

# FLEXIBLE WORKING HOURS GUIDELINES POLICY

<b>Policy Type:</b> Human Resources	<b>Policy Number:</b> HR-17
<b>Policy Title:</b> Flexible Working Hours Guidelines	<b>Policy Approval Date:</b> March 2026
	<b>Policy Review Date:</b> March 2029

**Purpose:**

Norfolk County Public Library may permit flexible working hours to full-time non-union employees where operational requirements allow. Flexible working hours may be considered for those part-time employees requiring accommodation, on a “Without Precedent and Prejudice” basis, and will be reviewed on a case-by-case basis with the appropriate manager. Flexible scheduling supports effective service delivery while providing employees with limited flexibility in organizing their work hours.

Flexible working arrangements must maintain consistent service to the public and support the efficient operation of library services.

**Scope:**

Flexible working hours may be available to eligible employees where operational requirements permit.

Participation in flexible scheduling arrangements is subject to the responsibilities of the position, operational needs of the library, and applicable employment agreements or collective agreements.

**Section 1: Approval and Implementation**

1. Flexible working arrangements must be approved in advance by the employee’s supervisor or manager.
2. Flexible schedules may be modified or discontinued if operational requirements change or if service delivery is affected.
3. Requests for flexible scheduling will be considered on a case-by-case basis.

**Section 2: The Work Week and Service Coverage**

1. The library work week runs from Saturday at 12:01 a.m. to Friday at 12:00 midnight to accommodate the full range of library services and programs.
2. Flexible scheduling must ensure that:

- Public service hours are fully supported.
  - Branch staffing requirements are maintained.
  - Operational efficiency and service quality are not reduced.
3. Coverage during all library operating hours is required.

### **Section 3: Flexible Work Arrangements**

1. Flexible scheduling may include adjustments to start and end times within an employee's normal work schedule.
2. Departments may establish core service periods during which employees are expected to be available to ensure coordination of work and continuity of service.
3. Employees are responsible for ensuring that job duties and service responsibilities are fully met when participating in flexible scheduling.

### **Section 4: Flex Time and Leave**

Full-time employees may accumulate flexible time credits when working beyond their regularly scheduled hours, subject to the following conditions:

- Credit hours may be accumulated up to a maximum of twenty-one (21) hours per calendar year.
- Debit balances are not permitted.
- Flex leave may be taken with supervisor approval.
- A maximum of three (3) consecutive days of flex leave may be taken at one time.

Flex time must be scheduled in a manner that does not disrupt library operations.

### **Section 5: Training and Authorized Absences**

Authorized attendance at training sessions, conferences, or seminars will normally be credited as regular hours worked for that day.

### **Section 6: Overtime**

The applicable collective agreement or the Non-Union Staff Policy Manual governs overtime.

Operational priorities or urgent service requirements may take precedence over flexible scheduling arrangements.

**Related Documents**

Hours of Work Policy (HR-03)

Non-Union Staff Manual Policy (NU-01)

Applicable Collective Agreements