



A Regular Meeting of  
the Richmond Hill Public Library Board  
will be in the Boardroom of the Central Library  
on Thursday, January 17, 2019  
at 7:30 pm

## **AGENDA**

1.0 **Call to Order**

2.0 **Regrets**

3.0 **Adoption of Agenda**

4.0 **Disclosure of Pecuniary Interest and the General Nature Thereof**

5.0 **Minutes**

5.1 **Library Board Minutes – December 13, 2018**

6.0 **Correspondence**

7.0 **Reports**

Accessible documents can be accessed through the [RHPL website > About Us > Library Board](#)

- 7.1 Final 2013 – 2017 Strategic Plan Status Report SRLIB19.01
- 7.2 2018 Annual Accessibility Policy and Program Report SRLIB19.02
- 7.3 2018 Annual Health and Safety Policy and Program Report  
SRLIB19.03
- 7.4 2019 Operating Budget Status Report SRLIB19.04
- 7.5 eContent for Libraries Campaign Report 19.05

8.0 **Member Announcements**

9.0 **Date of Next Meeting**

The next Meeting of the Library Board will be held on

**Thursday, February 21, 2019 at 7:30 p.m.** at Central Library in the Boardroom.

*\*\*Please advise Louise Procter Maio of regrets for attendance, by **noon** on Thursday, January 17, 2019 at 905–884–9288, extension 5041 or e-mail: [lproctermaio@rhpl.ca](mailto:lproctermaio@rhpl.ca)*

*To request alternate formats of this document please contact Franca Perri at 905–884-9288, extension 5042 or e-mail: [fperri@rhpl.ca](mailto:fperri@rhpl.ca)*

The Richmond Hill Public Library Board  
Thursday, December 13, 2018

## **MINUTES**

The Richmond Hill Public Library Board held its regularly scheduled meeting on Thursday, December 13, 2018 in the Boardroom at Central Library, 1 Atkinson Street, Richmond Hill, Ontario.

**Present:** David Bishop, Chair  
Marj Andre  
Stephen Chait  
Adam Grachnik  
Shelagh Harris  
Gwen Johnstone  
Councillor Castro Liu  
Nighat Sukhera

**Staff:** Louise Procter Maio, Chief Executive Officer  
Mary Jane Celsie, Director, Content  
Catherine Charles, Director, Community Connections  
Barbara Ransom, Director, Customer Experiences  
Nusrat Ahmed, Manager, Business Services  
Brock Smith, Manager, Communications  
Michelle Splitter, Manager, Content  
Susan Quinn, Advisor, Business Services

**1.0 Call to Order**

The Chair called the meeting to order at 7:32 p.m.

**2.0 Regrets**

Regional and Local Councillor Brenda Hogg (retired)  
Alicia Lauzon

**Absent**

Councillor Greg Beros

**3.0 Adoption of Agenda**

**THAT** the Agenda of December 13, 2018 be adopted as revised by adding Item 7.3 Revised 2019 2<sup>nd</sup> Draft Operating Budget and Three Year Outlook Report SRLIB18.52; Item 7.4 2019 2<sup>nd</sup> Draft Capital Forecast Report SRLIB18.53; and Item 7.5 Oak Ridges Library Status Update

**Motion:**

18:112

**Moved By:**

S. Chait

**Seconded by:**

S. Harris

**THAT** the Agenda of December 13, 2018 be adopted as revised.

**CARRIED**

#### **4.0 Disclosure of Pecuniary Interest and the General Nature Thereof**

There were no disclosures of pecuniary interest.

#### **5.0 Minutes**

##### **5.1 Library Board Minutes – November 15, 2018**

**Motion:**

18:113

**Moved By:**

A. Grachnik

**Seconded by:**

Councillor C. Liu

**THAT** the Minutes of November 15, 2018 be adopted.

**CARRIED**

#### **6.0 Correspondence**

##### **6.1 Article from Architectural Digest**

Re: Step Inside the World's 8 Most Futuristic Libraries

**Motion:**

18:114

**Moved By:**

G. Johnstone

**Seconded by:**

M. Andre

**THAT** the correspondence be received as information.

**CARRIED**

**7.0 Reports**

Accessible documents can be accessed through the [RHPL website > About Us > Library Board](#)

**7.1 2013 – 2017 Strategic Plan Status Report – SRLIB18.50**

A report was issued prior to the meeting and was presented by B. Smith, Manager, Communications.

**Motion:**

18:115

**Moved By:**

N. Sukhera

**Seconded by:**

M. Andre

**THAT** the 2013 – 2017 Strategic Plan Report Card Report dated December 13, 2018 be received for information.

**CARRIED**

**7.2 Local History Digitization Project Report – SRLIB18.51**

A report was issued prior to the meeting and was presented by Michelle Splitter, Manager, Content.

**Motion:**

18:116

**Moved By:**

S. Chait

**Seconded by:**

A. Grachnik

**THAT** funds in the amount of \$123,000 from the Donation and Bequest Reserve Fund be approved to fund the projects recommended in the *Local History Digitization Project Report* dated December 13, 2018.

**CARRIED**

**7.3 Revised 2019 2<sup>nd</sup> Draft Operating Budget and Three Year Financial Outlook Report – SRLIB18.52**

A revised report was distributed at the meeting and was presented by Louise Procter Maio, Chief Executive Officer.

**Motion:**

18:117

**Moved By:**

S. Harris

**Seconded by:**

M. Andre

**THAT** the 2<sup>nd</sup> draft of the *2019 Operating Budget and Three Year Financial Outlook 2020 – 2022* dated December 13, 2018 be approved.

**CARRIED**

**7.4 2019 2<sup>nd</sup> Draft Capital Forecast Report – SRLIB18.53**

A report was distributed at the meeting and was presented by Louise Procter Maio, Chief Executive Officer.

**Motion:**

18:118

**Moved By:**

S. Chait

**Seconded by:**

G. Johnstone

**THAT** the 2<sup>nd</sup> Draft *Richmond Hill Public Library 2019 Capital Forecast* dated December 13, 2018 be approved.

**CARRIED**

**7.5 Oak Ridges Library Status Update – verbal**

B. Ransom, Director, Customer Experiences, advised the Town was working with the Insurance Company to secure a Contractor. The building had been secured and the HVAC system was in operation.



**8.0 Resolution to Move Into Closed Session to consider matters relating to:**

**8.1 Labour relations or employee negotiations with respect to non-union employee group compensation update**

**8.2 Personal matters about an identifiable individual with respect to the performance appraisal of the Chief Executive Officer**

**Motion:**

18:119

**Moved By:**

Councillor C. Liu

**Seconded by:**

S. Chait

That the Board move into Closed Session to consider matters relating to labour relations or employee negotiations with respect to non-union employee group compensation update; and

labour relations or employee negotiations with respect to personal matters about an identifiable individual with respect to the performance appraisal of the Chief Executive Officer.

**CARRIED**

At 8:35 p.m. the Board moved into Closed Session.

*Councillor C. Liu left the meeting at 9:00 p.m.*

**9.0 Resolution to Reconvene in Open Session**

**Motion:**

18:120

**Moved By:**

G. Johnstone

**Seconded by:**

N. Sukhera

That the Board move into Open Session.

**CARRIED**

At 9:20 p.m. the Board returned to Open Session

**10.0 Adoption of Recommendations Arising from Closed Session (if any)**

**Motion:**

18:121

**Moved By:**

S. Chait

**Seconded by:**

M. Andre

**THAT** the *2018 Compensation Update for Non-Union Employee Group Report* be approved to come into effect January 1, 2019.

**CARRIED**

**Motion:**

18:122

**Moved By:**

S. Harris

**Seconded by:**

A. Grachnik

**THAT** the CEO Performance Appraisal has been completed and that the CEO was to be congratulated for a successful year.

**CARRIED**

**11.0 Member Announcements**

**12.0 Date of Next Meeting**

The next Regular Meeting of the Library Board will be held on:

**Thursday, January 17, 2019 at 7:30 p.m.**

**13.0 Adjournment**

**Motion:**

18:123

**Moved By:**

G. Johnstone

**Seconded by**

M. Andre

**THAT** the meeting be adjourned at 9:22 p.m.

**CARRIED**

Respectfully submitted,

“Signed version on file in the Administration Offices”

D. Bishop  
Chair

L. Procter Maio  
Chief Executive Officer



Richmond Hill Public Library Board

**FINAL 2013 – 2017 STRATEGIC PLAN REPORT CARD  
REPORT  
SRLIB19.01**

Subject: Final 2013 – 2017 Strategic Plan Report Card Report  
From: Louise Procter Maio, Chief Executive Officer  
Date: January 17, 2019

**1.0 Recommendation**

That the *2013 – 2017 Strategic Plan Report Card Report* dated January 17, 2019 be received for information.

**2.0 Purpose**

This report is intended to provide the Library Board with the final print version of the *2013 – 2017 Strategic Plan Report Card*. This document frames and recaps the Library's strategic accomplishments from 2013-2017 as our vision for transformation guided our activities over the ensuing years.

**3.0 Background**

In 2013 Richmond Hill Public Library published a new strategic plan that aligned the Library with the Town of Richmond Hill goals and promised to enrich your connections, choices and community. It launched RHPL as *Your Library. Your*

*Knowledge Centre*. It set forth a bold new plan for library service in Richmond Hill which included a vision, and the following seven values: Accessibility, Diversity, Intellectual Freedom, Innovation, Respect, Literacy and Lifelong Learning, and Accountability.

At the heart of the plan are the four strategic directions, or pillars of focus, and the key objectives behind each of them. The Library promised the community that it would:

- Strengthen Your Connections
- Contribute Vibrant spaces
- Enrich Your Choices
- Reinforce Our Capabilities

Under each of these four pillars, the *Strategic Plan* states what RHPL will do to accomplish these strategies.

Over the past five years, the Library has engaged with the community, planned and started construction of a new branch, refreshed facilities, renewed and updated services and programs, as well as developed library staff. The *2013 – 2017 Strategic Plan Report Card* outlines the progress the Library has made in achieving the goals established under each of its strategic pillars.

#### **4.0 Next Steps**

The *2013 – 2017 Strategic Plan Report Card*, approved at the Board meeting held December 13, 2018, has been published and will be distributed at the Board meeting held January 17, 2019. Following Board receipt, printed copies of the document will be disseminated to local organizations and partners and will be available to the public at all Library branches. The document will also be available digitally on the Library website.

## **5.0 Alignment with Strategic Plan**

This report aligns with the Library's four strategic directions: *Strengthen your Connections, Contribute Vibrant Spaces, Enrich your Choices, and Reinforce our Capabilities*. The *2013 – 2017 Strategic Plan Report Card* looks at the events and initiatives that have taken place over the past five years to move the Library forward. It is the bookend to the *2013 Strategic Plan* and celebrates all that the Library has accomplished through its vision for transformation.

## **6.0 Conclusion**

Richmond Hill Public Library has transformed its service over the past five years with the *2013 Strategic Plan* as its guiding document. Major accomplishments have been made across all four pillars and have created a Library of the 21<sup>st</sup> century. The plan is broad and continues to guide decisions across all platforms. As always, the overriding goal is to realize the Plan's purpose and vision and to continue to offer excellence in library service that meets the needs of all residents: *"You, the student. You, the senior. You, the parent...the entrepreneur...the person who has recently moved here...the person who has lived here your whole life...the little one whose life has just begun...the person training for new career opportunities."*

## **7.0 Attachments**

1.0 *2013 – 2017 Strategic Plan Report Card*, dated January 17, 2019

### **Pre-Submission Review**

Executive Leadership Team – Wednesday, January 9, 2019.

Prepared by:

Submitted by:

“Signed version on file in the Administration Office”

Brock Smith  
Manager, Communications

Catherine Charles  
Director, Community Connections

Approved by:

“Signed version on file in the Administration Office”

Louise Procter Maio  
Chief Executive Officer





Richmond Hill Public Library Board

**2018 ANNUAL ACCESSIBILITY POLICY AND PROGRAM  
REPORT  
SRLIB.19.02**

Subject: **2018 Annual Accessibility Policy and Program Report**  
From: Louise Procter Maio, Chief Executive Officer  
Date: January 17, 2019

**1.0 Recommendation**

That the Library Board approves the Richmond Hill Public Library Board Accessibility Policy dated January 17, 2019 and receives the 2018 Annual Accessibility Program Report for information.

**2.0 Purpose**

To provide the Library Board with the policy which demonstrates the Library's commitment to accessibility; compliance with the Accessibility for Ontarians with Disabilities Act (AODA); and with information regarding the 2018 accessibility program at Richmond Hill Public Library.

**3.0 Background**

In accordance with the Accessibility for Ontarians with Disabilities Act (AODA) which came into effect June 2005, and the subsequent standards for Accessible

Customer Service (2008) and the Integrated Accessibility Standards (2011), the Library is required to ensure that all Ontarians with disabilities have full access to goods, services, facilities, accommodation and employment.

***Accessible Customer Service Standard enacted as a Regulation for compliance January 2008***

The Accessible Customer Service Standard was enacted as a Regulation on January 1, 2008, with compliance for public sector organizations required by January 1, 2010. One of the requirements under the Customer Service Standard was to establish policies, practices and procedures on providing goods and services to people with disabilities. A second requirement was to train staff, volunteers and associated parties who interact with the public on a number of topics. The Richmond Hill Public Library Board approved its Accessible Customer Service Policy in November 2009 in compliance with the AODA and the Customer Service Standard and provided the necessary training for staff and Board members. The 2014 – 2018 Library Board was provided with AODA training by the Town of Richmond Hill as part of the appointment process to the Library Board in 2014.

***Integrated Accessibility Standards came into effect July 1, 2011***

Following a number of revisions and public consultations, the draft Integrated Accessibility Standards were integrated into one standard and came into effect July 1, 2011. They comprise 4 standards:

- Information and Communications
- Employment
- Design of Public Spaces
- Transportation

General requirements for these standards included developing policies, practices and procedures; incorporating accessibility criteria and features, except where not practical to do so, setting requirements in procuring or acquiring goods or services, and in acquiring self-service kiosks; and training all employees and volunteers on the Standards and Human Rights Code within designated timelines. RHPL has complied and has trained both staff and Board members. Ongoing training in the Integrated Accessibility Standards was implemented in 2016.

***Richmond Hill Public Library as an “obligated organization”.***

Under the Act, Richmond Hill Public Library is considered an “obligated organization” and as such:

- Shall provide access to or arrange for accessible materials where they exist;
- Shall make information about the availability of accessible materials publicly available and shall provide the information in accessible format or with appropriate communication supports, upon request;
- May provide accessible formats for archival materials, special collections, rare books and donations.

It should be noted that there are varying timelines for compliance dependent upon the definition of the designated public sector organization and the individual topic or subject. While the deadlines for compliance are not all immediate, organizations have been advised to consider how they intend to implement the obligations going forward. This will allow for the advance planning and budgeting required ensuring that compliance is achieved by the applicable deadlines. The Library works closely with the Town of Richmond Hill and is included in the Town of Richmond Hill’s Multi-Year Accessibility Plan.

#### **4.0 Library Design**

Libraries have always welcomed everyone. As such, accessibility was part of library design long before the AODA. In accordance with the Design of Public Spaces standard covered in the Integrated Accessibility Standards, Richmond Hill Public Library facilities all have accessible features. The following are examples of accessibility in library design:

- Elevators and ramps provided as needed;
- Automatic doors;
- Accessible self-check units and public workstations;
- Book stack layout design permits the use of wheelchairs and motorized scooters;
- Accessible service desks at Central Library and Richmond Green Library;
- Adjustable workstations offering specialized software for print disabled customers, including JAWS and CCTV Reading Station access software at Central and Richmond Green Library;
- Provision of a Special Needs card for customers with disabilities;
- Addition of accessibility assistive software, “Browsealoud”, in the Library’s new online catalogue and RHPL databases with screen reading and translation tools for customers with reading difficulties, in addition to the website;
- Implementation of MagnusCards, a mobile app with instruction card decks was developed with the Library’s digital content to assist people with cognitive special needs to use the Library and its services. The four card decks include:
  1. How to Search the Catalogue
  2. How to Find an Item on the Shelf
  3. How to Check out Library Items
  4. How to Return Library Items;
- Design of the new Oak Ridges Library complies with the AODA Design of Public Spaces Standard;

- Design and development of a new Library website that incorporates the AODA Standard for Information and Communications;
- Development of Accessible Documents.

## **5.0 AODA Accomplishments 2018**

Richmond Hill Public Library continues to work with the Town of Richmond Hill in regard to the compliance with all AODA standards and requirements.

In 2018 staff complied with the AODA standards and requirements through the following:

### **.1 Training and Presentations**

- The Library provided staff training on creating and using accessible documents which will make our written documentation accessible to customers using assistive devices for auditory and vision disabilities
- The Library provides mandatory AODA training through HR Downloads to all new employees
- The Library requires vendors to provide proof of AODA compliance to be eligible to participate in the procurement process

### **.2 Technology Enhancements**

- Launched the Library's redesigned website which is accessible in accordance with the specifications of the Web Content Accessible Guidelines (WCAG) and the AODA Information and Communications Standard
- Ensured all new documents on the new website are in an accessible format
- Introduced accessible kiosks as information/way finding aids at all sites

### **.3 Programs**

- Continuation of Vision Loss Book Club, for adults with vision impairment
- Continuation of the Adult Friendship Club, for adults with developmental or cognitive disabilities
- Added Adult Colouring Club for adults with developmental or cognitive disabilities
- Added Sensory Story Time for Children with “diversabilities”

### **.4 Collections**

- Physical Large print and Talking (audio) books
- ebooks and eAudiobooks through various digital platforms
- French Ebooks through Archembault
- Online magazines through rbDigital and PressReader
- Online music through Freegal and HOOPLA
- Online movies through HOOPLA
- Assistance in accessing Centre for Equitable Library Access (CELA) materials for the print disabled

### **.5 Visiting Library Service**

On average, 75 home bound customers received 818 visits in 2018.

### **.6 Evacuation Assistance**

- RHPL staff with a disability can self-identify that they require assistance upon evacuating any library facility in an emergency

### **.7 Oak Ridges Library (Design of Public Spaces)**

- In accordance with all new builds, the new Oak Ridges Library is being built according to AODA requirements and standards under the Design of

Public Spaces standard which is part of the Integrated Accessibility Standards

- Construction on the new Library is substantially complete, with the recommended Design Guidelines and has an expected completion time in 2019

## **6.0 Key AODA Objectives for 2019**

In 2019 RHPL will continue moving forward to meet all standards and requirements of AODA. Included in this are the following:

- Open an AODA compliant new Oak Ridges Library, including the installation of an accessible computer workstation comparable to those currently at Central and Richmond Green Libraries;
- Investigate remote payment of fines, which will benefit individuals who are unable to physically come to the Library;
- Provide ongoing online AODA training for staff;
- Design a consolidated approach to AODA training for volunteers;
- Review remaining service desks for accessibility;
- Encourage persons with disabilities or representatives of persons with disabilities to engage with the Library when community consultations are planned.

## **7.0 Alignment with Strategic Plan**

This report aligns with the strategic direction to *Strengthen Your Connections*. By removing barriers to service in accordance with legislation, we move our service interactions to connect with residents in different places and contexts. This direction is in keeping with our Values. We honour the value of *Accessibility*, and offer a welcoming presence and equitable treatment for all.

## **8.0 Conclusion**

Richmond Hill Public Library is committed to providing equitable treatment to people with disabilities with respect to the use and benefit of Library services, programs, goods and facilities in a way that respects their dignity and independence. This commitment extends to residents, visitors and employees with visible and non-visible disabilities.

The Library's Accessibility Policy incorporates all approved standards into one over-riding policy. It is consistent with that of the municipality, adapted for Library specifics and written in clear language. One minor revision is recommended at this time, with the inclusion of social media platforms as a means of providing required notifications to the Library's customers (Section 3.5 of the policy). It is anticipated that Library staff will continue to work with Town staff in these matters to ensure a consistent accessibility standard in Richmond Hill.

## **9.0 Attachments**

1.0 *Accessibility Policy*, dated January 17, 2019

### **Pre-Submission Review**

Executive Leadership Team – Tuesday, January 8, 2019

Submitted by:

Approved by:

Mary Jane Celsie  
Director, Content

Louise Proctor Maio  
Chief Executive Officer



Richmond Hill Public Library Board

## ACCESSIBILITY POLICY

### 1.0 Purpose and Scope

Richmond Hill Public Library is committed to providing equal treatment to people with disabilities with respect to the use and benefit of Library services, programs, goods and facilities in a manner that respects their dignity and independence. This commitment extends to residents, visitors and employees with visible or non-visible disabilities.

The purpose of this policy is to provide the overarching framework to guide the review and development of Richmond Hill Public Library policies, standards, procedures and guidelines in order to ensure that:

- Library services, programs, goods and facilities are to be available to people with disabilities in a manner that:
  - Is free from discrimination
  - Reflects the principles of dignity and independence
  - Seeks to provide integrated service
  - Provides an opportunity equitable to others to obtain, use and benefit from the Library's goods and services
  - Takes into consideration a person's disability.
- The Library is compliant with the requirements of the *Accessibility for Ontarians with Disabilities Act (AODA)* and is consistent with the Town of Richmond Hill Accessibility Policy.

This policy applies to all Library employees, volunteers and to any individual or organization that provides goods, services or facilities to the public or other third parties on behalf of the Library, in accordance with the legislation.

## **2.0 General Standards**

Richmond Hill Public Library is a designated public sector organization under the *Accessibility for Ontarians with Disabilities Act (AODA)* and is committed to meeting the accessibility needs of people with disabilities.

It is the policy of Richmond Hill Public Library that the Library is committed to providing quality Library services that are accessible to all persons who wish to obtain and use Library services.

### **2.1 Accessible Formats and Communications Supports**

Upon request, the Library shall endeavor, whenever possible, to provide accessible formats and communication supports for persons with disabilities, in a timely manner, taking into account the person's accessibility needs at a cost that is no more than the regular cost charged to other persons.

### **2.2 Training**

All Library employees and volunteers are required to undergo training on the requirements of the AODA accessibility standards and on the Human Rights Code as it pertains to persons with disabilities. Training will be provided on a continuing basis to new employees and volunteers as part of the new employee orientation and training program.

The training provided will be compliant with the requirements of the Accessibility Standards for Customer Service and will be appropriate to the duties of the employee or volunteer.

Third parties or contractors must verify customer service training has been received and provide the Library with appropriate documents as relates to the legislation prior to commencement of work.

The Library will keep a record of the training provided including the dates on which accessibility training took place and the individuals to who it is provided.

### **2.3 Feedback on Services**

The Library is committed to providing high quality service to all members of the public it serves. Feedback from the public is welcomed as it may identify areas that require change and encourage continuous service improvements.

Feedback may be given by telephone, in writing, by e-mail and in person at any one of the Library's sites. Feedback will be accepted in accessible formats and with other communication supports as required.

Information about the feedback process will be available to the public and notice of the process will be posted on the Library's website.

## **3.0 Customer Service Standards**

### **3.1 Assistive Devices**

A person with a disability is welcome to utilize their own assistive device to obtain or use the Library's services. Exceptions may occur in situations where the Library has determined that the assistive device may pose a risk to the health and safety of a customer with a disability or the health and safety of others.

In these situations and others, the Library will provide an explanation and may offer a customer with a disability other measures to assist him or her

to obtain or use the Library's services, where the Library has such other measures available.

It is the responsibility of the customer with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

### **3.2 Adaptive Technologies**

The Library provides adaptive technologies for persons with disabilities in order to eliminate or diminish barriers to information and maximize independence. Assistance in using adaptive technologies is provided by Library staff; in-depth instruction cannot be provided.

### **3.3 Service Animals**

A person with a disability is welcome to visit the Library accompanied by a service animal. Persons training service animals are also welcome in the facility. If it is not readily apparent that the animal is a service animal, the Library may ask the person for confirmation of the animal's status. It is the responsibility of the person to keep their service animal in control at all times.

### **3.4 Support Persons**

A person with a disability may require an accompanying support person to facilitate use of Library collections, programs and services.

At times, the Library may require that a person with a disability be accompanied by a support person while on Library premises. This will be required where it is deemed necessary to protect the health and safety of the person with a disability or the health and safety of others on the premises.

In situations where the confidential information of a person with a disability is to be discussed, the Library may require a statement of permission and/or consent from the person to allow their support person to be present.

A support person, when assisting a person with a disability in the enjoyment of Library programs, will be permitted to attend at no charge where an admission fee is applicable.

### **3.5 Temporary Service Disruption**

The Library will make all reasonable efforts to provide notice of planned or unplanned disruptions to the public, including information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if any, that may be available. In the case of an unplanned temporary disruption, advance notice will not be possible. Notice will be posted at each Library site impacted, on the Library's website and on selected social media platforms.

## **4.0 INFORMATION AND COMMUNICATIONS STANDARDS**

### **4.1 Communication**

When communicating with a person with a disability, Library employees and volunteers will do so in a manner that takes into account the person's disability.

Website and social media communications will be compliant with the requirements of the Accessibility Standards for Information and Communications.

### **4.2 Emergency Procedures, Plans and Information**

Richmond Hill Public Library will provide all existing public emergency procedures, plans and public safety information, upon request, in an

accessible format or with appropriate communication supports in a timely manner.

## **5.0 EMPLOYMENT STANDARDS**

### **5.1 Recruitment**

Richmond Hill Public Library will post information about the availability of accommodations for applicants with disabilities in its recruitment process.

Job applicants who are selected for an interview and/or testing will be notified that accommodations for material to be used in the process are available, upon request.

Successful applicants will be notified about the Library's policies for accommodating employees with disabilities as part of their offer of employment.

### **5.2 Employee Supports**

The Library will inform employees of the policies used to support employees with disabilities. The Library will provide this information to new employees as soon as practicable after they begin their employment. Updated information will be provided to all employees whenever there is a change to existing policies on the provision of accommodation.

### **5.3 Accessible Formats and Communication Supports for Employees**

Upon an employee's request, the Library will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:

- a) Information that is needed in order to perform the employee's job;
- b) Information that is generally available to employees in the workplace.

#### **5.4 Documented Individual Accommodation Plans**

Written individualized accommodation plans, including return to work plans, will be provided for any employee who has been absent from work due to a disability and requires disability-related accommodations to return to work.

#### **5.5 Performance Management, Career Development and Redeployment**

The Library will take into account the accessibility needs of its employees with disabilities, as well as any individual accommodation plans when managing their career development and advancement, assessing their performance and when considering redeployment.

#### **5.6 Workplace Emergency Response Information**

If the Library is aware of an employee's need for accommodation, and if the disability makes it necessary for the employee to have individualized workplace emergency response information, the Library will provide this information as soon as is practical once it becomes aware of the need for accommodation.

In addition, this information will be provided, with the employee's consent, to any person designated to provide assistance. The information will undergo review when the employee moves to a different location, when the employees' overall accommodation needs or plans are reviewed and when the Library reviews its general emergency response plan.

### **6.0 NOTICE OF AVAILABILITY OF DOCUMENTS**

Notice of the availability of all documents required by the Accessibility Standards will be posted on the Library's website, and be made available through the Office of the Chief Executive Officer.

## **6.1 Availability and Format of the Documents Required by the Accessibility Standards for Customer Service**

All documents required by the Accessibility Standards for Customer Service are available upon request, subject to the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA).

When providing a document to a customer with a disability, the Library will provide the document, or the information contained in the document, in a format that takes the customer's disability into account.

## **7.0 DEFINITIONS**

**Accessible Formats:** may include, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities.

**Communication Supports:** may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

**Disability:** is defined, per Section 2 of the *AODA*, 2005, S.O. 2005, c. 11, and the *Human Rights Code*, R.S.O. 1990, c. H. 19, as follows:

- a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- b) A condition of mental impediment or a developmental disability;



- c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d) A mental disorder;
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

**Library:** Richmond Hill Public Library, including its Board and committees.

**Service Animals:** are defined, per Section 4 (9) of the Accessibility Standards for Customer Service, O. Reg. 429/07, as follows:

An animal is a service animal for a person with a disability:

- a) If it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- b) If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability;
- c) If the person provides a valid identification card or training certificate from a recognized guide dog or service animal training school.

**Support Person:** is defined, per Section 4(9) Accessibility Standards for Customer Service, O. Reg. 429/07, as follows:

A support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

## 8.0 **RELATED DOCUMENTS**

### **Federal Law and Covenants**

*Canadian Human Rights Act (1997)*

*Canadian Charter of Rights and Freedoms (1982)*

*Canadian Employment Equity Act (1995)*

*United Nations Convention on the Rights of Person with Disabilities (Ratified 2010)*

### **Legislative and Administrative Authority**

*Accessibility for Ontarians with Disabilities Act, 2005, S. O. 2005*

*Accessibility Standards for Customer Service, O. Reg. 429/70*

*Integrated Accessibility Standards Regulation, O. Reg. 191/11*

*Human Rights Code, R. S. O. 1990, c. H. 19*

*Ontarians with Disabilities Act, 2001, S.O. 2001, c. 32*

## **9.0 RELATED POLICIES**

1.0 Code of Conduct – Customer (December 2014)

*Enriching Your Connections, Choices and Community*

<b>Dates</b>	<b>Motion #</b>
<b>Approval Date:</b> January 17, 2019	Motion #: 19:
<b>Date of Last Revision:</b> February 15, 2018	Motion #: 18:16



Richmond Hill Public Library Board

**2018 ANNUAL HEALTH AND SAFETY POLICY AND  
PROGRAM REPORT  
SRLIB19.03**

Subject: 2018 Annual Health Safety Policy and Program Report  
From: Louise Procter Maio, Chief Executive Officer  
Date: January 17, 2019

**1.0 Recommendation**

That the Library Board endorse the *Richmond Hill Public Library Board Health and Safety Policy Statement, Violence/Harassment in the Workplace Policy* and receive the *Annual Health and Safety Report for 2018* for information.

**2.0 Purpose**

To provide the Library Board with the policy statements of commitment for Occupational Health and Safety and with information regarding the 2018 health and safety program at Richmond Hill Public Library.

**3.0 Health and Safety Policy**

To recognize and emphasize the Richmond Hill Public Library Board's commitment to a healthy and safe workplace, the Health and Safety Policy Statements have been included for review. Staff recommends existing policies

continue to be endorsed. They speak to the Library Board's commitment as an employer and are directed to ensuring the well-being of employees and the undertaking of every reasonable precaution for the protection of employees. See attached *Health and Safety Policy Statements*.

#### **4.0 Background**

In accordance with the *Occupational Health and Safety Act, R.S.O. 1990*, a Joint Health and Safety Committee is required at a workplace at which twenty or more workers are regularly employed. The Joint Health and Safety Committee is an advisory group of worker and management representatives who meet regularly to discuss health and safety concerns, identify and evaluate potential hazards, and make recommendations. To carry out its functions, the Joint Health and Safety Committee is required to hold meetings and conduct regular inspections of the workplace.

Richmond Hill Public Library has an established Joint Health and Safety Committee. According to the RHPL ***Joint Health and Safety Committee Terms of Reference***, *The Richmond Hill Public Library JHSC will be comprised of up to six (6) members of management and six (6) members of staff representing the various departments in the Library wherever possible. Worker members must be selected by the workers, the employer shall select the members representing management.*

In addition, the Library continues to reference the Health and Safety Policy in position descriptions and in the *JHSC Terms of Reference*.

#### **5.0 2018 Occupational Health & Safety Program**

##### **5.1 Training**

As part of the health and safety program appropriate training such as: health and safety orientation; WHMIS; and first aid/CPR/defibrillator is provided for applicable staff.

In 2018:

- Staff received “Customer Service and De-escalation Training” from representatives of the Centre for Addiction and Mental Health (CAMH) at sessions held in February and November.
- Two members of the Joint Health and Safety Committee attended the annual H&S Conference, Partners in Prevention, held in Mississauga.

## **5.2 Workplace Inspections**

As prescribed, regular workplace inspections, coordinated by the Joint Health and Safety Committee, were completed monthly at each of the 4 library facilities.

- Inspections were completed in a timely manner by the Committee and a rotation of members of Management and Worker
- Management responded to issues and staff concerns promptly, facility-related issues were forwarded to TRH Building Maintenance and Repair Person for resolution

## **5.3 Return to Work Program**

*A Return to Work Program* is offered for any employee who is temporarily or permanently unable to perform his/her regular duties, due to illness or injury. The *Return to Work Program* recognizes the Library’s duty to accommodate an employee to the point of undue hardship under the Human Rights Code. It also recognizes the duty of the employee to co-operate in the return to work. Any employee who is unable to perform his/her regular duties because of illness or injury and is deemed suitable for modified work by a recognized health care professional is eligible for the *Return to Work Program*.

- 4 accommodations under the Return to Work Program
  - 2 work-related; 2 personal-related

#### **5.4 WSIB Claims**

The Workplace Safety and Insurance Board (WSIB) is an independent trust agency that administers compensation and no-fault insurance for Ontario workplaces.

- 2 WSIB claims were filed
- Of the 2 claims, 2 were Lost Time
- A total of 17 shifts were lost due to workplace accidents

#### **5.5 Customer/Staff Issues**

From time to time, customers or staff may be involved in accidents/incidents in or around library premises. These incidents typically include slips, trips, falls, cuts, bumps. Staff are trained to assist in these matters and to obtain the appropriate help quickly.

- 11 accidents/incidents were investigated and assistance provided
  - 3 staff-related; 8 customer-related

#### **5.6 Other**

- The Joint Occupational Health and Safety Committee continued with its workplace prevention campaign, which included the promotion of handwashing through a series of engaging posters
- As part of its work plan, the Joint Health and Safety Committee reviewed and revised the staff Health & Safety Manual, and the forms used to record health and safety issues

- Fire Drills are conducted bi-annually at Central, Richvale and Oak Ridges. Richmond Green fire drills are held in conjunction with the William F. Bell Secondary School
- There were no work refusals

## **6.0 Alignment with the Strategic Plan**

This report *aligns* with the strategic direction to *Reinforce Our Capabilities*. By establishing firm policies to ensure a safe and healthy work environment, staff are able to focus fully as community connectors and deliver excellent library service.

## **7.0 Conclusion**

This annual report fulfills the duty of the employer to review and prepare a written report regarding the occupational health and safety policy and program. The Joint Health and Safety Committee is looking forward to a healthy and safe 2019.

## **8.0 Attachments**

8.1 *Health and Safety Policy Statement*, dated January 17, 2018

8.2 *Violence/Harassment in the Workplace Policy*, dated January 18, 2018

### **Pre-Submission Review**

Executive Leadership Team – Friday, January 11, 2019

Prepared by:

Submitted by:

“Signed version on file in the Administration Office”

Greg Patterson  
Manager, Central Library

Barbara Ransom  
Director, Customer Experiences

Approved by:

“Signed version on file in the Administration Office”

Louise Procter Maio  
Chief Executive Officer





Richmond Hill Public Library Board

**HEALTH AND SAFETY POLICY STATEMENT**

**1.0 Purpose and Scope**

The Richmond Hill Public Library is committed to preventing occupational illness and injury in the workplace. This Policy is directed to ensuring the well-being of employees and the protection of property.

The Richmond Hill Public Library Board is vitally interested in the health and safety of its employees. The Board as the employer is committed to providing a workplace which protects the health and safety and wellbeing for all employees. It is further committed to development and maintenance of a program which will fulfil this responsibility. To this end, the Library Board is dedicated to reducing the risk of injury and will comply with legislative requirements and with the Health and Safety policies and procedures as they apply to design, operation and maintenance of facilities and equipment.

It is in the best interest of both the employer and its workers to commit jointly to health and safety in every workplace activity. Therefore, the Board calls upon its employees to join in the creation and maintenance of a safe work environment and to protect their own health and safety by working in compliance with the law and with any safe work practices established by the employer.

The achievement of the health and safety goals demands commitment, active support and involvement of individuals involved with library operations at every level:

- It is the responsibility of the Library Board as an employer to implement and maintain a safe and healthy work environment
- It is the responsibility of Supervisors to ensure that safe and healthy work conditions are maintained in his/her assigned work area
- It is the responsibility of all employees to perform their jobs safely in accordance with the law and employer safe work procedures and practices

Working together on a foundation of commitment, enthusiasm and effort, the Library is firmly resolved to be successful in the Health and Safety Program which will ultimately contribute to the effectiveness and esteem of the Library's operation

**Approved and Endorsed by Richmond Hill Public Library Board**

**January 17, 2019 Motion #**



## Richmond Hill Public Library

### PERSONNEL POLICY & PROCEDURES MANUAL

#### RESPECT IN THE WORKPLACE – HARASSMENT & VIOLENCE POLICY

#### 1.0 POLICY STATEMENT AND RATIONALE

Richmond Hill Public Library is committed to working with its employees to provide a safe work environment. The Library will not tolerate any acts of violence or harassment and will take all reasonable and practical measures to prevent violence and to protect employees from acts of violence. Appropriate remedial, disciplinary, and/or legal action will be taken according to the circumstances.

#### 2.0 SCOPE

The Library will not tolerate, ignore or condone any form of discrimination, harassment or violence. This policy applies to all employees, board members, volunteers, students, clients of the Library, contractors, sub-contractors and employees of the Town of Richmond Hill, any person engaged on business with the Library and visitors to the Library facilities.

It applies in any location in which they are engaged in work-related activities and where services are provided. This includes but is not limited to:

- the workplace;
- during work-related travel;
- at restaurants, hotels or meeting facilities that are being used for business purposes;
- in Library facilities;
- during telephone, email or other communications; and
- at any work-related social event, whether or not it is Library sponsored.

This policy also applies to situations in which an employee is harassed or subjected to violence in the workplace from individuals who are not employees of the Library, such as customers and suppliers, although the available remedies may be constrained by the situation. Discrimination, harassment and violence are serious forms of employee misconduct which may result in disciplinary action up to and including discharge.

### **3.0 POLICY, PROCEDURE AND IMPLEMENTATION**

#### **1. Discrimination**

Workplace discrimination includes any distinction, exclusion or preference based on the protected grounds in the Ontario *Human Rights Code*, which nullifies or impairs equality of opportunity in employment or equality in the terms and conditions of employment.

The protected grounds of discrimination are:

- race, colour, ancestry, citizenship, ethnic origin, or place of origin,
- creed, religion
- age
- sex (including pregnancy and gender identity)
- sexual orientation
- family, marital (including same-sex partnership) status
- disability or perceived disability
- a record of offences for which a pardon has been granted under the *Criminal Records Act* (Canada) and has not been revoked, or an offence in respect of any provincial enactment.

Discrimination does not have to be intentional to be unlawful; and can result from practices or policies that appear to be neutral but, in reality, have a negative effect on groups or individuals because of their sex, race, religion, disability, etc.

#### **2. Sexual Harassment**

Sexual harassment includes conduct or comments of a sexual nature that the recipient does not welcome or finds offensive. It also includes negative or inappropriate conduct or comments that are not necessarily sexual in nature, but which are directed at an individual because of his or her gender.

Both men and women can be victims of sexual harassment, and harassment can occur with individuals of the same or opposite gender.

Some examples of sexual harassment are:

- sexual advances or demands that the recipient does not welcome or want
- threats, punishment or denial of a benefit for refusing a sexual advance
- offering a benefit in exchange for a sexual favour
- leering (persistent sexual staring)
- displaying sexually offensive material such as posters, pictures, calendars, cartoons, screen savers, pornographic or erotic web sites or other electronic material
- distributing sexually explicit e-mail messages or attachments such as pictures or video files
- sexually suggestive or obscene comments or gestures

- unwelcome remarks, jokes, innuendoes, propositions or taunting about a person's body, clothing or sex
- persistent, unwanted attention after a consensual relationship ends
- physical contact of a sexual nature, such as touching or caressing; and sexual assault

### 3. Discriminatory Harassment

Discriminatory harassment includes comments or conduct based on the protected grounds in the *Ontario Human Rights Code*, which the recipient does not welcome or finds offensive. Some examples of discriminatory harassment include:

- offensive comments, jokes or behaviour that disparage or ridicule a person's membership in one of the protected grounds, such as race, religion or sexual orientation
- imitating a person's accent, speech or mannerisms
- persistent or inappropriate questions about whether a person is pregnant, has children or plans to have children; or
- inappropriate comments or jokes about an individual's age, sexual orientation, personal appearance or weight.

Harassing comments or conduct can poison someone's working environment, making it a hostile or uncomfortable place to work, even if the person is not being directly targeted. This is commonly referred to as a **poisoned working environment** and it is also a form of harassment. Some examples of actions that can create a poisoned work environment include:

- displaying offensive or sexual materials such as posters, pictures, calendars, web sites or screen savers
- distributing offensive e-mail messages, or attachments such as pictures or video files
- practical jokes that embarrass or insult someone; or
- jokes or insults that are offensive, racist or discriminatory in nature.

### 4. Workplace Harassment and Bullying

Workplace harassment is a health and safety issue that is covered under the *Occupational Health and Safety Act*. The *Occupational Health and Safety Act* defines workplace harassment as:

Engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome.

Workplace harassment may have some or all of the following components:

- it is generally repetitive, although a single serious incident may constitute workplace harassment if it undermines the recipient's psychological or physical integrity and has a lasting harmful effect
- it is hostile, abusive or inappropriate

- it affects the person's dignity or psychological integrity; and
- it results in a poisoned work environment

Behaviour that intimidates, isolates or discriminates against the recipient may also be included. Some examples of workplace harassment are:

- verbally abusive behaviour such as yelling, insults, ridicule and name calling including remarks, jokes or innuendos that demean, ridicule, intimidate or offend
- workplace pranks, vandalism, bullying and hazing
- gossiping or spreading malicious rumors
- excluding or ignoring someone, including persistent exclusion of a particular person from workplace-related social gatherings
- undermining someone else's efforts by setting impossible goals, with short deadlines and deliberately withholding information that would enable a person to do their job
- providing only demeaning or trivial tasks in place of normal job duties
- humiliating someone
- sabotaging someone else's work
- displaying or circulating offensive pictures or materials
- offensive or intimidating phone calls or emails
- impeding an individual's efforts at promotions or transfers for reasons that are not legitimate; and
- making false allegations about someone in memos or other work related documents.

#### *What isn't harassment*

Reasonable management actions that are part of the normal work function will not be considered as workplace harassment, including but not limited to:

- measures to correct performance deficiencies, such as placing someone on a performance improvement plan;
- imposing discipline for workplace infractions; or
- requesting medical documents in support of an absence from work.

It also does not include normal workplace conflict that may occur between individuals or differences of opinion between co-workers.

#### *The Test of Harassment*

The test of harassment is whether a person knew or *should have known* that the comments or conduct were unwelcome to the other person. Intent is not a consideration. For example, someone may make it clear through their conduct or body language that the behaviour is unwelcome, in which case the individual must immediately stop that behaviour.

Although it is commonly the case, the harasser does not necessarily have to have power or authority over the victim. Harassment can occur from co-worker to co-worker, supervisor to employee and employee to supervisor.

## 5. Workplace and Domestic Violence

Workplace and domestic violence that may occur in the workplace are health and safety issues, which are covered under the *Occupational Health and Safety Act*.

### **Workplace Violence**

Workplace violence is defined under the *Occupational Health and Safety Act* as:

- the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker
- an attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker
- a statement or behaviour that is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

It is defined broadly enough to include acts that may be considered criminal.

Workplace violence includes:

- physically threatening behaviour such as shaking a fist at someone, finger pointing, destroying property, throwing objects
- intimidating behaviour that causes the recipient to have a fear of physical violence
- obscene or harassing telephone calls
- verbal or written threats to physically attack a worker
- leaving threatening notes or sending threatening emails
- wielding a weapon at work
- stalking someone
- physically aggressive behaviours including hitting, shoving, standing excessively close to someone in an aggressive manner, pushing, kicking, throwing an object at someone, physically restraining someone or any other form of physical or sexual assault; and
- destruction of workplace or co-worker property.

Violence that occurs outside the normal workplace but which has an impact on the working environment, including working relationships, may also be considered violence in the workplace.

### **Domestic Violence**

If Library management becomes aware, or ought reasonably to be aware, that domestic violence would likely expose a worker to physical injury that may occur in the workplace, the Library will take every precaution reasonable in the circumstances for the protection of the worker while in the workplace.

This may include some or all of the following:

- creating a safety plan,
- contacting the police,

- establishing enhanced security measures such as a panic button, code words, and door and access security measures,
- screening calls and blocking certain email addresses,
- setting up priority parking or providing escorts to vehicle or to public transportation, and
- facilitating access to counseling through the Employee Assistance Program or other community support programs.

### **Preventing Harassment and Violence**

It is a mutual responsibility to ensure that the Library and all employees create and maintain a harassment and violence free workplace and address violence and/or the threat of violence from all possible sources (including the public, employers, supervisors, workers and domestic/intimate partners).

The Library will not tolerate or condone discrimination, harassment or violence in the workplace. This includes making everyone in its organization aware of what behaviour is and is not appropriate, assessing the risk of workplace violence, investigating complaints, and imposing suitable corrective measures.

### **Duties of Supervisors**

Supervisors are expected to assist in creating a harassment-free workplace and to immediately contact the Director, Manager, Talent & Culture or Chief Executive Officer if they receive a complaint of workplace harassment or violence, or witness, or are aware of harassing or violent behaviour. Supervisors must also take every reasonable precaution to protect employees from workplace violence, including evaluating a person's history of violent behaviour to determine whether and to whom this employee poses a risk. In making this evaluation Supervisors should consider:

- whether the person's history of violence was associated with the workplace or work;
- whether the history of violence was directed at a particular employee or employees in general; and
- how long ago the incidence of violence occurred.

In certain circumstances, Supervisors may have a duty to provide information about a risk of workplace violence from a person with a history of violent behaviour if an employee can be expected to encounter that person during the course of his or her work, and the risk of workplace violence is likely to expose them to physical injury. Supervisors will only release as much personal information about the person with a history of violent behaviour as is reasonably necessary to protect an employee from physical injury.

### **The Chief Executive Officer will:**

- Ensure that all employees are informed of this policy;
- Develop and implement procedures whereby all employee complaints of personal harassment/discrimination are responded to immediately and, if found warranted, remedied without delay; and
- Ensure that all complaints are fully and properly investigated



### **The Library's Joint Health and Safety Committee will:**

- Provide recommendations to management to reduce or eliminate the risk of violence;
- Review all reports forwarded to the JHSC regarding workplace violence as well as other incident reports as appropriate pertaining to incidents of workplace violence that result in personal injury or threat of personal injury, property damage, or police involvement ;
- Recommend corrective measures for the improvement of the health and safety of workers; and
- Respond to employee concerns related to workplace violence and communicate these to management

### **Duties of All Employees**

Employees must ensure that their behaviour does not violate this policy and foster a work environment that is based on respect and is free of harassment. Employees are required to report to their immediate supervisor, the existence of any workplace violence or threat of workplace violence.

## **6. Inquiry and Complaint Process**

### **a) Concerns or Inquiries (informal process)**

These are often the result of poor communications or misunderstandings. In these, and other appropriate cases, employees who believe they have been harassed or may have witnessed harassment may choose an informal course of action to resolve the problem or concern. The following actions are suggested:

- (i) Deal directly with the harassment.** Whenever possible or appropriate, employees should inform the person(s) responsible for the behaviour that it is offensive and contrary to the Library's policy, and that it should stop. In many instances, the offensive behaviour will be corrected by this approach. Some of the things you can say that might stop the behaviour include: "I don't want you to do that", "Please stop doing or saying...", "It makes me uncomfortable when you...", "I don't find it funny when you..."
- (ii) Keep a record of harassment.** Any alleged incident of harassment should be noted, including when it happened and who was there.
- (iii) Tell a Supervisor.** If dealing directly with the harassment isn't successful, or in cases where it isn't appropriate, employees should bring any concerns to a suitable supervisor or manager. An action plan can then be agreed upon, and a follow-up meeting scheduled.
- (iv) Seek Advice.** The Manager, Talent & Culture is available for confidential advice and assistance in resolving discrimination and harassment problems.

b) **Formal Complaint Process**

(i) **Where to Direct Complaints**

When informal complaint resolution is ineffective or inappropriate, all employees have the right to lodge a formal complaint. Formal complaints will be directed to the CEO.

(ii) **Content of Complaints**

Formal complaints should be in writing and contain a brief account of the offensive incident(s), when it occurred, the person(s) involved and the names of any witnesses. The complaint should be signed and dated, and should normally be reported as soon as possible so that the problem doesn't escalate or repeat.

(iii) **Initial Investigation**

All formal complaints will be investigated by the CEO, designate or an independent third party and will begin within three business days of receipt where possible. Investigations will be conducted on an urgent basis, and will normally be completed within thirty days to the extent possible.

The following steps will be included:

- 1) The complainant will be interviewed, to obtain further information and clarify details of the complaint.
- 2) Other appropriate parties, such as witnesses and/or co-workers with personal knowledge will be interviewed.
- 3) The alleged harasser(s) will be interviewed, and given every opportunity to respond to the complaint.

(iv) **Early Resolution**

In circumstances where initial investigative findings allow for the complaint to be resolved quickly and without further investigation or blame, a satisfactory settlement may be agreed upon. For example, in a complaint involving the circulation of racist material, a memo could be sent specifically banning the practice.

(v) **Full Investigation**

When an early settlement is not possible, the complaint will be further investigated by the CEO, designate or independent third party and may include the following steps:

- 1) The investigation will be completed in a confidential manner to the extent possible.
- 2) After a full fact-finding investigation, a report summarizing the findings and recommending corrective action will be written.
- 3) Conclusions about whether or not harassment took place will be based upon the balance of probabilities; the same

standard used in human rights inquiries and labour arbitration. All information, evidence and circumstances will be carefully considered in a spirit of fairness.

- 4) The summary report will be submitted, along with any recommendations for corrective action to the CEO and a course of action will be determined.
- 5) If investigative findings do not support the complaint, no corrective action will be recommended and the file will be closed.
- 6) Follow-up meetings(s) will be scheduled with the complainant.
- 7) The complainant and the respondent will be provided with a summary of the findings.

The goal is to complete the investigation and communicate the results to the complainant and the respondent within thirty days after a complaint is received, where possible.

Discrimination and harassment are serious matters. Therefore, the Library may determine that there is a need to investigate any matter and take steps to prevent further harassment or discrimination, where a formal complaint has not been filed.

### **Consequences**

- a) Employees found to have violated the Policy will receive penalties, if appropriate depending on the circumstances, up to and including termination. Disciplinary letters will be kept in the Personnel File.
- b) Malicious or bad faith complaints made by a Complainant who knows it is not true and has a direct intent to harm the Respondent, if found to be will be disciplined and a letter to that effect will be placed on the Personnel File.

### **Confidentiality/Records Management**

- a) **Respect for Confidentiality**  
All persons involved with a complaint must ensure the matter remains confidential, whenever possible. Complaints shall be dealt with both confidentially and objectively, with respect for the rights of all parties involved.
- b) **Legislative Requirements**  
Information collected and retained shall be subject to the *Human Rights Code* and the rules governing court proceedings where applicable.
- c) **Employee Records**  
No record of a complaint will be placed in the Personnel File of the employee who files a complaint or in the files of any of the witnesses, except when disciplinary action is taken as part of the corrective action. Investigation records will be consolidated and held by the CEO in a confidential manner.

d) **Anonymous Complaints**

It is the Library's policy not to investigate anonymous complaints unless there are extenuating circumstances.

**Procedures for Addressing Domestic Violence**

If an employee is experiencing domestic violence or believes domestic violence may occur that would expose that employee or co-workers to physical injury in the workplace, the employee will advise their Supervisor on Duty, Director/Manager or CEO; who in turn will assist in preventing and responding to the situation, which may include seeking police assistance.

**Protection from Retaliation**

The Library will not tolerate retaliations, taunts or threats against anyone who complains about harassment or takes part in an investigation. Any person who taunts, retaliates against, or threatens anyone in relation to harassment or violence complaint may be disciplined or terminated.

***Enriching Your Connections, Choices and Community***

<b>Approval Date:</b> January 17, 2019	<b>Motion# 19:xx</b>
<b>Date of Revision:</b> February 15, 2018	<b>Motion # 18:20</b>
<b>Supercedes:</b> Violence & Harassment Policy January 2018	



Richmond Hill Public Library Board

## 2019 OPERATING BUDGET STATUS REPORT

### SRLIB19.04

Subject: 2019 Operating Budget Status Report  
From: Louise Procter Maio, Chief Executive Officer  
Date: January 17, 2019

#### 1.0 **Recommendation**

That the *2019 Operating Budget Status Report* be received for information.

#### 2.0 **Background**

The second draft of the 2019 Operating Budget was approved by the Library Board in December 2018. There have been no changes since that date. Attached is a copy of the *2019 Draft Operating Budget for Richmond Hill Public Library* as submitted for presentation to Town of Richmond Hill Council in the prescribed Town format. The *2019 Budget Overall Summary* includes:

- preliminary actuals as of November 30, 2018; and
- 2017 actuals

### **3.0 Next Steps**

Town of Richmond Hill Council begins its operating budget deliberations with an overview of the 2019 municipal budget on Tuesday, February 12, 2019 at 1:00 p.m. in Council Chambers. The Library Board's operating budget presentation to Council is tentatively scheduled for Tuesday, February 12, 2019 at 1:00 p.m. in Council Chambers.

### **4.0 Alignment with the Strategic Plan**

The 2019 Operating Budget Status Report aligns with the strategic direction to *Enrich Your Choices* by reviewing our many services and programs and making the best use of our resources, including budget as we add, divest and adjust customer offerings. The Operating Budget also aligns with the strategic direction to *Reinforce our Capabilities* by ensuring that as key guiding documents, they underpin our strategies.

### **5.0 Conclusion**

Once Council approves the overall municipal budget, including the total sum allocated to the Library Board, staff will recommend to the Board a final draft of the 2019 Library Operating Budget.

### **6.0 Attachments**

1. *Town of Richmond Hill 2019 Draft Operating Budget: Richmond Hill Public Library Board, dated January 17, 2019*

### **Pre-Submission Review**

Executive Leadership Team – Wednesday, January 9, 2019

Prepared by:

Approved by:

“Signed version on file in the Administration Office”

Nusrat Ahmed  
Manager, Business Services

Louise Procter Maio  
Chief Executive Officer



Richmond Hill Public Library Board

**eCONTENT FOR LIBRARIES CAMPAIGN REPORT**  
**SRLIB19.05**

Subject: eContent For Libraries Campaign Report  
From: Louise Procter Maio, Chief Executive Officer  
Date: January 17, 2019

**1.0 Recommendation**

That the eContent For Libraries Campaign Report be received.

**2.0 Purpose**

To inform the Board of Richmond Hill Public Library's participation in a national campaign for fairness in e-content pricing and licensing for libraries.

**3.0 Background**

In June 2016, the Library Board received a report regarding the campaign for fair eBook pricing, led by Canadian public libraries and library advocacy groups to address the issue of high pricing on eBooks bought by libraries. In some cases, major multinational publishers such as Hachette Book Group, Harper Collins, Macmillan Publishers, Penguin Random House and Simon & Schuster – known as the “big five” - were charging libraries up to five times more for eBooks than they charge individual consumers. As well, these vendors were imposing caps



and time limits on eBook use for library users. This meant fewer titles and fewer copies for readers to discover.

Despite ongoing discussions, and some apparent successes, new issues with the “big five” have arisen, with publishers adding embargoes to some popular titles and making some other popular titles, including some from Canadian imprints, unavailable for the Canadian market.

This situation has led to a new campaign, to raise public awareness of these issues as they impact the end user – the libraries’ customers.

#### **4.0 eContent for Libraries Campaign**

Under the auspices of the Canadian Urban Libraries Council (CULC) with generous support from Toronto Public Library, a national campaign and website has been developed to help Canadian libraries advocate for access to digital content. This campaign calls on multinational publishers to make more eContent available to libraries and their customers. Major multinational publishers aren’t making a number of best-selling titles available to Canadian public libraries, including some prominent Canadian and Indigenous works, either through embargoes (withholding of library access to electronically formatted titles for six months after publication) or through not providing Canadian licensing rights.

Another issue continues to be excessively high prices and restrictive purchasing models for eAudiobooks and eBooks. Libraries lend digital copies just like physical books, on a one-to-one basis. But the prices public libraries pay for digital copies are exponentially higher.

The intent of the campaign is to raise public awareness through public libraries’ websites and social media platforms, including the use of the hashtag #eContentForLibraries. Members of the public are encouraged to contact the five major publishers through their Facebook or Twitter platforms, to express their

support of fair treatment of their local library in the provision of very popular electronic formats.

The campaign was launched Monday, January 14, 2019 and many public libraries, both local and across the country are already actively participating, including Vancouver, Calgary, Edmonton, Brampton, Markham and of course, Toronto Public Library. RHPL launched its campaign Thursday, January 17, 2019 and will be using the website, electronic newsletters to customers and to staff and its social media platforms to get the word out.

## **5.0 Use of eBooks at Richmond Hill Public Library**

The popularity of digital content – and of eBooks in particular – is an exciting opportunity for libraries to connect with the public in new ways. Residents in Richmond Hill have proven themselves enthusiastic adopters of eBooks. In 2018, an average of 450 eBook titles was checked out daily. Circulation in this format increased from 133,949 uses in 2017 to 164,492 uses in 2018. This represents an increase of almost 23%, meaning that eBooks continue to be the fastest growing electronic material type, or any material type, for that matter. Increasingly customers' requests for purchase are specifically for eBook titles.

## **6.0 Alignment with Strategic Plan**

This Report aligns with the strategic direction to *Enrich Your Choices* by reinforcing our services and programs with on-target published content. Digital content is the fastest growing area of borrowing for many public libraries and RHPL is no exception.

## **7.0 Conclusion**

Libraries are places of discovery, places that introduce people to new authors, genres and topics. As demand grows for eBooks, libraries are responding by

offering more selections. This is what libraries are mandated to do – ensure access to information for all in all formats.

Demand for eBooks from library customers continues to grow even as multinational publishers continue to impose unreasonably high prices, as well as other problematic conditions, such as caps and time limits on eBook use, embargos on library access to selected titles and unavailability of licensing for some titles, making it difficult for public libraries to provide access to this content. In some cases, libraries pay three to five times more for eBooks than individual consumers. As a result, public libraries can offer fewer eBook titles, fewer copies for readers to discover and longer wait times.

Canadian public libraries are committed to raising awareness of this issue and finding a solution with the big 5 multinational publishers through this national campaign.

### **Pre-Submission Review**

Executive Leadership Team - January 17, 2019.

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