this policy must consider both the operational obligations of the Library as well as the safety of Library staff and patrons. The Library will make every effort to maintain services despite inclement weather or other circumstances that could disrupt the normal operations of the Library while keeping the safety of Library staff and patrons in mind.

#### **A. Conditions which warrant closure**

The following conditions *will* warrant closure of the Library:

- a. **Non-emergency closing:** Failure of heating/cooling equipment during periods of extreme weather or lack of electrical power.
- b. **Emergency evacuation:** Building problems resulting in clear and present danger to employees and/or patrons (e.g. gas leak, noxious/toxic fumes, or fire) or any event such as a criminal investigation or lock down, severe accident involving injury, severe building damage.



The operational status of the Library *may* also be affected by **inclement weather**. Where inclement weather is in play, the determination to close the Library is made by the CEO/Chief Librarian or designate and is based on a number of factors including:

- General conditions of roads, both present and projected
- Requests for closure by local or provincial agencies
- Severe Weather Warning, as issued by Environment Canada
- Closure of municipal facilities
- Availability of staff to open and operate the Library

### **B. Program & Service Interruption**

Staff acknowledge that there is no one strategy to mitigate service interruptions caused by inclement weather.

The Library offers a variety of programs of a drop-in, instructional, pre-registered, and incremental basis. In situations where inclement weather conditions prevent the provision of Library programming and/or services a decision of upcoming closures and/or cancellations will be made in a timely fashion.

Recognizing that program cancellations and facility closures are in the best interest of public safety, staff will make every attempt to reschedule activities at a future time. In all cases, no overdue charges will be levied for items due on a closed day.

### **C. Communication Plan for Closures**

In cases where the Library closure is determined prior to regular hours of operation for the Library, the CEO/Chief Librarian or designate will initiate communication of the closure to Library staff via text or telephone.

In the event of an unscheduled closing, the following means of communication will be used to communicate with the public about the closing:

- Posting on Library website and social media (Facebook, Twitter (if available))
- Media outlets
- Signage at Library entrances

For those people already in the Library, the staff on duty will inform all users in the Library of the closure and ensure that they exit the Library safely and have time to arrange for transportation, if necessary.



Efforts will be made by staff on duty to directly inform any impacted program registrants or volunteers if possible.

#### **D. Staff scheduling and compensation**

- i. **Reporting for work** - During periods of poor weather, employees are expected to make every reasonable effort to report for work as scheduled. It is recognized, however, that inclement weather may cause significant transportation problems or locally hazardous conditions. Employees are expected to give first consideration to their personal safety in evaluating their ability to commute to work.

Staff members concerned for their safety who choose for themselves not to travel to work or choose to leave work before their shift is over, should notify the CEO/Chief Librarian as soon as possible and advise her/him of the reason(s) that she/he will not be coming into work or will be leaving work early.

- ii. **Checking operational status of library** - Employees who are scheduled to work and need to determine the Library's operational status in an emergency are encouraged to consult their text and/or telephone message to receive instructions from the CEO/Chief Librarian concerning their work assignment and status. In the absence of any communication by phone or on the Library website or via text, normal operations are presumed.
- iii. **Temporary closures and remaining in library** - In some cases, such as temporary power outages, the Library may be closed temporarily to the public, however staff will be required to stay on site until the situation is resolved or more information is available regarding the timeline of an expected resolution. If the outage is expected to continue for more than 45 minutes the Library will be closed for the remaining regular hours of operation.
- iv. **Continued closures** - If a closure continues beyond one day, staff shall be responsible for remotely accessing their work email or the Library website (if operational) each day for instructions as to whether the Library is open or closed.
- v. **Compensation** options for staff are as follows:



- If the Library closes prior to the scheduled closing time, all full-time and part-time employees *already present* at work shall be paid for the remainder of their shift.
- Employees instructed by the CEO/Chief Librarian to not report for their scheduled shift or to leave work due to an emergency will be compensated at their normal hourly rate for the balance of their shift. This compensation is on the basis that all employees scheduled to work will be deemed to be “on call” for what would otherwise be a regular work day and available to return to work upon notification by the CEO/Chief Librarian or designate.
- If an employee chooses not to come into the Library due to inclement weather, such a day, or portion of a day, will be taken as earned vacation, personal leave day or there may be an option given of working remotely. If there is a loss of pay, an employee may request an opportunity to make-up the time if organizational needs and timing permit. With the exception of salaried employees, no one should expect to be paid for work missed due to weather conditions.
- Compensation for missed time for extended closures may be referred to the Library Board.

**Related Documents:**

***Gravenhurst Public Library Policy #31 Hours of Operation***  
***Gravenhurst Public Library Policy HR-06 Hiring of Employees***  
***Employment Standards Act S.O. 2000, Chapter 41***  
***Accessibility for Ontarians with Disabilities Act 2005***