

REPORT TO THE LIBRARY BOARD

MEETING DATE: Wednesday, March 21, 2007

Session:	Public
Subject:	Human Resources & Organizational Development
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Purpose of Report:	For Receipt and Update Only <input checked="" type="checkbox"/>

Job Evaluation (JE) Process Update

The Job Evaluation Process (a systematic process that measures the value of all unionized jobs in relation to each other) continues to progress. Phase 2, the completion of a detailed questionnaire by employees about their jobs, was completed in November 2006. During Phase 3 (December 2006 - February 2007), questionnaires were reviewed by the Joint Job Evaluation Committee using a Rating Tool that allowed the committee to evaluate the following sub-factors for each job:

- Complexity / Judgement
- Education
- Experience
- Independent Action
- Accountability
- Working Relationships
- Physical Demands
- Sensory Demands / Mental Effort
- Supervision of Others / Work-related Direction
- Environment.

The process of evaluating the jobs was very complex and labour-intensive. The JE Committee's goal was to provide an objective, thoughtful and analytical approach to each and every job through the use of the JE Rating Tool and much discussion and debate. The JE Committee has completed its ratings and employees have been provided with their results.

Employees are now reviewing their individual results and have the opportunity to request a final reconsideration of the results relating to any or all of the sub-factors. Upon receipt of requests for reconsideration, the JE Committee will again diligently review those particular jobs and make changes to the ratings where appropriate. It is estimated that the 'Final Review Process' will be completed at the end of April. Phase 4, the weighting of the jobs and determination of job bands by representatives from the Negotiating Committee, is slated for May, 2007.

Training / Employee Development Update

The 2006 year closed with the successful completion of all items on the *Training Plan, 2006*. The *Plan* addressed a variety of needs:

- Health and Safety

- Leadership
- Service -specific training
- Technical training
- Diversity
- Communication skills
- Other training to support Project Managers involved in Balanced Score Card Projects.

Overall, 1398 sessions were made available to staff by internal trainers. This does not include opportunities for staff who participated in employee development opportunities through attendance at external conferences or courses.

One of the exciting initiatives launched in October, 2006 was the expansion of e-learning offerings available through the Library's Intranet. London Public Library contracted with *Atomic Learning* to provide each staff member with in-library and remote access to a broad suite of training modules relating to technology. Within the first two months Atomic Learning experienced 1095 hits. This initiative is a cost-effective method of making learning more accessible to a larger number of employees who can access the training when and where they want and is especially practical for locations / departments in which it is difficult for staff to leave their work area to attend a classroom training program.

The Staff Development Conference, described by an overwhelming majority of staff as an effective and motivating learning experience, offered a unique opportunity to provide the staff with consistent messaging around our strategic initiatives. Employees were able to develop some personal skills and learn about new services and the latest technologies.

The *Training Plan, 2007*, is in the final stages of preparation. Employee learning opportunities for 2007, aligned to LPL's Mission, Vision and Strategic Priorities, will be expanded significantly for all levels of staff in a wide variety of formats and will include a broad range of new topics that will enhance employee skills and competencies, contribute to employee job satisfaction, and provide a good return-on-investment. Significant time will be devoted to implementing a Customer Service Skills training program for all staff and developing practices that exemplify the *Customers First* strategy.