

Georgina Public Library
Library Board Meeting
May 19, 2022 @ 7:00 p.m.
Zoom

1. Call to Order
2. First Nations Acknowledgement Statement

“The Town of Georgina recognizes and acknowledges that we are on lands originally used and occupied by the First Peoples of the Williams Treaties First Nations and other Indigenous Peoples, and we would like to thank them for sharing this land. We would also like to acknowledge the Chippewas of Georgina Island First Nation as our close neighbour and friend, one with which we strive to build a cooperative and respectful relationship. We also recognize the unique relationship the Chippewas have with the lands and waters of this territory. They are the water protectors and environmental stewards of these lands and we join them in these responsibilities.”

3. Roll Call
4. Introduction of Addendum Items
5. Approval of the Agenda
6. Announcements - *None*
7. Declarations of Pecuniary Interest
8. Adoption of the Past Minutes – April 21, 2022 Board meeting minutes
9. Delegations/Speakers
 - a. *None*
10. Presentations
 - a. *None*
11. Consent Agenda
 - a. Branch Report
 - b. Work Plan Update

c. Financial Statement – April 2022

12. Verbal Communications
 - a. CEO update (V. Stevens)
 - b. Board Chair update (M.C. Macaluso)
 - c. Friends of the Library update (B. Sabatini)
 - d. Strategic Planning Committee update (N. Rodrigues)

13. Old Business
 - a. August Board meeting
 - b. Town - Library MoU
 - c. Board Succession planning

14. New Business
 - a. Policy Review: Staff Code of Conduct

15. Other Business For Which No Notice Has Been Given

16. Closed Session - None

17. Next Meeting Date /Time

June 16, 2022 @ 7:00pm – Zoom

18. Adjournment

Georgina Public Library Board
Regular Board Meeting Minutes
April 21, 2022 @ 7:00 p.m.

Zoom

1. Call to Order

The meeting was called to order by the Chair at 7:03 p.m.

2. First Nations Acknowledgement Statement

“The Town of Georgina recognizes and acknowledges that we are on lands originally used and occupied by the First Peoples of the Williams Treaties First Nations and other Indigenous Peoples, and we would like to thank them for sharing this land. We would also like to acknowledge the Chippewas of Georgina Island First Nation as our close neighbour and friend, one with which we strive to build a cooperative and respectful relationship. We also recognize the unique relationship the Chippewas have with the lands and waters of this territory. They are the water protectors and environmental stewards of these lands and we join them in these responsibilities.”

3. Roll Call

The following Board Members were present:

Mary Catherine Macaluso, Chair
Rita Beechey
Leslie Johnstone
Nancy Rodrigues
Shari Hawkins
Councillor Dave Neeson
Naomi Davison (arrived at 7:17)

The following Board members were absent with notice:

Bobbi Sabatini, Vice-Chair
Adrienne McDowell

The following staff members were in attendance:

Valerie Stevens, *Director of Library Services/CEO*
Serena Hamlyn, *Executive Assistant (Recording Secretary)*
Anna DeLong, *eServices Library Technician / CUPE Representative*

4. Introduction of Addendum Items

August Board meeting date added to **15**. Other items

Closed session item added

5. Approval of the Agenda

Moved by Rita Beechey, Seconded by Shari Hawkins

RESOLUTION NO. GLB-2022-029

That the Georgina Public Library Board meeting Agenda of April 21, 2022 be approved as amended.

Carried.

6. Announcements - *None*

7. Declarations of Pecuniary Interest – *None*

8. Adoption of the Past Minutes– March 24, 2022 Board meeting minutes

Moved by Dave Neeson, Seconded by Nancy Rodrigues

RESOLUTION NO. GLB-2022-030

That the minutes of the March 24, 2022 Board meeting be adopted as circulated.

Carried.

9. Delegations/Speakers – *None*

10. Presentations – *None*

11. Consent Agenda

- a. Branch & CYS Report
- b. Quarterly Statistics
- c. Work Plan Update
- d. Financial Statement – March 2022

Moved by Nancy Rodrigues, Seconded by Leslie Johnstone

RESOLUTION NO. GLB-2022-031

That Item 11 – Consent Agenda be received as presented.

Carried.

(N. Davison arrived)

12. Verbal Communications

a. CEO Update (V. Stevens)

COMMUNITY CONNECTIONS

- Welcome Centre mobile unit returned to onsite services in Keswick as of April 7, 2022
- Launched Community Survey on April 19, 2022 (online and hard-copy)

SPACES

- The two year sidewalk and parking lot refurbishment project at the Sutton Multi-Use facility has been postponed by a year, now slated to start in summer 2023.
- Foundation of the Discovery Branch is complete; work at the site is ongoing

PEOPLE & LEADERSHIP

- Staff are settling into new roles, though hiring and some staff movement continue

COLLECTIONS & PROGRAMS

- Library staff attended Seedy Saturday in Pefferlaw, and connected with many attendees including a popular storytime
- Spring session of children’s programming includes both in-person and virtual options

TECHNOLOGY

- Nothing to report

MISCELLANEOUS

- At Council on April 6, there was discussion around in-person vs. virtual meetings. The agenda item stated:
At this time, staff are recommending Committee meetings remain virtual. The Clerks Division have received positive feedback from Committee members with

respect to virtual meetings. Members have indicated their preference is to remain fully virtual at this time as it adds flexibility. Attending virtually also increases the number of prospective candidates interested in becoming a member on our committees.

Council discussed further what the options would be for Council meetings; Town staff will bring a report back at a later date.

b. Board Chair Update (M.C. Macaluso)

- The Board Chair attended the Strategic Planning committee meeting on April 11th and has been meeting with the CEO regularly
- The Board Chair has been going through Board Legacy information
- The Board Chair has signed up for a Board Succession Planning session

c. Friends of the Library Update (B. Sabatini via V. Stevens)

- The Friends have a meeting coming up on Monday
- The Friends have been discussing reactivating more volunteers for the VLS (Visiting Library Service), following all library policies including masking and limiting contact

d. Strategic Planning Committee Update (N. Rodrigues)

- The Strategic Planning committee met on April 11th
- Stephen had given homework on the SWOT (Strengths, Weaknesses, Opportunity, and Threat) analysis and PEST (political, economic, social, and technological) analysis, the discussion was focused around these
- Next steps:
 - The next planned meeting is on May 9th, where the consultant will be presenting first findings from the focus group.
 - Will also start discussing mission and vision

e. OLS Board Assembly update (N. Rodrigues)

- The Board Assembly meeting was held on April 6 via zoom
- Talking about key webinars that are coming up
- There was discussion surrounding:
 - Having an election policy regarding the use of library resources during the campaign period.
 - Bill 27 and disconnecting from work.
 - A written policy needs to be created by June of this year
- During the open discussion –there was much discussion around Library relationships with the municipality

N. Rodrigues provided a copy of the power point that was presented to the Board members.

Moved by Rita Beechey, Seconded by Shari Hawkins

RESOLUTION NO. GLB-2022-032

That items 12 a., b., c., d., and e. Verbal Communications be received as presented.

Carried.

13. Old Business

- a. Policy: Dress Code

Moved by Rita Beechey, Seconded by Shari Hawkins

RESOLUTION NO. GLB-2022-033

That the Dress Code policy be accepted as amended

Carried.

14. New Business

- a. Policy Review: Use of Library Resources for Election Purposes

Council updated their Use of Corporate Resources for Election Purposes policy at the last Council meeting, the Library Board reviewed the updated policy.

Moved by Nancy Rodrigues, Seconded by Dave Neeson

RESOLUTION NO. GLB-2022-034

That the Use of Library Resources for Election Purposes be adopted as presented

Carried.

b. Board Recruitment Pamphlet

The CEO asked the Board for suggested edits to the current Board Recruitment pamphlet. The Library Board suggested one minor edit, otherwise saw no necessary changes to be needed. The CEO will likely make some visual changes to the pamphlet, but no major changes to the content is required.

c. Town-Library MoU

Moved by Nancy Rodrigues, Seconded by Shari Hawkins

RESOLUTION NO. GLB-2022-036

That the Library Board accept the Town-Library MoU as amended and that the CEO continue to proceed with discussions regarding a dispute resolution clause

Carried.

d. 2023 budget sub-committee

Moved by Dave Neeson, Seconded by Naomi Davison

RESOLUTION NO. GLB-2022-037

That the budget sub-committee consist of:

Leslie Johnstone
Mary Catherine Macaluso
Rita Beechey

Carried.

e. When to return to in-person Board meetings

The Board will revisit this topic at a later meeting, noting that they would like to return to fully in-person at some point this calendar year.

15. Other Business For Which No Notice Has Been Given

- a. August Board meeting date

The CEO has a scheduling conflict with the August Board meeting date. The suggestion was made to either push that month's meeting back one week, or cancel the meeting. The discussion will be revisited at the next Board meeting.

16. Closed Session

Moved by Naomi Davison, Seconded by Nancy Rodrigues

RESOLUTION NO. GLB-2022-035

That the Georgina Public Library Board moved into closed session at 8.26 p.m.

Carried.

- 1. Personal matters about an identifiable individual, Section 16.1(4) of the Public Library Act

-Human Resources matter

Moved by Nancy Rodrigues, Seconded by Leslie Johnstone

RESOLUTION NO. GLB-2022-036

That the Georgina Public Library Board reconvene into open session at 9:04 p.m.

Carried.

The board rose from Closed Session and made the following motion

Moved by Naomi Davison, Seconded by Leslie Johnstone

RESOLUTION NO. GLB-2022-037

That the Board direct the CEO to make enquiries regarding an education session for the Board

Carried.

17. Next Meeting Date /Time

May 19, 2022 @ 7:00 p.m. - Zoom

18. Adjournment

Moved by Naomi Davison, Seconded by Leslie Johnstone

RESOLUTION NO. GLB-2022-039

That the Georgina Public Library Board meeting of April 21, 2022 adjourn at 9:08 p.m.

Carried.

Board Chair

Recording Secretary

JOINT BRANCH REPORT - 04 - APRIL 2022

Submitted by: Amy Butcher - Manager, Library Community Engagement
Becky George - Manager, Library eServices
Sarah James - Manager, Library Customer Experience

COMMUNITY CONNECTIONS

- Amy Butcher attended the Library Settlement Partnerships meeting on April 22 to discuss how we can work together to support our newcomer populations. Amy learned about how Catholic Community Services of York Region has been working with libraries to offer settlement services to newcomers in York Region.

SPACES

- Becky George attended a Sutton Multi-Use Facility Meeting with representatives from the Town, both school boards, and the daycare. Major topic of conversation was the capital project to replace the outdoor hard surfaces at the facility including sidewalks and parking lots. The construction work will begin in 2023
- The Pefferlaw Recreational Needs Study is strongly supported by the town council. The study recommends:
 1. Skate and pump track
 2. Outdoor sport zone/ice pad – divide into 3 courts tennis, basketball, pickleball
 3. Programming
 4. Increase pathways and enhance amenities
 5. Community garden (volunteer run)
 6. Not recommending splash pad – problem with structural support, limited support
 7. Add Dog ParkIf approved these resources will be in Pefferlaw PArk (behind the Pefferlaw branch)

PEOPLE AND LEADERSHIP

- Lisa Jewer was the successful applicant for the Library Assistant, Adult Programming position. Lisa starts in her new role on Tuesday, May 31.
- Alex Burnett was hired as a library student at the Sutton branch. Alex's start date was April 21st.
- Justin Johnston was hired as the Manager, Library Collections. Justin joins the GPL team on May 30.
- All management staff attended an Extended Leadership Meeting with the other Town departments. The focus was on workplace flexibility and leading through the pandemic and welcomed guest speaker, Francoise Mathieu.

COLLECTION AND PROGRAMS

- Georgina Public Library partnered with the Vaughan Community Health Centre on April 28 to facilitate the "Healthy Eating and the Power of Foods" program. Participants had

the opportunity to learn about the role that diet plays in maintaining a healthy immune system.

- This is the first month that the Welcome Centre Immigrant Services has been back at the Keswick Library since the start of the pandemic. They will continue to offer complimentary settlement services to newcomers in Georgina on the first and third Thursday of the month at the Keswick library.

Dates	Program Name	Platform/format	Total views/ participants
Various dates	One-on-one technology help (eServices)	Email, chat, phone	33
April 5	Pefferlaw Book Club	Zoom	5
April 5	Sutton Book Club	Zoom	10
April 5, 12, 19, 26	Family Story Time	Keswick	78
April 6, 13, 20, 27	Family Story Time	Pefferlaw	16
April 6, 13, 20, 27	Ukulele Circle	Keswick	29
April 7, 14, 21, 28	Baby Time	Keswick	67
April 7, 14, 21, 28	Lego Club	Keswick	57
April 7, 21	Welcome Centre Immigrant Services	Keswick	6
April 12	Online Teen Booktalk	Zoom	2
April 26	Online Lego Club	Zoom	1
April 28	Healthy Eating and the Power of Foods	Zoom	4
Previous uploads	All recorded videos, re-watched in April		2
		TOTAL	310

TECHNOLOGY

- No updates

2022 Work Plan – April Update

Board Governance Initiatives

Project Name	Project Lead	Start	Projected End	Status	Notes
Legacy Document	Board Chair	Q1-2022	Q3-2022		Reviewed at March Board meeting
Succession Planning-staff					
Library Advocacy	Board	Q1	n/a	On going	<ul style="list-style-type: none"> Councillor Neeson connected with FOPL Government Advocacy Working Group (Sept 2021).
2021 Annual Report	Val Stevens	Q1	Q2	In Progress	Design work started March 2022; content work in May and June 2022.
Sutton Multi-Use Transfer and Operating Agreement	Val Stevens	Q1-2019	2022?	In Progress	Development of a legal agreement for the Sutton Multi-Use Building between the School Boards, Town and Library. Currently with School lawyers. Likely on hold due to pandemic. Updated projected end to 2022.
Library & School Boards Agreement on Sutton Branch	Val Stevens	Q1-2019	2022?	In Progress	Transfer and Operating Agreement take precedent. Currently with Library/Town lawyer. Likely on hold due to pandemic. Updated projected end to 2022.
MoU between Library Board & Town	Val Stevens	Q4-2020	Q2-2022	In Progress	Library Board approved MoU at April Board meeting. Dispute Resolution article brought to May Board meeting.
Board Self-Evaluation	Board Chair	Q4	Q4		Year 2 and end of term

Capital Initiatives

Project Name	Project Lead	Start	Projected End	Status	Notes
MURC Branch	Val Stevens	Q1	Q3-2023	In Progress	Ground breaking on Nov 10, 2021.
Strategic Plan	Library Board/ Val Stevens	Q2-2021	Q4	In Progress	Survey has launched. Committee meeting on monthly basis.
Security Camera Installation	Town Facilities/ Sarah James	Q2-2022	Q4		Deferred from 2021 due to lack of resources in Facilities dept.
Teen area-Keswick branch	Amy Butcher (Sarah James)	Q1	Q3	Deferred from 2020	Delayed due to pandemic
De/re-magnetizers	Sarah James (Becky George/ Justin Johnston)	Q2	Q3		
Pefferlaw Carpet Replacement	Town Facilities/ Justin Johnston (Sarah James)	Q1	Q3	In progress	Facilities is working on RFP

Staffing Initiatives

Project Name	Project Lead	Start	Projected End	Status	Notes
Summer Reading Club Assistant-grants	Amy Butcher	Q1	Q3	In Progress	Approved for Canada Summer Jobs grant
Adult Programming support	Amy Butcher	Q2	Q3		Three additional hours budgeted in 2022 operating budget

Operating Initiatives

Project Name	Project Lead	Start	Projected End	Status	Notes
Transition to Office 365	Town IT (Becky George)	Q1?	ongoing		Approved through Town IT budget for entire municipality, including library staff

Georgina Public Library

Financial Statement - April 2022

Date: May 10, 2022

	2022 Actuals	2022 Approved Budget	Variance	Percentage To Date	Target to Date	Notes
Revenue						
Town Grant	843,346.67	2,530,040	1,686,693	33%	33%	Pro-rated
Provincial Grants	20,867	62,600	41,733	33%	33%	Pro-rated
Misc Grants	-	9,240	9,240	0%	33%	
School Board Revenue	19,500	58,500	39,000	33%	33%	Pro-rated
Donations	19	1,800	1,781	1%	33%	
Fines	24	22,000	21,976	0%	33%	
Misc Fees	18	3,100	3,082	1%	33%	Exam Proctoring, etc
Photocopying Fees	104	8,500	8,396	1%	33%	
Program Registrations	-	4,200	4,200	0%	33%	
Book Sale	9	2,400	2,391	0%	33%	
Room Rentals	-	4,100	4,100	0%	33%	
Provision from Reserve	-	-	-	100%	33%	
Total Revenues	883,887	2,706,480	1,822,593	33%	33%	
Expenses						
Salaries & Benefits	485,347	1,909,070	1,423,723	25%	33%	
Library Board	1,320	4,800	3,480	28%	33%	
Library Operations	58,687	349,500	290,813	17%	33%	Utilities, cleaning, courier, supplies, etc.
Training	3,194	18,800	15,606	17%	33%	
Collections	68,675	232,730	164,055	30%	33%	
Telecommunications	5,455	30,040	24,585	18%	33%	
Covid-19 Expenses	890	-	(890)	N/A	N/A	No allotted budget
Misc	922	3,300	2,378	28%	33%	
Contribution to Reserve	52,747	158,240	105,493	33%	33%	Pro-rated
Total Expenses	677,237	2,706,480	2,029,243	25%	33%	
Net	206,650	-	(206,650)			



DRAFT



Memorandum of Understanding

between

Georgina Public Library Board

and

Town of Georgina

**With Respect to the Relationship Between
Town Administration and Library Administration**

Purpose:

To outline the roles and responsibilities of both the Town of Georgina (the “Town”) and Georgina Public Library (the “Library”), with respect to services provided by the Town to the Library, and by the Library to the Town.

Governance:

The Town is an independent entity which provides municipal services to the residents of Georgina pursuant to the provisions of the Municipal Act, and related legislation.

The Library is an independent entity and separate from the Municipality, subject to the provisions of the Public Libraries Act, and has been established to provide public library services to the residents of the Town (bylaw 1971-0055, dated March 22, 1971, as amended).

The Town annually reviews and approves budgetary estimates received from the Library Board for the operation of the Library in accordance with Section 24 of the Public Libraries Act. The Library Board approves the detailed budget estimates and projects. Council deliberates and approves the annual grant necessary to fund the annual budget put forward by the Library Board.

The Library Board, through its appointment by Council at the beginning of each term, delivers library services and resources to the residents of Georgina, in accordance with the Public Libraries Act (PLA), and the Library Board’s Strategic Plan, including vision, mission, and values, as amended from time to time.

The Library Board is fully responsible and accountable for any/all services provided by the Town to the Board, to ensure full compliance with the Public Libraries Act.

The Library Board consists of 9 members including one Council representative. As stipulated in the Public Libraries Act, all meetings, with the exception of those specifically identified by the Public Libraries Act, are open to the public.

The Director of Library Services/CEO is an employee of the Library Board, and reports directly to the Library Board. Library staff are employees of the Library Board and accountable to the Director of Library Services/CEO.

The Director of Library Services/CEO participates as a full member of the Town Senior Leadership Team, receives Town Council agendas and minutes, participates in Senior Leadership Team meetings, and attends Town Council when agenda items pertain to the Library and/or Library Services.

Agendas and minutes of the Library Board are presented to Town Council, along with other Town committee/board minutes, and are posted on the Town website.

The Town and the Library commit to share and consult with each other regarding any service delivery review that may impact the other or be helpful to the other.

Services provided by the Town, with agreed upon cost recovery:

Accounting services, including payroll, accounts payable and receivable, bookkeeping including HST remittance, preparation of annual charity revenue form, coordination of annual audit, preparation of Finance section of Annual Report to the provincial Ministry responsible for Public Libraries, and other financial services from time to time.

Budget assistance, utilizing the Town Budget templates.

Information Technology maintenance and support, excluding specialized library information technology. The Library agrees in general, to comply with and will cause its employees to comply with any software licensing agreements. In order to facilitate cohesion, the Library will take every reasonable step to align its IT policies and procedures with the Town, although differences in service models and business practices may sometimes necessitate different policies and procedures.

Human Resources support, including assistance with recruitment, performance management, dismissal, relevant training/leadership opportunities, and Health and Safety compliance. Pay equity review is to be contracted out and paid for by the Library. In order to facilitate cohesion, the Library will take every reasonable step to align its HR policies and procedures with the Town, although differences in service models and business practices may sometimes necessitate different policies and procedures. Library CUPE staff are governed by a Collective Agreement for CUPE 905.13. Excluded Library staff are included in the Town's compensation program and practices, including salaries and benefits.

Legal Services-The Town will support discussions with Legal counsel as needed. The Library is responsible for Library legal costs.

Procurement of goods and services support In order to facilitate cohesion, the Library will take every reasonable step to align its Procurement policies and procedures with the Town, although differences in service models and business practices may sometimes necessitate different policies and procedures. The Library's Procurement Policy mirrors the Town's policy, except with regard to the approvals structure, referencing the roles of the Director of Library Services/CEO and the Library Board.

Facility maintenance:

- Routine, regular maintenance shall be performed by either Town staff or contracted third parties and associated costs incurred shall be the responsibility of the Town.
- Regular housekeeping shall be performed by Town staff or contracted third parties and associated costs incurred shall be the responsibility of the Library.
- Internal renovations and upgrades (leasehold improvements above and beyond the base building operations and upkeep) to specifically address and accommodate Library programs, services, and operational requirements shall be the responsibility of the Library.
- Refer to Schedule A attached for a detailed and prescriptive division of associated cost responsibilities. Schedule A shall be reviewed annually by the Director of Library Services/CEO and the Director of Community Services.

Town staff advisory services when available and appropriate.

Library Board Meeting administrative support In case of a vacancy in the position of Executive Assistant to the Director of Library Services/CEO, a member of the Town Clerk's department may provide committee support for Library Board Meetings on an interim basis as approved by the Town Clerk.

Services provided by the Library:

The Library agrees to provide a selection of Town/Regional services at its branches, as reasonable, appropriate to the community, and so long as the delivery of such services is within the scope and skill set of Library staff. The cost of extra Library staff time during peak times will be included as part of the Library Board's annual operating budget estimates, and the provision of such services will be dependant upon approval of sufficient funds in the Library Grant provided by the Town.

Accounting Procedures:

Costs for the provision of the above services provided to the Library by the Town shall be established and updated on an annual basis and expensed to the Library's operating budget.

The authority to withdraw or transfer funds from the Library Bank Account shall remain vested entirely with the Library Board in accordance with the Public Libraries Act and executed in accordance with Library Board policy.

The Library Board shall establish policies with respect to banking resolutions, signing officers at the bank, and all operational aspects of the Library, and, through the appointment of Chief Executive Officer, Treasurer, and Secretary, shall ensure the effective implementation of those policies in accordance with the Public Libraries Act.

The Library Board will transfer funds upon receipt from the Library Board bank account to the Town to be applied to the appropriate general ledger accounts for disbursements. The Library and its Board will follow Town accounting practices and procedures.

Summary:

This document may be reviewed and amended from time to time, as deemed appropriate jointly by the Town and the Library Board. The Town and the Library Board are committed to cost-effective delivery of services, avoiding unnecessary duplication and costs, and minimizing the impact of support services on the taxpayer.

Any matters of dispute, if not resolved by the designated Library and Town employees, will be referred to the CEO and the CAO who will make best efforts to reach a consensus. If the CEO and CAO cannot reach a consensus, disputes may be referred by either party to binding mediation by an agreed-upon mediator.

The Town and the Library Board also commit to ongoing partnership and collaboration with programming, to avoid duplication and schedule conflicts, and to maximize options and crossover opportunities.

This document does not in any way limit the Board in its appointment decisions for the positions of Chief Executive Officer, Treasurer, and Secretary.

Approved by:
For the Town of Georgina:

Town Clerk

Date

CAO, Town of Georgina

Date

For Georgina Public Library:

Library Director/CEO, Georgina Public Library

Date

Chair, Georgina Public Library Board

Date

Georgina Public Library Board Policy Manual

Policy Title: STAFF CODE OF CONDUCT

Intent:

Each Georgina Public Library employee is a representative for the Library, and their actions and appearance contribute to the Library's public image. Georgina Public Library expects its employees, supervisors, managers, and directors to adhere to the highest standards of personal and professional competence, integrity, and impartiality to ensure public confidence and trust is maintained.

Employee Responsibilities:

- Adhere to the standards of behaviour outlined in this Policy.
- Review the policy annually.
- Seek clarification from Management or Human Resources if uncertain about any information contained in this Policy.
- ~~Employees shall~~ Sign a document acknowledging they have read and understood the Code of Conduct, and they agree to comply with its provisions.

Management Responsibilities:

- ~~Management will~~ Promote an environment in which employees demonstrate standards of ethical and professional behaviour.
- Take appropriate steps to ensure employees are aware of and act in compliance with this Code of Conduct and related policies. The Code of Conduct will be made available to all employees at the time of their initial orientation and will be posted on the Library's intranet and website.
- Demonstrate behaviours that are consistent with the Code of Conduct.
- Support staff members in adherence to the Code of Conduct.
- Establish and maintain adequate systems, procedures and controls, which supports compliance with this Code of Conduct.
- Deal in a fair and expeditious manner with any allegations of Code violations.
- Begin an investigation into an allegation immediately or as soon as possible after receiving a verbal or signed allegation in writing.
- Library Management through the Town Human Resources Department will:
 - provide information and training related to the Code of Conduct
 - provide advice on matters that are related to the Code of Conduct
 - Support management in the investigation of alleged breaches of the Code of Conduct
 - Determine, in conjunction with Library Management, the appropriate disciplinary action for confirmed breaches.

Georgina Public Library Board Policy Manual

Regulations:

Ethics

1. Library employees have an obligation to maintain confidentiality of information that may be learned about the Library's affairs, the public, and other employees. Georgina Public Library is committed to protecting the privacy of our members and all patrons who interact with library staff or volunteers. Personal information is collected under the authority of the Ontario Public Libraries Act R.S.O. 1990 for the administration of library operations. Confidential information obtained in the course of carrying out their duties with the Library must not be used as a basis for any transaction designed to produce profit or gain for the individual or their immediate family. All employees shall be advised that any action taken contrary to this regulation shall be considered as a basis for suspension and/or dismissal.
2. Requests for the release of personal information is governed under the Municipal Freedom of Information and Personal Protection Act (MFIPPA). Requests for the release of personal information will be routed through the Library Director/CEO's to the Town Clerk for processing.
3. To ensure public trust in the Library, staff must be, and appear to be, both personally impartial and free to undue political influence in the exercise of their duties. Employees engaged in political activities must separate those personal activities from their official positions and political activities must not take place during work hours or utilize library assets, resources or property. Employees wishing to run for elected office must request, and obtain, a leave of absence without pay, and abide by the respective legislation governing such elections.
4. Staff are expected to make decisions that benefit the Library and its patrons. Decisions are to be free from undue influence and not act or appear to act in order to gain financial or other benefits for themselves, family, friends, or business interests. If staff find themselves in either an actual or perceived conflict of interest, where they feel that competing interests may make it difficult for them to fulfil their duties impartially, they must report this situation to their supervisor.
5. Library employees shall not accept any gift, hospitality, or entertainment that could be construed as given in anticipation of future, or of past, special consideration by the Library. Library employees may accept customary business hospitality, such as meals and promotional items (i.e. mugs, hats, shirts, pens) provided:
 - a) The expenses involved do not exceed a nominal value of \$50.00
 - b) They are infrequent.

Georgina Public Library Board Policy Manual

- c) They can clearly be seen as legitimately serving a definite business purpose.
 - d) They are appropriately related to the responsibilities of the individual.
6. Library employees may not participate in any Library contest open to members of the public. Immediate family members of Library employees may only participate in Library contests where the winners are chosen randomly.
 7. Library staff will not engage in nepotism. The Library prohibits hiring situations where preferential treatment in being recruited and/or selected for vacancies, or relatives would be supervised by, or subordinate to, one another.
 8. Library employees shall not engage in any outside employment, activity, business undertaking, or any type of financial enterprise where:
 - a) it will interfere with or appear to interfere with their duties as a Library employee.
 - b) the employee will have an advantage or appear to have an advantage derived from their employment with the Library.
 - c) it will or might appear to influence their judgment or the impartial discharge of their duties.
 9. Library staff will not use equipment, supplies, or services for activities not associated with the discharge of their library duties.
 10. Employees must ensure that any property (including cash, cheques, documents, inventories and equipment) in their care as part of their job duties are properly secured and protected at all times. This responsibility extends to the use and security of any purchasing or access code cards (e.g. Photo ID cards, Photo ID Fobs, key fobs, passwords).
 11. Discipline will be automatic and severe if any employee reports for work under the influence of alcohol and/or other substances that affect the employee's ability to assume full responsibility of their job in a safe and healthy manner. The illegal use, sale, purchase, transfer or possession of any restricted or controlled drug, narcotic or any other substance on Library property is prohibited and will result in discipline.
 12. All Library staff shall follow both Library and Town controls established to prevent fraudulent misconduct and all applicable laws, regulations and government guidelines. All employees shall exercise honesty, integrity, objectivity and diligence and shall not knowingly be a party to any fraudulent activity, including theft. All managers are responsible for ensuring that adequate internal controls are in place to prevent and detect fraud. Library Management is accountable for monitoring employee

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activity and performance and ensuring all employees are aware of, and in compliance with, controls, policies and procedures.

13. Library Staff that have reasonable grounds to believe that a violation of the Code of Conduct has occurred should report such activity or behavior, verbally or in writing, to their manager, CEO, or Human Resources.
14. The Library will not condone retaliation of any kind by or on behalf of the Library or its employees against good faith reports or complaints of Code of Conduct violations, or other illegal or unethical conduct. All Library staff must co-operate fully during an investigation of alleged wrongdoing in relation to this Code of Conduct.
15. Any employee that is found to have violated the Code of Conduct will be subjected to disciplinary action up to and including discharge from employment.

Conduct

Employees of Georgina Public Library will:

1. Strive to assume a positive intent in all interactions, giving others the benefit of the doubt.
2. Speak and behave in a manner that is respectful and courteous towards all persons whether superiors, subordinates, peer, or patrons.
3. Strive to ensure a work environment free from discrimination and harassment and promote an atmosphere that respects the dignity, self-worth and human rights of every individual.
4. Promote a safe and healthy workplace.
5. Take responsibility for personal behavior and personal/common work areas: keep work areas, public desks, and display spaces tidy and clear of clutter, recognizing that first impressions at our "front door" can have a lasting impact on public perceptions of service.
6. Refrain from personal chatting, eating, phone calls, internet browsing, texting, emailing, and reading, and eating during work time.
7. Greet people when they enter the library, follow up with them, and inform them of programs, services, and options available.

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8. When stating a policy/procedure, explain the reason for it and offer possible options. Request help from co-workers if a question cannot be answered, or take the person's contact information and commit to getting back to them in a timely manner (generally within two business days).
9. Respect that only the CEO and Board Chair speak officially on behalf of the Library in regards to policies, strategic plans, and governance issues. Employees will politely receive questions and concerns, record appropriate details and contact information, and refer to their manager for processing, assuring the member of the public/media that a response will be forthcoming in a timely manner (generally within two business days).
10. Not allow personal relationships to affect professional relationships.
11. Be dependable and responsible by arriving for work and meetings on time, completing assigned work on schedule, being considerate of co-workers' time constraints and schedules, and showing respect for library property and resources.
12. Not abuse staff library privileges, such as staff patron status, early access to new materials, prime parking spots, or any other privilege that might give the perception of staff disadvantaging our patrons.
13. Respond appropriately when given constructive feedback, exhibiting a desire and efforts to improve performance.
14. Reference and adhere to other related policies: Health and Safety Policy; Violence and Harassment Free Workplace; [AODA](#) [Accessibility Standards for](#) Customer Service Policy; GPL Dress Code, [Code of Online Social Media Policy](#).

Related Policies:

- Dress Code
- Privacy of Membership Information
- ~~Violence & Harassment-free in the~~ Workplace
- [Health and Safety](#)
- [Accessibility Standards for Customer Service](#)
- [Social Media](#)

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The Library Board may, at its discretion and through a resolution of the Board, augment or amend the Staff Code of Code as required.

POLICY HISTORY:	
Initial Draft	May 17, 2012
Draft Presentation Review	May 17, 2012
Board Adoption	June 21, 2012
Board Review & Revision	Sept.15, 2016 April 19, 2018 <u>May 19, 2022</u>

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STAFF CODE OF CONDUCT POLICY

Staff Policy Acknowledgement Form

I, acknowledge that I have read and understand the Staff Code of Conduct applicable to ~~the~~ Georgina Public Library employees. I agree to adhere to this Code of Conduct. I understand that if I violate this Code of Conduct, I may face disciplinary action up to and including the termination of my employment, as well as any necessary legal action required or taken by the Library.

Name: _____

Signature: _____

Date: _____