2025/2027

MEMORANDA OF AGREEMENT BETWEEN

THE OTTAWA PUBLIC LIBRARY BOARD

AND

THE OTTAWA-CARLETON PUBLIC EMPLOYEES' UNION LOCAL 503, LIBRARY GROUP

IN AFFILIATION WITH

THE CANADIAN UNION OF PUBLIC EMPLOYEES (C.L.C.)

TABLE OF CONTENTS

MEMORANDUM OF AGREEMENT 3

RE: CONTRACTING OUT 3

***MEMORANDUM OF AGREEMENT..... 5**

RE: WORKLOAD 5

***MEMORANDUM OF AGREEMENT..... 7**

RE: PAGE OPPORTUNITY PROCESS 7

***MEMORANDUM OF AGREEMENT..... 9**

RE: SUMMER STUDENT EMPLOYMENT PROGRAM 9

***MEMORANDUM OF AGREEMENT..... 11**

RE: SICK LEAVE SELF CERTIFICATION TRIAL PERIOD 11

***MEMORANDUM OF AGREEMENT..... 13**

RE: LATERAL TRANSFER PROCESS FOR PSAS AND CPPSAS 13

***MEMORANDUM OF AGREEMENT..... 16**

RE: AUTOMATED STAFF SCHEDULING PROJECT 2025 16

Sundays:

***MEMORANDUM OF AGREEMENT..... 18**

Re: Multi-Step Sunday Election Process 18

***MEMORANDUM OF AGREEMENT..... 20**

Re: Transition Sunday Scheduling 20

***MEMORANDUM OF AGREEMENT..... 23**

Re: Process for Main Branch Employees to Select Centra Branch Schedules 23

***MEMORANDUM OF AGREEMENT..... 25**

Re: Process for Pages, PSAs and CPPSAs to Add a Sunday to their Normal Hours of Work 25

***MEMORANDUM OF AGREEMENT..... 28**

Re: Process for CSAs to be appointed into PSA and CPPSA positions 28

***MEMORANDUM OF AGREEMENT..... 30**

Re: Customer Service Assistants 30

***MEMORANDUM OF AGREEMENT..... 32**

Re: Floating Sunday Shifts for Pages, PSAs and CPPSAs 32

MEMORANDUM OF AGREEMENT

Between

OTTAWA PUBLIC LIBRARY

And

THE CANADIAN UNION OF PUBLIC EMPLOYEES - LIBRARY GROUP

RE: CONTRACTING OUT

1. Notwithstanding Article 22, and in order to provide job security for members of the bargaining unit, the Employer agrees that prior to contracting out any work that would normally fall within the scope of the bargaining unit, it will provide the Union with a meaningful opportunity to suggest alternatives as to how work can be performed by bargaining unit members.

2. The parties agree to work collaboratively on an ongoing basis to seek out opportunities to use staff to deliver more efficient and effective services rather than resorting to contracting out. As such the underlying principles that will guide the parties in their discussions will be to:

   - Reduce the need for contractors;
   - Optimize the use of equipment;
   - Reduce overall costs and,
   - Improve services.

3. Discussions will normally take place at the Union Management Consultation Committee (UMCC).

4. At the first UMCC meeting of each calendar year, the parties will conduct an annual review of existing contracts that are up for renewal in the upcoming year. They will also discuss any anticipated needs for contracting out in the next twelve (12) months.

5. The Employer agrees to provide at the UMCC information available to it that would allow the Union to be in a position to analyse which contracts may provide sufficient operational efficiencies to be considered by the CEO under this memorandum.

6. The Union undertakes that all information disclosed with regards to contracts will be held in the strictest of confidence.

7. The parties will review and report back to the Chief Executive Officer (CEO) any identified opportunities for consideration. This may include the review of existing contracted services for the purpose of exploring the feasibility of bringing these services in-house.

8. If the parties consider that it could be operationally efficient and cost effective to bring a contracted service in-house, a recommendation will be provided to the CEO for consideration.

9. While any joint recommendations arising from those discussions will be provided to the CEO for consideration, the Union also has the right to make its own written submissions as to how work might be completed by bargaining unit members and such submissions shall be given all due consideration by the Employer. The Union shall also have the opportunity to discuss, explain or amend its submissions in response to questions or concerns of the Employer.

10. It is recognized that any final decision to bring a contracted service in-house will be subject to obtaining all necessary approvals including any budgetary approvals from the Library Board.

11. The Union shall be notified of the acceptance or rejection of its submission in writing and, in the case of rejection, shall also be provided with written reasons for the decision.

12. It is further agreed that the parties may explore other opportunities to achieve lower delivery costs and improve services and submit their recommendation to the CEO for consideration.

13. The parties also recognize that they share the responsibility to initiate discussions should the opportunity arise between UMCC meetings.

Renewal, signed in Ottawa, Ontario on Sep 24, 2025.

FOR THE UNION

James Watson
President, CUPE 503

FOR THE EMPLOYER

Anna Basile
Deputy CEO, Ottawa Public Library

***MEMORANDUM OF AGREEMENT**

Between

OTTAWA PUBLIC LIBRARY

And

THE CANADIAN UNION OF PUBLIC EMPLOYEES – LIBRARY GROUP

RE: WORKLOAD

The Parties agree to the following:

1. Where an Employee has a concern about their workload, they may submit a workload complaint to their manager using the Workload Complaint Form.

   The complaint shall include the employee's work location, their job title and status, details of complaint, and ideal outcome.

2. The Manager will respond to the workload complaint in writing within two (2) weeks of receipt.

3. If the Employee is not satisfied with the response to their workload complaint, the Employee may refer their workload complaint by email to their Division Manager.

4. The Division Manager will respond to the workload complaint in writing within two (2) weeks of receipt.

5. This Memorandum of Agreement does not preclude the employee from exercising their rights under Article 14 of the Collective Agreement.

6. The Employer will provide the Union with a quarterly report of all workload complaints filed which includes the work location, the complaining employee's classification, and the complaint and response(s).

7. Either Party may add Workload to the agenda of a Labour Management Committee meeting under Article 18 of the Collective Agreement and further to the Union Management Consultation Committee's Terms of Reference.

Signed in Ottawa, Ontario on Sep 24, 2025.

FOR THE UNION

James Watson
President, CUPE 503

FOR THE EMPLOYER

Anna Basile
Deputy CEO, Ottawa Public Library

*MEMORANDUM OF AGREEMENT

Between

OTTAWA PUBLIC LIBRARY

And

THE CANADIAN UNION OF PUBLIC EMPLOYEES - LIBRARY GROUP

Re: Page Opportunity Process

The Parties agree that the following will govern the internal process for Page positions within Ottawa Public Library.

a. The Employer and the Union agree to an expedited process to fill Page positions when the Employer has determined that a vacancy will be staffed. Employees who are interested in participating in the process will apply for Page positions using the OPL Page Opportunity Process.

b. Electronic applications will be retained by the Employer for audit and integrity purposes.

c. In order to fill a Page vacancy, the Employer shall review applicants' updated seniority points and/or total hours worked and determine the most senior employee. It is understood that offers for the vacant position(s) will be made in order of seniority first to permanent eligible employee(s) and then in order of hours worked to casual/temporary employee(s) who have expressed an interest in accepting the position.

d. The Employer shall inform eligible employees in writing who have applied through the OPL Page Opportunity Process. Employees shall have seven (7) calendar days in which to provide their response. A non-response from an eligible employee shall indicate non-interest in the position(s) offered.

e. Employees on probation are not eligible for the Page Opportunity Process during the first six calendar months of their probationary period.

f. Notwithstanding Article 11.3, full-time employees shall be placed on a trial period for three (3) months. Part-time employees shall be placed on a trial period for two hundred and ten (210) hours. Should the employee find the work suitable and should the Employer find the employee suitable and capable of performing the work of the position, after the trial period the Employer shall confirm the employee in the position. However, should the employee find the work unsuitable or be incapable of performing the work of the position, the employee shall be returned to their former position and salary rate.

g. A list of successful candidates under this memorandum of agreement will be posted at the earliest possible date.

Renewal signed in Ottawa, Ontario on Sep 24, 2025.

FOR THE UNION

James Watson
President, CUPE 503

FOR THE EMPLOYER

Anna Basile
Deputy CEO, Ottawa Public Library

*MEMORANDUM OF AGREEMENT

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OTTAWA PUBLIC LIBRARY

And

THE CANADIAN UNION OF PUBLIC EMPLOYEES - LIBRARY GROUP

RE: Summer Student Employment Program

WHEREAS Ottawa Public Library wishes to support high school students to build skills in preparing them for post-secondary education and employment;

AND WHEREAS the Library would like to participate in programs employing high school students from Priority Neighbourhoods during the summer period;

NOW THEREFORE the Parties agree to the following:

1. The Library will hire up to two unionized casual Placement Students for the Summer.

2. The Parties agree to waive the posting provisions outlined in Article 11 of the Collective Agreement for these Placement Student positions.

3. The individuals hired through this Agreement will be placed into casual Placement Student Positions and will be paid at Step 1 of the applicable pay grade.

4. The Placement Students will be covered by Article 28 of the Collective Agreement.

   However, the Parties agree that the Placement Students will not be considered an internal candidate for job competitions and expressions of interest as per Article 11.

   The Placement Students can apply for posted competitions as external candidates only.

5. The Placement Students must complete the full Summer Student Employment Program before starting a new assignment with the Library.

6. If the Placement Student is not successful in finding a subsequent assignment by the end of their summer student term, their employment with the Library will end on the last day of their term.

7. The Union agrees not to file or accept a grievance regarding the implementation of these Minutes.

8. This Agreement is without precedent or prejudice to the positions the Parties may take regarding similar situations and shall not be entered into evidence at or referred to in any other proceeding, safe and except for enforcement of this Agreement.

9. This Agreement may be signed in counterparts, either with the original signature or electronic/digital signature, and the signed copies may be sent by facsimile, digital or electronic transmission. The signed copy that is transmitted to the other Party shall be considered binding as the original signature. Each counterpart shall be deemed an original and together constitute one and the same Agreement.

Signed in Ottawa, Ontario on Sep 24 ,2025.

FOR THE UNION

James Watson
President, CUPE 503

FOR THE EMPLOYER

Anna Basile
Deputy CEO, Ottawa Public Library

***MEMORANDUM OF AGREEMENT**

Between

OTTAWA PUBLIC LIBRARY

And

THE CANADIAN UNION OF PUBLIC EMPLOYEES - LIBRARY GROUP

RE: Sick Leave Self Certification Trial Period

WHEREAS employees are required to provide medical certification for absences greater than five consecutive days due to non-occupational illness or injury provided that the total number of uncertified days does not exceed ten days per calendar year as outlined in the Collective Agreement;

WHEREAS the Parties agree to establish, on a trial basis, an agreement to allow employees to self-certify their absences due to non-occupational illness or injury in limited circumstances;

NOW THEREFORE the Parties agree to the following:

1. This Trial Period will be effective the latest date of ratification and will expire on December 31, 2027. It is understood and agreed that this Agreement will not continue during any statutory freeze period, if applicable, unless the Parties mutually agree to extend this Agreement in writing.

2. During the months of January and February 2026 and 2027, employees may submit a completed “Sick Leave Self-Declaration Form” to certify absences related to non-occupational respiratory illness, like the cold and flu, for up to five (5) consecutive working days.

3. Employees will be required to submit the completed Sick Leave Declaration Form within the first fifteen (15) days of absence.

4. Absences greater than five (5) consecutive working days must be certified as per article 6.2 of the Collective Agreement.

5. Absences for which employees utilize the Sick Leave Self Declaration Form will not count towards the uncertified sick days as per the Collective Agreement 6.2.2 (a).

6. If it should appear that any employee is making too frequent application for this leave, or that the correctness of the Sick Leave Self-Declaration Form is questionable, the Employer retains the right to ask for a sick leave certificate signed by a health care provider. Paragraph 5 of this Agreement would no longer apply for the absence of dates in question.

7. In consultation with the Union, OPL can elect to extend the period where self-certification can be used.

   For example, if Ottawa Public Health identifies a period of peak levels of respiratory illness in the public outside of January and February.

8. The Parties agree that these Minutes are without prejudice or precedent to any other issue between them and shall not be entered as evidence or referred to in any other proceeding save and except for one relating to enforcement of these Minutes.

9. These Minutes may be signed in counterparts, either with the original signature or electronic/digital signature, and the signed copies may be sent by facsimile, digital or electronic transmission. The signed copy that is transmitted to the other Party shall be considered binging as the original signature. Each counterpart shall be deemed an original and together constitute one and the same agreement.

Signed in Ottawa, Ontario on Sep 24 ,2025.

FOR THE UNION

James Watson
President, CUPE 503

FOR THE EMPLOYER

Anna Basile
Deputy CEO, Ottawa Public Library

***MEMORANDUM OF AGREEMENT**

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OTTAWA PUBLIC LIBRARY

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THE CANADIAN UNION OF PUBLIC EMPLOYEES - LIBRARY GROUP

Re: Lateral Transfer Process for PSAs and CPPSAs

The Parties agree that the following will govern the internal transfer process for Public Service Assistant (PSA) or Children's Program and Public Service Assistant (CPPSA) positions within Ottawa Public Library.

1. As per the process as outlined in the MOA Re: Multi-Step Sunday Election Process, this Agreement will come into effect at Step 3.

2. The Employer and the Union agree to an expedited process to fill PSA and CPPSA positions when the Employer has determined that a vacancy will be staffed. Employees who are interested in participating in the process will apply for PSA and CPPSA positions using the Lateral Transfer Process for PSAs and CPPSAs.

3. This Agreement will only apply to employees that meet the following criteria:

    - Own a permanent substantive position as a Public Service Assistant (PSA) or Children's Program and Public Service Assistant (CPPSA) in branch Operations, including Bookmobile Services, Home Services and InfoService,
    - Are not a casual or temporary employee,
    - And have passed probation.

4. The Parties agree that this MOA does not apply to positions as part of any new services, departments or branches at initial creation (e.g. when Riverside South first opens, all PSA and CPPSA positions in this new branch will be filled via Article 11). Subsequent permanent vacancies at the PSA or CPPSA classification will be filled via lateral transfers.

5. CPPSAs may apply for a PSA or CPPSA position, where qualified.

    PSAs may apply for a PSA or a CPPSA position, where qualified.

6. Part-time employees may apply for a position with core hours up to a maximum of 24.5 hours per week, where qualified.

   Full-time employees may apply for a position with core hours up to a maximum of 35 hours per week, where qualified.

   Employees' status cannot change through this process.

7. In order to fill a PSA and CPPSA vacancy, the Employer shall review applicants' updated seniority points and determine the most senior employee. It is understood that offers for the vacant position(s) will be made in order of seniority to those who have expressed an interest in accepting the position, where qualified.

8. The Employer shall email eligible employees who have applied through the Lateral Process for PSAs and CPPSAs. Employees shall have seven (7) calendar days in which to provide their response. A non-response from an eligible employee shall indicate non-interest in the position(s) offered.

9. Employees on probation are not eligible for the Lateral Process for PSAs and CPPSAs during the first six calendar months of their probationary period.

10. Notwithstanding Article 11.3, full-time employees shall be placed on a trial period for three (3) months. Part-time employees shall be placed on a trial period for two hundred and ten (210) hours. Should the employee find the work suitable and should the Employer find the employee suitable and capable of performing the work of the position, after the trial period the Employer shall confirm the employee in the position. However, should the employee find the work unsuitable or be incapable of performing the work of the position, the employee shall be returned to their former position and salary rate.

11. A list of successful candidates under this memorandum of agreement will be posted online at the earliest possible date.

12. Any position not filled through this Agreement will be posted as per article 11 of the Collective Agreement.

13. This Agreement will be reviewed annually at the Labour Management Committee.

Signed in Ottawa, Ontario on Sep 24 2025.

FOR THE UNION

James Watson
President, CUPE 503

FOR THE EMPLOYER

Anna Basile
Deputy CEO, Ottawa Public Library

*MEMORANDUM OF AGREEMENT

Between

OTTAWA PUBLIC LIBRARY

And

THE CANADIAN UNION OF PUBLIC EMPLOYEES - LIBRARY GROUP

RE: Automated Staff Scheduling Project 2025

Whereas in 2019, the Union was informed that the Library would be implementing a new Automated Staff Scheduling System;

Whereas additional and replacement hours and Sunday shifts were filled manually;

Whereas the new Staff Scheduling System will be used to fill additional and replacement hours sand Sunday shifts through an automated system, according to Article 4.5 and the Memorandum of Agreement regarding Sunday Scheduling;

Whereas a project team at the Library (alongside City colleagues) is implementing the new automated system;

Whereas the Library has given the Union updates on how the Project is progressing;

Whereas the Library and the Union have already agreed to some changes regarding scheduling and shift exchanges via email in February 2025;

Now therefore the Parties agree as follows:

1. The Parties agree to continue discussions regarding the Automated Staff Scheduling Project's progression.

2. As the Automated Staff Scheduling Project progresses, the Parties may need to meet to discuss potential changes to the current scheduling practices of additional and replacement hours and Sunday shifts.

3. Further to the email exchange in February 2025 regarding changes in scheduling and shift exchanges, the Parties agree to amend Article 4.7(c) of the Collective Agreement as follows in the next round of bargaining:

   (c) Shift Exchanges

The Employer shall not unreasonably deny requests by employees to exchange shifts with other employees provided that:

- **Qualified** Employees are of the same classification,
- Exchanges do not result in additional costs to the Employer and,
- Shifts are for the same duration.

Approval for each shift exchange will be sought from the employee's Manager or designate at least twenty-four (24) hours prior to the start of the shift.

4. This Memorandum will expire 12 months after the new Automated Staff Scheduling process has been implemented.

5. In the next round of bargaining, the Parties will meet to discuss any consequential changes that may be necessary to this Memorandum, if any.

6. The Parties agree that this Memorandum are not an admission of liability by either party, and in fact, such liability is denied.

7. This Memorandum are without precedent and prejudice to the positions the Parties may take in any other individual or policy issue between them and may not be referenced in other proceedings or forum, save but for enforcement or implementation of these Minutes.

8. These Minutes may be signed in counterparts, either with the original signature or electronic/digital signature, and the signed copies may be sent by facsimile, digital or electronic transmission. The signed copy that is transmitted to the other party shall be considered binding as the original signature. Each counterpart shall be deemed an original and together constitute one and the same Minutes of Settlement.

Signed in Ottawa, Ontario on Sep 24 ,2025.

FOR THE UNION

James Watson
President, CUPE 503

FOR THE EMPLOYER

Anna Basile
Deputy CEO, Ottawa Public Library

***MEMORANDUM OF AGREEMENT**

Between

OTTAWA PUBLIC LIBRARY

And

THE CANADIAN UNION OF PUBLIC EMPLOYEES - LIBRARY GROUP

RE: Multi-Step Sunday Election Process

Whereas the Parties have discussed and entered into various Memorandum of Agreements outlining processes to allow employees to add Sundays into their normal hours of work;

Whereas the Parties have agreed that no existing permanent employee as of the date of ratification will be forced to add a Sunday to their existing schedule;

Whereas the Parties agree to the following MOA regarding the order of applicability:

1. First the MOA Re: Process for Main Branch Employees to Select Central Branch Schedules will commence.

2. Once the MOA in Paragraph 1 is completed, the Employer will post and fill any remaining positions at the Central Branch as per Article 11 and the MOA Page Opportunity Process, as applicable.

3. Once the positions have been filled through Paragraph 2, the MOA Re: Lateral Transfer Process for PSAs and CPPSAs will commence to fill vacant PSA and CPPSA positions.

   Page vacancies will be filled through the MOA Page Opportunity Process.

   All remaining vacancies for other classifications will be filled as per Article 11.

4. Once the positions have been filled through Paragraph 3, the MOA Re: Process for Pages, PSAs and CPPSAs to Add a Sunday to their Normal Hours of Work will commence.

5. Once the Sunday shifts have been filled through Paragraph 4, the MOA re: Process for CSAs to be appointed into PSA and CPPSA positions will commence.

6. Once the CSAs have been appointed into PSA and/or CPPSA positions through Paragraph 5, the MOA Re: Customer Service Assistants will commence.

7. Once an employee has a Sunday shift as part of their normal hours of work and that Sunday shift is at a different location from their remaining hours of work, the MOA Re: Floating Sunday Schedules for Pages, PSAs and CPPSAs will come into effect.

8. The MOA Re: Transition Sunday Scheduling will remain in effect until all of the available Sunday shifts are part of an employee's normal hours of work.

9. Nothing in this Agreement will prohibit the Employer's ability to fill vacancies as per the Collective Agreement and the MOA Re: Page Opportunity Process.

Signed in Ottawa, Ontario on Sep 24 ,2025.

FOR THE UNION

James Watson
President, CUPE 503

FOR THE EMPLOYER

Anna Basile
Deputy CEO, Ottawa Public Library

***MEMORANDUM OF AGREEMENT**

Between

OTTAWA PUBLIC LIBRARY

And

THE CANADIAN UNION OF PUBLIC EMPLOYEES - LIBRARY GROUP

Re: Transition Sunday Scheduling

Whereas the 2025 Collective Agreement states that Sundays are part of the normal hours of work for Public Service Staff;

Whereas the Parties have agreed to a multi-step process to allow employees to add a Sunday shift as part of their normal hours of work (the "multi-step Sunday election process");

And whereas the Parties acknowledge that there will be a period of transition to complete the multi-step Sunday election process;

The Parties agree that the following process will be followed when scheduling Sunday shifts during this transition period.

1. This Agreement will only apply to available Sunday shifts that are not part of an employee's normal hours of work as per Article 4.3.2.

2. Sunday schedules will be set three times per year. The Parties recognize that additional Sunday schedules may be required from time to time. The Employer may request additional Sunday schedules and the Union will not unreasonably deny such requests.

3. Before each Sunday schedule is set, the Employer will determine and inform the Union of the branch groupings and the staffing requirements for each branch.

4. The Employer has the right to designate a minimum number of Sunday shifts at each branch to be staffed by full-time and part-time employees from its designated grouping. These shifts will first be offered, in order of seniority, to qualified full-time and part-time employees in the grouping who have expressed a desire to work the shift and where working the shift does not incur overtime.

    a) If the minimum number of Sunday shifts to be staffed by full-time and part-time employees in the grouping has not been met, shifts will be offered to casuals within the grouping, and where the shift does not incur overtime.

b) If the minimum number of Sunday shifts to be staffed in the grouping has not been met, the minimum shifts will be filled in reverse order of seniority from among qualified full-time and part-time employees in the grouping who have accepted the fewest Sunday shifts, and where the shift does not incur overtime.

Employees who have a Sunday shift as part of their normal hours of work will be exempt from this paragraph.

5. A subsequent call-out shall be made, simultaneously system-wide to fill any remaining shifts. These shifts shall be offered in order of seniority first to qualified full-time and part-time employees who have expressed a desire to work the shift where working the shift will not incur overtime, and then in order of hours worked to casual/temporary employees.

6. If Sunday shifts remain unfilled after the call-out, the Employer has the right to require employees to work Sundays based on reverse order of seniority.

Employees who have a Sunday shift as part of their normal hours of work will be exempt form this paragraph.

7. It is understood that employees have an obligation to not accept shifts that put them into an overtime situation without management approval.

8. All collective agreement provisions shall continue to apply.

9. Where an employee has elected to add a Sunday shift to their normal hours of work through the multi-step Sunday election process and the employee was also scheduled Sunday shift(s) through this Transition Sunday Scheduling Agreement, the employee will have the option to work the Sunday shift, where feasible without incurring overtime. Or the employee can cancel their Sunday shift. The affected employee will be notified in writing as soon as practicable and the employee will confirm their election in writing to their manager or designate.

If the employee elects to cancel the Sunday shift, the Employer will offer that Sunday shift starting at Step 4 of this Agreement.

10. Where a Sunday shift has become part of an employee's normal hours of work ("Employee A") through the multi-step Sunday election process, and where another employee ("Employee B") was scheduled the same Sunday shift through this Agreement, Employee B will have the option of working or cancelling that Sunday shift. Employee B will be notified in writing as soon as practicable and Employee B will confirm their election in writing to their manager or designate.

11. This Agreement will be reviewed as needed at the Labour Management Committee.

12. This Agreement will expire when the multi-step Sunday election process has been completed and all of the available Sunday shifts are part of the employee's normal hours of work.

Signed in Ottawa, Ontario on Sep 24 2025.

FOR THE UNION

James Watson
President, CUPE 503

FOR THE EMPLOYER

Anna Basile
Deputy CEO, Ottawa Public Library

***MEMORANDUM OF AGREEMENT**

Between

OTTAWA PUBLIC LIBRARY

And

THE CANADIAN UNION OF PUBLIC EMPLOYEES - LIBRARY GROUP

Re: Process for Main Branch Employees to Select Central Branch Schedules

Whereas Ottawa Public Library is building a new Central Branch Scheduled to open in 2026;

And whereas Main Branch employees will be transferred to the new Central branch;

The Parties agree to the following one-time process for Main Branch employees to select schedules at the new Central Branch:

1. As per the process as outlined in the MOA Re: Multi-Step Sunday Election Process, this Agreement will come into effect at Step 1.

2. This Agreement will apply to employees with permanent, substantive positions at Main Branch.

3. Main branch employees will be given a one-time opportunity to either port their current schedule from Main Branch to the new Central Branch, or to select their new Central Branch schedule. The new schedules will be sent to the employees in writing.

   Employees will be given at least a two-week deadline to submit their ranked preference of schedules. If the employee does not submit their preference by the stated deadline, the employee will be assigned a new schedule that has the same hours and days of work as their current Main Branch schedule.

   Ottawa Public Library will confirm in writing the employees' new Central Branch schedules within a month of the deadline submission.

4. Employees can submit their preference for schedules that maintain the same or fewer number of core hours and be of the same job title and status as their existing schedule/job at Main branch.

5. PSAs and CPPSAs with less than 35 hours per week may increase their core hours by selecting a schedule that includes a Sunday, where qualified. The new schedule must be of the same title as their existing job at Main Branch. Through this process, part-time employees can have their status changed from part-time to full-time.

6. Pages may increase their core hours up to a maximum of 24.5 hours per week by selecting a Page schedule that includes a Sunday, where qualified.

7. As part of this process, Pages may also request to swap their shifts in their selected Central Branch shift. Ottawa Public Library will review and approve requests where operationally feasible. Employees cannot change their job status through this process.

8. The new Central Branch schedules will be awarded by seniority, where qualified.

9. The new Central Branch schedules are subject to change with notice in compliance with the Collective Agreement.

   Employees who did not select a new Central Branch schedule that included a Sunday will not be given a schedule that includes Sundays as part of their normal hours of work.

   The Parties acknowledge that from time to time, employees' work schedules may temporarily change to include working on a Sunday as part of their normal hours of work in instances like special programming events.

10. This Agreement will expire once all of the employees have selected a new Central Branch schedule.

Signed in Ottawa, Ontario on Sep 24th 2025.

FOR THE UNION

James Watson
President, CUPE 503

FOR THE EMPLOYER

Anna Basile
Deputy CEO,, Ottawa Public Library

***MEMORANDUM OF AGREEMENT**

Between

OTTAWA PUBLIC LIBRARY

And

THE CANADIAN UNION OF PUBLIC EMPLOYEES - LIBRARY GROUP

Re: Process for Pages, PSAs and CPPSAs to Add a Sunday to their Normal Hours of Work

Whereas some branches and services at Ottawa Public Library are open on Sundays;

The Parties agree to the following one-time process for Pages, Public Service Assistants (PSAs) and Children's Program and Public Service Assistants (CPPSAs) to add a Sunday to their normal Hours of Work:

1. As per the process as outlined in the MOA Re: Multi-Step Sunday Election Process, this Agreement will come into effect at Step 4.

2. This Agreement will only apply to Branch Operations Page, PSA and CPPSA positions. However, this Agreement will not apply to Central Branch positions.

   Branch Operations includes Bookmobile Services, Home Services and Infoservice.

3. This Agreement will only apply to employees that meet the following criteria:

   - Own a permanent substantive position as a Page, PSA or CPPSA in Branch Operations;
   - Have less than 35 hours as part of their normal hours of work;
   - Are not a casual or temporary employee;
   - And have passed probation.

   Branch Operations Page, PSA and CPPSA employees will be sent a list of available Sunday shifts, which will include that shift's rotation, language qualifications, if any, and work location.

   The employees will be given a one-time opportunity with at least a two-week deadline to submit their ranked preference of which Sunday shift they want to be added to their normal hours of work

   Employees will attend language testing, where required, as part of this process.

   The Employer may make amendments to the employee's normal hours of work as part of this process. When this happens, the employer will advise the employee of the new

schedule, and the employee will be given the option to accept or reject the new schedule.

The new positions will not exceed 35 hours of work per week.

The Sunday shifts selected must be of the same job title as their substantive position. The Sunday shift may be at a different location from their substantive position.

Ottawa Public Library will confirm in writing the employees' new Sunday shift and schedule within a month of deadline submission.

4. CPPSAs may select a PSA or CPPSA Sunday shift, where qualified.

   PSAs may select a PSA Sunday shift, where qualified.

   Pages may select a Page shift, where qualified.

5. PSAs and CPPSAs may increase their core hours by selecting a Sunday shift, where qualified, and can have their status changed from part time to full time.

   Where the addition of a Sunday shift through this Agreement results in an average of 24.5 hours per week to an employee's schedule, the Employer will add additional hours to the employee's normal hours of work so that their average hours per week is 25 hours or more, up to 35 hours per week, where operationally feasible.

6. Part-time Pages may increase their core hours up to a maximum of 24.5 hours per week by selecting a Sunday shift, where qualified.

   Full-time Pages may increase their core hours up to a maximum of 35 hours per week by selecting a Sunday shift, where qualified.

7. The Sunday shifts will be awarded by seniority, where qualified.

8. The Parties recognize that Sunday shifts start and end times are subject to change with notice in compliance with the Collective Agreement.

9. This Agreement will expire once all of the employees, who choose to participate in this process, have been assigned their selected Sunday shift, where possible.

Signed in Ottawa, Ontario on Sep 24 2025.

FOR THE UNION

James Watson
President, CUPE 503

FOR THE EMPLOYER

Anna Basile
Deputy CEO, Ottawa Public Library

***MEMORANDUM OF AGREEMENT**

Between

OTTAWA PUBLIC LIBRARY

And

THE CANADIAN UNION OF PUBLIC EMPLOYEES - LIBRARY GROUP

Re: Process for CSAs to be appointed into PSA and CPPSA positions

Whereas Ottawa Public Library is phasing out the use of Customer Service Assistants (CSA) through attrition;

The Parties agree to the following one-time process for CSAs to be appointed into Public Service Assistants (PSAs) and Children's Program and Public Service Assistant (CPPSAs) positions:

1. As per the process as outlined in the MOA Re: Multi-Step Sunday Election Process, this Agreement will come into effect at Step 5.

2. If there are any PSA and/or CPPSA Sunday shifts that remain vacant, the process as outlined in this Agreement will apply and commence.

3. This Agreement will only apply to CSAs that meet the following criteria:

   - Meets the education, qualification, and experience required for a CPPSA or PSA;
   - Own a permanent substantive as a CSA;
   - Is not a casual or temporary employee;
   - Are not under attendance management and/or performance management;
   - And have passed probation.

4. CSAs will be sent a list of vacant CPPSA and PSA Sunday shifts, which will include the Sunday shift rotation, language qualifications, if any, and work location.

   The employees will be given a one-time opportunity with at least a two-week deadline to submit their ranked preference of which Sunday shift they would like to add to their normal hours of work.

   As part of this process, employees must provide documentation to demonstrate that they meet the educational qualifications for the PSA and/or CPPSA position.

   Employees will attend language testing, where required, as part of this process.

   The Employer may make amendments to the employee's normal hours of work as part of

this process. When this happens, the Employer will advise the employee of the new schedule, and the employee will be given the option to accept or reject the new schedule.

The new positions will not exceed 35 hours of work per week.

Ottawa Public Library will confirm in writing the qualified employees' new position, rate of pay and schedule within a month of deadline submission. The Sunday shift may be at a different location from their substantive position.

5. Employees may increase their core hours and may change their status from part time to full time or from full time to part time through this Agreement.

6. The PSA and CPPSA positions will be awarded by seniority, where qualified.

7. The new PSA and CPPSA schedules are subject to change with notice in compliance with the Collective Agreement.

8. This Agreement will expire once all of the available PSA and CPPSA Sunday shifts have been selected by the employees.

Signed in Ottawa, Ontario on Sep 24 2025.

FOR THE UNION

James Watson
President, CUPE 503

FOR THE EMPLOYER

Anna Basile
Deputy CEO, Ottawa Public Library

***MEMORANDUM OF AGREEMENT**

Between

OTTAWA PUBLIC LIBRARY

And

THE CANADIAN UNION OF PUBLIC EMPLOYEES - LIBRARY GROUP

Re: Customer Service Assistants

Whereas Ottawa Public Library is phasing out the use of Customer Service Assistants (CSAs) through attrition;

Whereas there are 27 employees (listed in Appendix A) in CSA positions that have not demonstrated that they meet the educational requirements to work in Public Service Assistant or Children's Program and Public Service Assistant positions;

Whereas the Parties agree that CSAs have the ability to pick up additional hours as a Page;

And therefore the Parties agree to the following:

1. As per the process as outlined in the MOA Re: Multi-Step Sunday Election Process, this Agreement will come into effect at Step 6.

2. This Agreement only applies to the CSAs listed in Appendix A.

3. If an employee picks up additional or replacement Page shifts under Article 4.5 of the Collective Agreement or through the Transition Sunday Hours MOA, the employee will be paid at their regular CSA rate of pay for that Page shift, up to a maximum of 35 total working hours.

4. The CSA employee's seniority will be considered concurrently with Pages.

5. The employee will lose their rights and entitlements under this Agreement, if the employee obtains a new permanent job, becomes a casual employee, becomes eligible to work Public Service Assistant or Children's Program and Public Service Assistant shifts, or leaves the employment of Ottawa Public Library.

6. This Agreement will expire when the employees listed in Appendix A no longer hold substantive CSA positions.

Signed in Ottawa, Ontario on Sep 24 2025.

FOR THE UNION

James Watson
President, CUPE 503

FOR THE EMPLOYER

Anna Basile
Deputy CEO, Ottawa Public Library

***MEMORANDUM OF AGREEMENT**

Between

OTTAWA PUBLIC LIBRARY

And

THE CANADIAN UNION OF PUBLIC EMPLOYEES - LIBRARY GROUP

Re: Floating Sunday Shifts for Pages, PSAs and CPPSAs

Whereas the MOA Re: Process for Pages, PSAs and CPPSAs to Add a Sunday to their Normal Hours of Work some employees will have Sunday shifts that are at a different location from their other weekday shifts ("Floating Sunday Shifts"),

The Parties agree to the following:

1. As per the process as outlined in the MOA Re: Multi-Step Sunday Election Process, this Agreement will come into effect at Step 7.

2. This Agreement will only apply to Branch Operations Page, PSA, and CPPSA positions. Branch Operations includes Bookmobile Services, Home Services and Infoservice.

3. This Agreement will only apply to employees that meet the following criteria:

   - Own a permanent substantive position as a Page, PSA or CPPSA in Branch Operations;
   - Have less than 35 hours as part of their normal hours of work;
   - Are not a casual or temporary employee;
   - And have passed probation.

4. Where an employee whose normal hours of work includes a Sunday that is in a different location than their "home" branch, and where this employee vacates their position, the following will occur:

   a) The Sunday shift ("the Floating Sunday Shift") for this position will be separated from this shift's Monday to Saturday schedule. The remaining schedule from Monday to Saturday may be filled by the Lateral Transfer Process for PSAs and CPPSAs, the Page Opportunity Process, or Article 11, as applicable.

   b) Where the Library determines that the Floating Sunday Shift needs to be filled, Branch Operations Page, PAS and CPPSA employees who are interested in adding the Floating Sunday Shift to their normal hours of work will apply using the Floating Sunday Shift Process.

Electronic applications will be retained by the Employer for audit and integrity purposes.

c) In order to fill Floating Sunday Shifts, the Employer shall review the applicants' updated seniority points and determine the most senior qualified employee. It is understood that offers for the Floating Sunday Shifts will be made in order of seniority first to the permanent eligible employee(s) who have expressed an interest in accepting the Floating Sunday Shift.

d) Employees will attend language testing, where required, as part of this process.

e) The Floating Sunday Shift may be at a different location from the Employee's "home" branch.

f) The Employer shall inform eligible employees in writing who have applied through the Floating Sunday Shift Process. Employees shall have seven (7) calendar days in which to provide their response. A non-response from an eligible employee shall indicate non-interest in the Floating Sunday Shift being offered.

g) A list of successful candidates under this Agreement will be posted online at the earliest possible date

h) The Employer may make amendments to the employee's normal hours of work as part of this process. When this happens, the Employer will advise the employee of the new schedule, and the employee will be given the option to accept or reject the new schedule.

The new positions will not exceed 35 hours of work per week.

i) CPPSAs may select a PSA or a CPPSA Sunday shift, where qualified.

PSAs may select a PSA Sunday shift, where qualified.

Pages may select a Page Sunday shift, where qualified.

5. PSAs and CPPSAs may increase their core hours by selecting a Floating Sunday Shift, where qualified, and can have their status change from part time to full time.

Where the addition of a Sunday shift through this Agreement results in an average of 24.5 hours per week to the employee's schedule, the Employer will add additional hours to the employees normal hours of work so that their average hours per week is 25 hours or more, up to 35 hours per week, where operationally feasible.

6. Part time Pages may increase their cores hours up to 24.5 hours per week by selecting a

Floating Sunday Shift, where qualified.

Full time Pages may increase their core hours up to a maximum of 35 hours per week by selecting a Floating Sunday Shift, where qualified.

7. The Parties recognize that Sunday shift start and end times are subject to change with notice in compliance with the Collective Agreement.

8. Where an employee accepts a Sunday shift at their "home" branch, that position and shift schedule will no longer be considered a Floating Sunday Shift and will not be separated if the employee vacates this position.

9. This Agreement will reviewed annually at the Labour Management Committee.

10. This Agreement will expire when there are no Floating Sunday Shifts at the Ottawa Public Library.

Signed in Ottawa, Ontario on Sep 24 2025.

FOR THE UNION

James Watson
President, CUPE 503

FOR THE EMPLOYER

Anna Basile
Deputy CEO, Ottawa Public Library