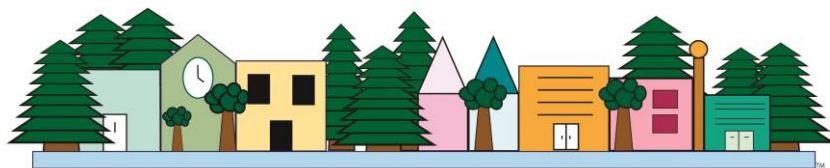


**POLICIES OF
THE NORTHERN ONTARIO LIBRARY
SERVICE BOARD**

November 2002
(rev. November 2003, October 2015, October 2016)

It Takes A Library to Raise a Community



Une bibliothèque est requise pour hausser la communauté

INTRODUCTION

PURPOSE OF THE POLICIES OF THE NORTHERN ONTARIO LIBRARY SERVICE BOARD (OLS- NORTH) MANUAL

The purpose of this manual is to define the policies of The Northern Ontario Library Service Board (OLS - North) (hereinafter known as the Board).

AVAILABILITY OF MANUAL

Although directed to the members of the Board and the Chief Executive Officer (hereinafter known as the CEO), the manual is not a confidential document.

REVISIONS

The manual shall be reviewed every two years by the Board and amended as appropriate.

VISION

Ontario Library Service – North (OLS – North) contributes to building strong northern libraries.

Our organization:

- Promotes equitable access through its services
- Accepts the unique challenge of supporting library development in First Nation and francophone communities
- Understands the changing needs of libraries and works with library clients and partners to build the libraries' capacity for strong and stable service delivery
- OLS – North is recognized as a leader and encourages libraries to be leaders in their communities.

MANDATE OF THE BOARD

The mandate of the Board is to deliver programs and services to Northern Ontario libraries by increasing co-operation and co-ordination among public library Boards and other information providers, and to promote the provision of library services to the public by assisting public library Boards with services and programs that reflect their needs, including consulting, training and development services.

JURISDICTION

A map showing the OLS - North Service Area can be found in Appendix A.

ACCESSIBILITY AND LEVEL OF SERVICE

In order to provide equitable access to OLS - North's services for client libraries and a comparable level of service throughout OLS - North's service area as illustrated in Appendix A:

1. OLS - North's services will be provided to all public and First Nation library systems within OLS - North's service area regardless of size.
2. OLS - North will provide access to services for clients in English and French.
3. OLS - North's services may be provided to library systems outside of OLS - North's service area and to organizations other than public library systems when such activity is appropriate to OLS - North's mission and priorities or is specifically funded.

USE OF THE OFFICIAL LANGUAGES OF CANADA

POLICY

The Board shall follow the Ministry's policy with respect to the use of both official languages of Canada.

MEETINGS

The Board may conduct its meetings in English or French or in both English and

French.

SERVICE PRIORITIES

Priorities for services offered by OLS - North in the achievement of the vision are:

1. To identify and to pursue opportunities to deliver services more effectively in partnership with other public and private agencies.
 - 1.1 To provide OLS - North services in partnership with others.
 - 1.2 To establish effective relationships with other library service providers in Ontario.
2. To support the development of strong and effective local libraries.
 - 2.1 To assist libraries in identifying and planning for needs in their communities.
 - 2.2 To assist local libraries to promote their services and the role of the library in the community.
 - 2.3 To assist libraries to develop effective partnerships and new approaches to manage and deliver library services.
 - 2.4 To improve communication between local library Boards and the OLS - North Board.
 - 2.5 To support efforts of OLS - North libraries to secure necessary funding.
3. To assist local libraries as they work to ensure they have the skilled staff and staff support to deliver required services.
 - 3.1 To provide training and support for staff using new technologies.
 - 3.2 To expand access to opportunities for training and professional development.
 - 3.3 To promote networking opportunities among OLS - North libraries.

ADMINISTRATION

POLICY

The affairs of OLS - North are under the management of the Board.

RELATIONSHIP WITH CLIENTS

The Board may consult with its clients from time to time in order to ensure that it continues to meet the needs of its clients.

GOVERNANCE COMMITMENT

The Board will govern OLS - North to the benefit of its client libraries, the citizens of Northern Ontario and the taxpayers of Ontario through a clearly expressed strategic plan, which articulates both values and vision.

GOVERNING

The Board will govern emphasizing:

- collective vision;
- respect for diversity in viewpoints;
- clear distinction of the Board and CEO roles; and,
- collective decision-making.

Specifically, the Board will:

1. Always be mindful of its trusteeship obligation to its client libraries, the citizens of Northern Ontario and the taxpayers of Ontario. The Board will allow no officer, individual or committee of the Board to hinder the fulfilling of this commitment.
2. Govern with excellence by respecting roles and policies, speaking with one voice, and ensuring the continuity of governance capability. Continual development will include orientation of new members in the Board's governance process, ongoing board development and Board discussion of process and performance. The Board will evaluate how it operates and make adjustments as required.
3. The Board's focus will be on the long term interests of its client libraries. The CEO is responsible for the administrative or programmatic means of attaining those effects.
4. The Board will operate meetings using Bourinot's Rules of Order.
5. It is the Board's responsibility to enforce its bylaws and policies, and take whatever corrective steps are required.

BOARD PLANNING CYCLE

To accomplish its job, the Board will follow a multi-year planning process consisting of:

1. Annual Policy Review
2. Strategic Planning
3. Strategic Planning Review

BOARD MEMBERS' CODE OF CONDUCT

The Board expects of its members, ethical and businesslike conduct. This commitment includes proper use of authority and appropriate decorum in group and individual behaviour when acting as Board members.

1. Board members shall represent loyalty to the goals of the Board. This loyalty shall supersede conflicting loyalties such as that of advocacy for interest groups or memberships in other organizations. This loyalty shall supersede the personal interest of any Board member acting as an individual consumer of the organization's services.
2. Board members shall not exercise individual authority over the organization, the CEO and staff, except as explicitly set forth in Board policies.

CONFLICT OF INTEREST

The *Municipal Conflict of Interest Act*, RSO 1990, which establishes certain rules and procedures for determining and dealing with conflicts of interest, shall apply to the Corporation.

BOARD JOB DESCRIPTION

The job of the Board is to represent its client libraries, the citizens of Northern Ontario and the taxpayers of Ontario. To distinguish the Board's unique function from the roles of its staff, the Board will concentrate its efforts in the following areas:

1. Strategic Planning
 - A. Evaluate impacts, benefits and outcomes.
 - B. Ensure implementation through the development of the necessary governing policies.
2. Written governing policies which address:
 - A. Organizational products, impacts, benefits and outcomes.
 - B. How the Board plans, carries out and monitors its own tasks and responsibilities.
 - C. Constraints on executive authority which establish the prudent and ethical boundaries within which all executive activity and decisions must take place.
 - D. The CEO's role, authority and accountability.
3. The assessment of the CEO's performance with regard to organizational products, impacts, benefits and outcomes.

BOARD MEETINGS

Meetings of the Board shall be open to the public, except when the Board is of the opinion that confidential, financial or personnel matters may be disclosed at a meeting and that the desirability of protecting against the consequences of their public disclosure outweighs the desirability of holding the meeting in public, the Board may hold that portion of the meeting in the absence of the public.

Delegations

Individuals or groups may apply to address the Board at one of its regular meetings, by sending to the Chair, through the CEO, a written request, indicating the intent of the presentation and any request for action by the Board, no less than 30 days in advance of the meeting. The Chair will inform the delegation, in writing no less than seven (7) working days prior to the meeting, whether the Board will receive the delegation and at what time the delegation may present.

Presentations of delegations will be limited to 10 minutes, with an additional 10 minutes allocated for questions. Any requests made to the Board by the delegation will be reviewed, at a time determined by the Board and the Chair or the CEO will communicate with the delegation, in writing, regarding any follow-up to their presentation no more than seven (7) working days following the meeting.

CHAIR'S ROLE

The role of the Chair is to maintain the integrity of the Board's process. The Chair (or in the Chair's absence, the Vice Chair) is the only Board member authorized to speak for the Board, other than in specifically authorized instances.

1. The role of the Chair is to ensure that the Board's behaviour is consistent with its own rules and those rules legitimately imposed upon it from outside the organization.
 - A. The content of meetings will include only those issues which, according to Board policy, clearly belong to the Board to decide, not the CEO.
 - B. Deliberation will be fair, open, and thorough, but also efficient, timely, orderly, and kept to the point. The Chair may restrict discussion to actual motions on the floor.
2. The authority of the Chair consists in making decisions covered by Board policies except where the Board specifically delegates portions of this authority to others. The Chair uses reasonable interpretation of the provisions in these policies.
 - A. The Chair may represent the Board to outside parties in announcing Board positions and in reporting Chair decisions and interpretations.
 - B. The Chair represents the collective view of the board and liaises with the CEO under the Board's direction.

BOARD COMMITTEES

A committee is a Board committee only if its existence and charge come from the Board. The only Board committees are those which the Board establishes by resolution or by-law. Board committees will not interfere with delegation from the Board to the CEO.

1. Committees assist the Board by preparing policy alternatives and implications for Board deliberation.
2. Board committees may not speak or act for the Board except when formally given such authority for specific and time-limited purposes.
3. Terms of reference, expectations and authority will be carefully stated in order not to conflict with any authority delegated to the CEO.
4. Board committees are to avoid over-identification with organizational parts rather than the whole.

CEO's ROLE

The CEO is accountable to the Board acting as a body. The CEO shall always be subject to the control and direction of the Board. The Board will instruct and delegate authority to the CEO through written policies, delegating interpretation and implementation to the CEO.

EXECUTIVE CONSTRAINT

The CEO shall be empowered and shall diligently and faithfully perform all duties and functions as CEO of the Board in accordance with the Memorandum of Understanding with the Ministry, By-laws, and Policies of the Board, as well as such duties and the exercise of such powers as may from time to time be determined by resolution of the Board.

The Memorandum of Understanding, By-laws, and Policies of the Board are subject to amendment from time to time and the CEO acknowledges that such amendments or other changes to their duties and authority are within the absolute discretion of the Board.

The CEO will discharge his or her duties and responsibilities with a high standard of professional competence and devote his / her full working time and attention to his/her employment with the Board and shall not engage in any other business, occupation or employment which in any way conflicts with their duties without prior written approval of the Board.

The normal duties and responsibilities of the CEO shall be defined in an employment contract with the Board.

FINANCE

POLICY

The Board shall review and approve estimates annually and will be subject to any financial planning and reporting processes determined by the Ministry.

PURCHASING

POLICY

Only the Board may authorize the commitment of expenditure of Board funds for goods or services. The Board delegates the authority for expenditures to the CEO in accordance with its approved budget. Every cheque issued by the Board must bear two authorized signatures.

Delegation of Authority

The CEO may delegate purchasing to other personnel, in accordance with the Board by-laws.

MOVABLE ASSETS

POLICY

Once acquired, all movable assets (i.e., furniture, office equipment, computer equipment, calculators, cameras) become the property of the Board.

TRAVEL

POLICY

The Board recognizes that its members, staff and clients are required to travel for the purposes of carrying out Board business and that they should be reimbursed for proper travelling and other expenses incurred in carrying out this business.

The Board approves travel allocations as part of its budget process.

Board member travel for the purposes of attending meetings, conferences, workshops or other functions that are not considered part of their regular Board member activities must be approved in advance by motion of the Board.

GENERAL GUIDELINES

Costs related to transportation, accommodation and meals will be reimbursed to Board members upon presentation of appropriate receipts. Expenses shall be reimbursed in accordance with the OLS - North Operational Policies with respect to travel.

The following principles will guide Board members when making travel decisions:

1. The most economical method must always be a major consideration when travelling on Board business. The choice of transportation mode will be based on efficiency and cost effectiveness.
2. The choice of accommodation will be based on efficiency and cost effectiveness.
3. Under no circumstance will the cost of alcoholic beverages be reimbursed.
4. Meal costs, including taxes and tips will normally be reimbursed at the rates listed in the OLS - North Operational Policies. Costs exceeding these amounts will only be paid when there is no reasonable expectation of alternative dining arrangements and upon presentation of an itemized receipt.

All such claims will be reviewed by a signing officer to determine whether they are in keeping with this policy. Any disagreement regarding payment of these claims shall be referred to the Chair for resolution. If the person submitting the claim is the Chair, then the issue will be referred to the Vice-Chair for resolution.

CONFERENCES

POLICY

The Board may by motion and within approved budget allocations, authorize members to attend conferences or workshops.

Board members attending conferences/workshops will be expected to make their choice of sessions and workshops in accordance with the strategic priorities, governance and operational needs of OLS - North. The CEO shall be responsible for identifying appropriate sessions and workshops for Board members to attend.

Members attending conferences/workshops for educational purposes will provide a detailed written report to the Board prior to its next regular meeting following the conference/workshop.

GUIDELINES

Selection of Board members to attend conferences/workshops will normally be based on the following:

- a) Chair and/or Vice Chair as official spokespersons of the Board;
- b) Chair of a committee or a member of a committee if the content/focus of the conference/workshop is particularly related to the committee's work;
- c) Board members whose individual skills make them an appropriate representative for the conference/workshop;
- d) Members who consistently attend and participate in Board and committee meetings.

Should the Board fail to reach agreement on who shall attend a conference/workshop according to the criteria listed above, the Chair will have the authority to make the final decision.

PERSONNEL

Statement of Purpose

The Board is committed to having in place a fair and equitable recruitment, selection, and hiring process. The Board is also committed to establishing effective procedures to ensure that every reasonable step is taken to attract, assess, and retain the best qualified candidates to complement OLS-North's mission, vision and value statements.

Recruitment, Selection and Hiring of the Chief Executive Officer (CEO)

The Board is solely responsible for recruiting, selecting, hiring, evaluating, and terminating the CEO. The Board will establish a Selection Committee and approve the terms and conditions of the recruitment, selection, and hiring process.

Recruitment, Selection and Hiring of Other Exempt Staff

The CEO is responsible for ensuring that the recruitment, selection and hiring process complies with this policy and administrative procedures. The CEO will establish a process for filling vacancies for all other exempt staff positions. The CEO will set out in a written employment contract the terms and conditions under which exempt staff are employed.

Recruitment, Selection and Hiring of Other Staff

The CEO is responsible for ensuring that there are appropriate administrative procedures in place for the recruitment, selection, and hiring of all other staff. All such procedures will observe Collective Agreement requirements regarding the posting and filling of vacancies. All staff appointments, transfers, and promotions are made by the CEO on the recommendation of the selection committee.

Hiring of Family Members

Relatives of Library Board members and of Library employees may be hired, unless such an appointment creates a supervisory/subordinate relationship. In the event that this situation should arise, one of the employees will be transferred to a comparable position in another unit at the first opportunity. Should this not be possible, an alternative manager will be assigned to deal with all human resource requests, evaluations, promotions, discipline or termination of the subordinate. This situation should occur occasionally only. No special advantage will be given,

or favouritism shown, in hiring relatives of Library Board members or employees. For purposes of this policy, a relative is defined as a parent, spouse (including common-law), brother, sister, child, grandparent, grandchild, or in-law.

APPENDIX A



ENABLING LEGISLATION

PUBLIC LIBRARIES ACT, RSO, 1990

The Act that governs the creation and appointment of public libraries in Ontario. The Northern Ontario Library Service Board is a Board established under the Public Libraries Act as a special library service Board.

CORPORATIONS ACT, RSO, 1980

The Northern Ontario Library Service Board is a corporation without share capital established pursuant to the Corporations Act.

ONTARIANS WITH DISABILITIES ACT, 2001

The purpose of this legislation had been to achieve a barrier-free Ontario for persons with disabilities -- a right of full participation. It was to remove barriers, within reasonable time lines. It was meant to apply to employment, public transit, education, provincial and municipal government services and facilities, and other goods, services and facilities offered to the public. The Accessibility for Ontarians with Disabilities Act, built on this act to provide specific standards for organizations.

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA) , 2005

This act is designed to establish standards for accessibility that address all areas of society. Under the act and its standards, organizations must take proactive steps to become more accessible each year.

ONTARIO MUNICIPAL CONFLICT OF INTEREST ACT, 1983

The act establishes certain rules and procedures for determining and dealing with conflicts of interest in a municipal setting.

ONTARIO OCCUPATIONAL HEALTH & SAFETY ACT, 1990

Act that governs the responsibilities of Employers in relationship to the health and safety of employees.

LABOUR RELATIONS ACT, 1995

The Labour Relations Act governs the collective bargaining relationship between Employers and their unionized staff.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT, RSO 1990

The purpose of the Act is to protect the privacy of individuals with respect to personal information about themselves held by institutions and to provide individuals with a right of access to that information.

ONTARIO HUMAN RIGHTS CODE

Provincial law that gives everybody equal rights and opportunities without discrimination in specific areas such as jobs, housing and services.

