

## **011 - OPLB      CEO Performance Management**

### **General Practices**

The Board of the Ottawa Public Library (the Library) oversees the performance of the CEO and supports the CEO's development. The Board recognizes that this is an important governance responsibility and that it is integral to the Board's planning and oversight processes.

Some of the key principles for the performance management process include that:

- The CEO is the Board's official link to the organization and his or her performance shall be synonymous with organizational performance as a whole.
- The process is intended to support and reinforce the achievement of the Library's strategic priorities, goals, and objectives by providing the Board with a formal opportunity to annually assess the results achieved by the CEO.
- The process shall provide for ongoing opportunities for the Board and CEO to discuss interim progress on the annual objectives and for the Board Chair, along with members of the evaluation committee as deemed useful, to provide feedback and coaching as may be appropriate.
- The process shall promote individual excellence and increase mutual understanding between the Board and the CEO through open, candid, and respectful communication.
- The management of compensation for the CEO is guided by the Management and Professional Exempt (MPE) merit pay guidelines which is aligned with the policies used for managers at the City of Ottawa, and implemented as determined by the Library Board.

### **Evaluation Process**

The CEO performance evaluation shall use the following process:

- A Board Ad-Hoc Committee responsible for the process shall be comprised of the Chair, the Vice-Chair, and one additional Trustee selected by the Board.
- At the beginning of the year, the CEO shall provide the Committee with the proposed objectives for the upcoming year which shall include:
  - pertinent objectives from the strategic priorities;
  - major objectives from the corporate work plan (both financial and non-financial);

- risk management priorities;
  - human resource management objectives;
  - personal development objectives; and,
  - other objectives and proposed results based on the CEO's roles and responsibilities (009-OPLB) as appropriate.
- The Committee shall meet privately with the CEO to review the proposed objectives, provide comments and suggestions, and reach mutual agreement on the proposed objectives for the coming year including any aspects of performance linked to compensation.
  - The Committee shall share the proposed objectives with the Board and reach agreement on the final CEO performance objectives to be used for the coming year with participation by the CEO.
  - The CEO shall provide a mid-year verbal status report to the Board on the performance objectives, including any proposed corrective action or modifications that might be appropriate.
  - The Board shall provide ongoing feedback to the CEO and consider for approval any modifications to the performance objectives proposed by the CEO.
  - The Board Chair shall provide ongoing coaching to the CEO as he or she deems appropriate.
  - In the first quarter, the CEO shall provide the Committee with a report on his or her performance based on the performance objectives for the past year as well as information regarding vacation leave.
  - The Committee shall meet privately with the CEO to discuss the report and results, and obtain any additional information and insights as may be appropriate.
  - The Committee may contact important Library stakeholders in confidence to obtain additional insights on the performance of the CEO as may be deemed appropriate.
  - The Committee shall share the CEO's report with the Board, and the Chair shall lead an in camera discussion (with or without the CEO as the Board may determine) of the report, the insights from the Committee and a recommendation for feedback to the CEO, including any pertinent changes or impacts to compensation as may be appropriate.
  - The Chair or the Committee as may be deemed appropriate by the Committee, shall, on behalf of the Board, meet with the CEO to provide feedback on his or her performance and outline any improvement or developmental requirements that the Board deems appropriate.
  - The Chair will complete the employer portion of the CEO's Individual Contribution Agreement (ICA) performance evaluation and sign the document on behalf of the Board.

- The Chair shall document the findings of the evaluation, including any compensation considerations, in a letter to the CEO, that the CEO will sign as having received, and ensure that a copy is placed in the CEO's personnel file.

## Evaluation Process Timing Details

The CEO performance evaluation shall take place each year based on the following table. These timings may be altered as necessary by the Board during election years.

CEO Performance Management Process Milestones	Timing
1. CEO proposes annual performance objectives to the Committee	February
2. Committee and CEO meet to discuss proposed objectives	February
3. Board reviews and finalizes annual CEO performance objectives	March
4. CEO provides mid-year status report on objectives	September
5. CEO provides report on accomplishments compared to objectives	February
6. Committee meets with the CEO to discuss results	February
7. Committee shares results and recommendation with the Board	February
8. Chair and/or Committee provide feedback to the CEO	March
9. Chair documents evaluation findings in letter to the CEO	March

Effective Date:	Last Review Date:
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