

March 2020

This document provides guidelines and outlines expectations for temporary working from home arrangements during the current State of Emergency declared by the City of Richmond on March 19, 2020 to support social distancing measures during these extraordinary times.

The following is not intended to be an exhaustive list of procedures but provides management with a set of considerations to evaluate if staff are to “work from home” successfully, types of work that can be performed from home, technology tools needed and how to manage/check in with employees when at home. Managers have the discretion to allow variations from these guidelines, with approval from the Chief Librarian.

Type of Work

To support staff, library management is ensuring that library work can temporarily be done remotely. Program planning, communication with library partners, resource reviews, readings, etc. are all examples. A list of online training will also be provided and activity logs will be required to be completed weekly.

Technology, Workspace and Protection of Proprietary and other Information

Staff will need to connect remotely to RPL and/or have access to RPL website and other websites. Staff will need an activated RPL Library Card. Access to a secure computer and at-home Internet is required to work from home. We are unable to provide every staff member additional technology at this time.

The off-site workspace will be considered an extension of RPL’s workplace and therefore will be subject to and governed by applicable Workers’ Compensation legislation and WorkSafe B.C. Staff will be expected to comply with normal reporting requirements for any work-related accident or injury.

Staff will be responsible for the safe and secure handling of all proprietary and other information taken off-site or accessed from the off-site location, including but not limited to electronic files saved on home computers. Staff with access to information that is personal and private in nature, must take all precautionary measures to maintain privacy of such information.

Skill Level

Staff allowed to work from home must possess basic to intermediate level knowledge of technology in the tasks they will be assigned to complete. At a minimum, staff can connect to the internet – log on to RPL tools to complete the required tasks without additional hands-on training. Quick instructions or training manuals may be provided as a reference but this is not guaranteed.

Management of Performance

Staff working from home must demonstrate to their supervisor the list of tasks accomplished and work performed. Examples may include: creating a log of activities per day, identifying or attaching supporting documents of progress, keeping logs of number calls and intermittent, check-ins with superiors. All staff will be required to check in to a morning meeting, and possibly other meetings to be scheduled by supervisors and managers as needed throughout the work day.

All other pay codes are still in effect.

Hours of Work While at Home

During this state of emergency, full time and part time staff are expected to work their scheduled hours between 9:00am - 4:30pm Monday to Friday.

Tools Required to Work from Home

As previously noted, we cannot begin to equip all staff working from home with library equipment. To do meaningful work from home you will need the following:

Tools Required

1. Computer/laptop (with camera if possible)
2. Internet
3. O365 – Outlook; Teams; OneDrive; MS Office Suite

Tools Optional/Advanced

1. VDI (VPN for some access)
2. Phone

For employees who do not have access to the Internet or devices, please report this to your direct supervisor. This will be dealt with on a case by case basis.