

Trent Lakes Public Library



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Policy Title:	Performance and Discipline	Initial Policy Approval Date:	27-09-2019
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Employees' work performance and achievements contribute to the operational and overall success of the library. Acceptable work performance not only includes skills to perform specific tasks but also demonstrating interpersonal skills, computer and internet skills, customer service skills, and engagement in self-directed learning.

Section 1: Performance Reviews

While the term performance review suggests a focus on the past, performance reviews also focus on on-going performance improvement and professional development. The policy and process ensure objective and fair decision-making regarding compensation, promotion, disciplinary action, and termination. It also ensures that expectations and performance standards are met.

1. The Library Board has an annual performance planning and review system for all employees.
2. The annual performance planning and review system is designed to,
 - a) allow for open and ongoing communication between the employee and CEO,
 - 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, in order to succeed, and
 - f) take into account accessibility needs and individual accommodation plans.
3. General guidelines to be followed:
 - a) the performance review is conducted in a formal and private setting,
 - b) the employee is given advance notice of the review (including a copy of the appraisal form) in order to prepare a performance self-assessment,
 - c) the employee's strengths should always be acknowledged and good performance reinforced,
 - d) weaknesses should be discussed and an action plan for development agreed upon,
 - e) any conflicts or concerns of the employee with the review are documented, and
 - f) both the employee's and supervisor's comments are recorded on the review form.

Performance and Discipline (Continued)

Section 2: Problem Resolution and Discipline

The Library Board promotes fair and constructive treatment of unacceptable conduct or work performance. A progressive discipline process is intended to improve performance and behaviour.

1. In all cases, an employee is made aware of a performance or behavior problem promptly and receives both verbal and written expectations to ensure that he or she knows the standard expected.
2. The progressive disciplinary process is initiated for serious situations in which policies and procedures have been ignored or contravened, or an employee's performance fails to meet acceptable standards.
 - a) *Step One: Verbal Warning* -- The CEO discusses the situation with the employee, specifying clear expectations and standards of performances, a plan of action to bring about the desired change, and a reasonable period of time for improvements. A date is set for a follow-up interview.
 - b) *Step Two: Written Warning* -- Should the problem continue after the time period specified in Step One, the employee is given a written warning. The employee is advised that continued failure to improve the behavior could lead to further disciplinary action including possible dismissal.
 - c) *Step 3: Suspension* -- If the employee's performance fails to improve or if there is a recurrence of misconduct, the CEO 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.
 - d) *Step 4: Dismissal* -- If the employee fails to improve or if there is a recurrence of misconduct, the CEO prepares for termination.