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# Trent Lakes Public Library



Policy Type:	<b>Human Resources</b>	Policy Number:	<b>HR-03</b>
Policy Title:	<b>Hours of Work</b>	Initial Policy Approval Date:	<b>27-09-2019</b>
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The library'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**. This policy was previously called Terms and Condition of Employment.

## Section 1: Hours of Work

1. The library's hours of operation are set in response to community needs and may 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. All breaks including rest and lunch breaks are scheduled by the Library CEO or her/his designate.
3. An employee is entitled to a 30 minute break free from work, taken within five hours of the start of the shift.

## Section 2: Overtime

1. The maximum number of hours employees are required to work in a day is eight hours or the number of hours in an established regular workday, if it is longer than eight hours. The maximum number of hours an employee can be required to work in a week is 48 hours. The only way the daily maximum or the weekly maximum can be exceeded is by an electronic or written agreement between the employee and the library board, as employer. (**under Employment Standards Act**)
2. At this library, if an employee is asked, and agrees, to work in excess of 40 hours in a 7-day work period (1 week), an employee may choose cash payment for work. Payment is at the rate of one and one-half times the normal rate of hourly pay. Alternately he or she may choose to receive time off equivalent to one and a half times the hours worked at a time agreed to by the CEO.
3. All overtime shall be pre-authorized in writing by the Library CEO.

## HR-03- Hours of work (continued)

### 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 to the CEO or his or her designated.
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

1. 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.
2. **Conditions Warranting Closure (see Attachment 1)**
3. **Compensation** options for staff are as follows:
  - i. 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.
  - ii. Employees **instructed by the employer** not to 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 Library CEO or designate.
  - iii. If an employee **chooses (for themselves)** not to come into the library due to inclement weather, such a day, or portion of a day, will be taken as earned vacation or personal leave day. If there is a loss of pay, an employee may request an opportunity to make-up the time if organizational needs and timing permit.
  - iv. Compensation for missed time for extended closures may be referred to the library board.

#### Related Documents:

*Trent Lakes Public Library HR-02 Staff Selection and Assignment*  
*Trent Lakes Public Library HR-04 Vacation, Public Holidays and Leaves*  
*Trent Lakes Public Library HR-06 Performance and Discipline*  
*Trent Lakes Public Library HR-07 Workplace Harassment and Discrimination*  
**Employment Standards Act** S.O. 2000, Chapter 41

## HR-03- Hours of Work (continued)

### Attachment 1: Inclement Weather

#### 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, 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 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 on a drop-in, instructional, pre-registered, and incremental, basis. In situations where inclement weather conditions prevent the provision of library programming and/or services, the following time guidelines will be used to make a decision of upcoming closures and/or cancellations:

- By 8:30 am - Cancellation of programs or bookings
- By 2:00 pm - Cancellation of evening programs or bookings

Recognizing that program cancellations and facility closures are in the best interest of public safety, staff will make every attempt to reschedule or credit participants for the full value of the period that was interrupted. In all cases, no overdue charges will be levied for items due on a closed day.

#### C) Communication Plan for Closures

In cases where library closure is determined prior to regular hours of operation for the library, the CEO or designate will initiate communication of the closure to library staff via email 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 social media (website, Facebook, Twitter (if available))
- 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.

**Attachment 1: Inclement Weather** (continued)

**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.
- ii. 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 Library CEO as soon as possible and advise the reason(s) that he/she will not be coming into work or will be leaving work early.
- iii. **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 e-mail and/or telephone message to receive instructions concerning their work assignment and status. In the absence of any communication by phone or on the library website or via e-mail, normal operations are presumed.
- iv. **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 past 5:00 pm, or if no information is available regarding an expected return of service as of 4:30 pm, the library will be closed for the remaining regular hours of operation. Failure of electricity for more than 45 minutes in the evening will also prompt closure of the impacted service point.
- v. **Continued closures** - If a closure continues beyond one day, staff shall be responsible for remotely accessing their work e-mail or the library website (if operational) each day for instructions as to whether the library is open or closed.