



November 19, 2015

Jacqueline van Dyk
Director, Library Services
Lynn Valley Branch
North Vancouver, BC

Dear Jacqueline:

RE: H.R. Services to the North Vancouver District Public Library (NVDPL)

This confirms our understanding of the services that Human Resources at the District of North Vancouver will be providing to the NVDPL. The role that Human Resources staff will be providing during this agreement will be administrative and consultative/advisory in nature, as outlined below:

Administrative work:

Recruitment: Post vacancies; receive and organize resumes; schedule interviews as necessary; draft offer letters for the Hiring Manager's signature; compose and send letters to unsuccessful applicants; answer any questions regarding competitions; obtain criminal record checks; organize new employee requirements (ie. Fobs, logins); announce confirmed appointments; provide new employee package and orientation meeting; and file documents associated with recruitment (See MG-HR-01.1 Recruitment and Hiring).

Job Evaluation: Upon direction from either the Director or the HR Advisor, handle the administrative correspondence associated with re-classes/re-evaluations and new positions.

J.D. Edwards: Enter all new employees into the JDE employee records system, make any system changes as a result of promotions, transfers, increments, re-classes, benefit changes etc.

CUPE Leaves of Absence: Forward all requests for approval to the Manager.

Increment/Pension Tracking: Set up the necessary increment and pension tracking systems; monitor same, notify employees/management when they are due, and process accordingly.

Worksafe: Receive all WSBC and injury forms, ensure that they are filled in correctly, send in to WSBC and track data accordingly. Ensure accident/incident investigation form received.

Misc. HR duties: Maintain employee files and any other files that are HR related. Provide access to employee personnel files according to MG-HR-01.7. Answer related e-mails e.g. questions about benefits, vacations, postings etc. Update employee handbooks, create orientation packages, maintain organizational charts, create check lists, forms etc. Prepare an annual FTE report.

Consultative/Advisory work:

Labour Relations: Provide labour relations advice with respect to strategy or tactics for resolving grievances. Attendance at grievance meetings could occur if a situation warranted it; to be determined on a case-by-case basis. Coach managers in dealing with problem employee situations and other workplace personnel issues. Attend labour management meetings as required.

Recruitment: The NVDPL will continue to interview and select for bargaining unit positions. For the more senior positions, advice will be given on selection criteria, short listing, the interview process, testing of applicants, and step placement, where beneficial and practical. Assistance with editing or vetting of ads would be available if requested. For exempt management positions, the HR Advisor will support and participate in the selection committee process.

Performance Appraisal: The NVDPL will be apprised of any new developments in the area of performance standards and appraisal.

Job Evaluation: Provide advice to the Director &/or Managers on bargaining unit JE issues, streamlining the process as necessary.

Policy/Process Reviews: Assist with reviewing policies and processes with a view of improving and/or streamlining. District HR policies, practices and processes will serve as the initial benchmark to guide the discussions and development of Library policies.

Training and Development: NVDPL will have access to training and educational programs provided by the District on a cost recovery basis.

Worksafe/Return to Work: Provide guidance to Managers with respect to regulatory compliance, training and education and on gradual/modified return to work issues. Assist Library management with the incident investigation process and the investigation of serious workplace incidents/accidents.

Attendance and Disability Management: Provide advice and support in the administration of the Attendance Management and Disability Management guidelines and procedures and ensure compliance with relevant employment and labour law, human rights and privacy law, the Workers' Compensation Act, as well as the collective agreement.

Exempt Job Evaluation: Administer the exempt job evaluation process, including interviewing the incumbent and Director; applying the point factor job evaluation system; providing a written summary of the factor application and job description. Liaise with compensation consultant as required.

Exempt Compensation: The Manager, Human Resources will administer the exempt compensation policy, undertake periodic reviews of the system and make recommendations to the Director of Library Services as required. The Library Director and Manager, Human

Resources will bring forward recommended changes to the Library Board's Human Resources committee for review. These may include: annual salary scale adjustments; market salary scale adjustments; and classification changes.

Exempt Benefits: Administer the Library's Exempt Benefit package and make recommendations to the Director and Human Resources Committee for review and comment, as required. (see B-HR-04)

Collective Bargaining: In conjunction with Metro Vancouver Labour Relations department, provide support and assistance with the collective bargaining process, including preparing employer proposals, researching issues, attending bargaining sessions, responding to union proposals, reviewing draft collective agreement. In conjunction with the Library Director, provide updates and recommendations to the Library Board.

Positive Workplace – Anti-Bullying and Harassment: Provide advice and support regarding training and complaints under the policy.

Human Resources Committee: The Manager, HR may attend and participate in the Library's HR Committee at his/her request or at the invitation of the committee chair.

The foregoing is intended to capture the essence of our involvement, while not an exhaustive list. The estimated services required are: HR Assistant - 2 days per week; HR Advisor and/or Manager, HR – an average of 20 hours per month. The fee for these services in 2016 will be \$46,900 and will be re-assessed on an annual basis.

As we have only estimated the time required for our services, we agree that this arrangement can be reviewed at any time, to determine whether or not it is sufficient to meet the needs of the NVDPL. Our fee will be adjusted relative to the services required.

We look forward to continuing to provide professional human resources services to the Library.

Sincerely



Cindy Rogers
Manager - Human Resources

cc: David Stuart, Chief Administrative Officer – District of North Vancouver
Mark Jefferson, Chair – Human Resources Committee

I agree to the above.



Jacqueline van Dyk
Director – Library Services

27 Nov 2015
Date