

PSAC Agenda
September 18, 2007
9:15 – 11:00
Killam G62

- 1) Public Services Advisory Committee update – Jane Duffy (information sharing – 5 mins.)
- 2) Web Page Management – Jane Duffy (discussion – 10 mins)
- 3) Personal Harassment Policy at Dalhousie University (please read policy copied below) – public services implications, workshops for Library supervisors and staff – Jane Duffy (discussion – 30 mins)
- 4) My.Dal Library page – Fran Nowakowski (discussion – 20 – 30 mins.)

Recent complaints concerning the search functions on the my.dal library tab are that they are inconsistent, incorrect and inadequate. Examples of these complaints are: 1) the Novanet search is only for title; 2) there are no databases search and the ejournals search only browses by subject and is not switched to SFX and 3) Prowler is the most prominent and complete search which leads students to use it even though they might prefer to search a specific database.

Recommendation for PSAC discussion: to maintain consistency, shall we change the search "box" to the same search tabs we have on the Find Information" page? Shall we redesign the entire page? Are there services that could be offered directly from this page, such as an RSS feed of Library news and perhaps the subject dropdown for a more direct link to subject guides?

- 5) Institutional Repository prototype update and launch plans – Michelle Paon and Jane Duffy (discussion 15 mins.)
- 6) Print-to-Web document delivery update – Gwyn Pace (information-sharing 10 mins.)
- 7) Other business

Appendix: Personal Harassment Policy

Policy Statement

Dalhousie University is committed to providing employees with a work environment that is free of personal harassment. All members of the University community share responsibility for establishing and maintaining a climate of respect and to take appropriate steps to address situations which violate this principle or seek advice.

The purpose of this policy is to define personal harassment and to set out clear procedures to be followed in instances where an employee believes personal harassment has occurred.

Definitions

“Personal Harassment” is conduct that is abusive, unfair, or demeaning treatment of a person or group of persons that is known or ought reasonably to be known to be unwelcome and unwanted when:

- a) such treatment abuses the power one person holds over another by virtue of their employment relationship or misuses authority associated with their position of employment, or
- b) such treatment has the effect of seriously threatening or intimidating a person, and such treatment has the effect of unreasonably interfering with a person’s or a group of persons’ employment or performance, or
- c) such treatment has the effect of creating an intimidating, hostile or offensive work environment.

Conduct considered above means either repeated or persistent patterns of behaviour, direct or indirect, that when taken together constitute personal harassment; or a single act of sufficient severity to constitute personal harassment in its own right. Such conduct may occur within or outside of the workplace.

Examples of personal harassment include, but are not limited to, name calling, insults, inappropriate jokes, threats, shouting, derogatory remarks (including messages that are threatening, derisive, or defamatory), spreading malicious rumours, persistent criticism and exclusion.

Personal harassment does not include appropriate managerial direction, delegation, performance management or attendance management.

In this policy, the “Administrative Head” is defined as follows:

- a) For an employee who occupies a non-faculty position, the Administrative Head is the Dean of the Faculty, or the administrative Director or equivalent of the unit in which the employee works.
- b) For an employee who is a faculty member, the Administrative Head is the Dean of that Faculty;
- c) For a Director, or equivalent, of an administrative or other non-teaching unit, the Administrative Head is the Vice-President responsible for that unit;
- d) For a Chair, Head or academic Director the Administrative Head is the Dean of that Faculty;
- e) For a Dean, the Administrative Head is the Vice-President Academic and Provost;
- f) For a Vice-President, the Administrative Head is the President

“Employees” for the purposes of this policy includes University employees and individuals who hold a University academic appointment.

Application

This policy applies to all Employees. Dalhousie University has a separate policy on sexual harassment. Complaints of sexual harassment should be addressed to the Advisor, Harassment Prevention in accordance with the provisions of the University’s Sexual Harassment Policy. Harassment based on any of the characteristics protected by the Nova Scotia Human Rights Act is considered a form of discrimination and should be addressed to the Advisor, Human Rights and Equity in accordance with Dalhousie’s “Statement on Prohibited Discrimination”.

Procedures for Complaints of Personal Harassment:

Any employee who feels that he/she has been personally harassed is encouraged to take any or all of the following actions which are described in more detail below:

- (i) Informal Resolution
- (ii) Formal Complaint Process

Employees should resolve conflicts through Informal Resolution before proceeding to the Formal Complaint Process.

(I) Informal Resolution

Informal resolution may include a range of options such as:

- a) Communicate concerns directly - The employee may directly advise the other party that her/his behaviour is unwelcome and unwanted, and that the behaviour must stop immediately;
- b) Communicate concerns in writing - The employee may wish to write a letter to the other party describing the offending behaviour, the impact of the behaviour, and requesting that the behaviour stop immediately;
- c) Informal mediation - The employee may wish to pursue, through his/her Supervisor/Manager or Department Head/Chair, the setting up of informal mediation or the use of neutral intervenors who will attempt to bring the parties to a mutual resolution of the matter.

Formal Complaint Process

The Administrative Head will ensure that reasonable attempts at informal resolution have been explored prior to implementing the formal complaint process. The procedures for the formal complaint process are as follows:

- a) To initiate a formal complaint, the employee (complainant) must deliver a written statement of complaint to his/her Administrative Head. The statement of complaint must include the names of the individuals concerned and a detailed description of the alleged behavior or conduct that forms the basis of the complaint.
- b) If the complaint makes allegations against an employee(s) from a unit(s) other than where the complainant works, the Administrative Head who receives the complaint shall consult with Academic Staff Relations and/or Employee Relations to determine the appropriate Administrative Head to handle the matter.
- c) The Administrative Head shall report complaints to the office of Human Rights, Equity and Harassment Prevention.
- d) The Administrative Head may appoint a delegate to address the matter on his/her behalf.
- e) Within five (5) working days of receiving a complaint the Administrative Head shall deliver a copy of the statement of complaint and a copy of this policy to the employee(s) against whom the allegations were made (respondent(s)). The respondent(s) shall then have ten (10) working days to respond in writing. The time limits may be extended by the Administrative Head where circumstances warrant, having regard to the severity of the allegations(s).
- f) The Administrative Head shall investigate the complaint and may notify and consult the office of Human Rights, Equity and Harassment Prevention, Academic Staff Relations

and/or Employee Relations and any other person whom s/he deems appropriate in order to assess the complaint.

- g) The Administrative Head shall advise the complainant and respondent(s) to the complaint in writing of his/her finding and whether corrective action, including disciplinary action, is deemed to be appropriate in the circumstances. Disciplinary proceedings taken against any person under this policy shall be taken in accordance with existing applicable collective agreements or other applicable disciplinary processes for employees.

Confidentiality

Any communication or information gathered in any case is confidential except to the extent that disclosure is necessary to effectively implement this policy or to undertake any disciplinary or remedial steps arising from a complaint made under this policy.

False Accusations

Employees who make complaints that are fabricated with the intent of damaging the integrity of another individual or individuals will be subject to disciplinary action up to and including dismissal.

Retaliation

No person shall retaliate against another for bringing forward a complaint made in good faith or for providing information in respect of a complaint.

Other Proceedings

This Policy does not affect the right of the complainant or other parties from pursuing a complaint under any applicable legislation or from filing a grievance in accordance with any right to do so pursuant to a provision of an applicable collective agreement.

If the Administrative Head perceives an immediate threat to the physical safety of the complainant or any other member of the University community s/he shall contact Security Services.

Conflicts in the workplace involving criminal behaviour, physical violence or situations where an employee's personal safety and security is in danger must be reported immediately to Security Services at extension 4109, who will communicate with the Halifax Regional Police, where appropriate (See Emergency Procedures on back of Dalhousie University Telecommunications Directory). This policy does not replace this obligation.