

Title:	Workplace Code of Conduct	Policy Number: 400-05
Policy Type:	Human Resources	
Approval By:		
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PURPOSE

This Code of Conduct establishes clear expectations for the conduct and behaviour of Library employees and volunteers.

SCOPE

This Code of Conduct applies to all individuals who are employed or volunteering with the Library, including permanent and non-permanent employees, co-op placements, and volunteers.

DEFINITIONS

Fit for Duty - being physically, mentally, and emotionally healthy enough to perform their job safely and competently.

Prohibited Grounds - discrimination against people on the basis of age, ancestry, citizenship, colour, creed, disability, ethnic origin, family status, marital status, place of origin, race, record of offenses, sex/gender identity, and sexual orientation.

POLICY STATEMENT

The Code of Conduct is an essential part of the Library's commitment to maintaining a positive and professional work environment and ensuring that all individuals associated/representing the Library act with integrity and professionalism at all times.

The Code of Conduct is designed to promote ethical decision-making and behaviour among employees and volunteers. It is intended to encourage employees and volunteers to consider how ethics and integrity should guide their actions and decisions. Employees are required to exercise good judgment and adhere to all of the Library's values, standards, policies and procedures.

PROFESSIONAL ACCOUNTABILITY

All Library employees and volunteers are expected to:

- Work collaboratively to achieve the Library's goals and objectives as determined by the CEO and Board.



- Conduct the business affairs of the Library in good faith, with honesty, integrity, due diligence, and competence.
- Serve the community and treat others with respect and dignity, free from discrimination.
- Maintain privacy and confidentiality of all Library related information, except when otherwise required by law. This includes refraining from copying, sharing, reproducing, transmitting, divulging or otherwise disclosing any confidential information related to the Library or its users.
- Refrain from making negative comments to the public about the Library, its services, collections, Board, staff and/or CEO, which may damage or diminish the reputation of the Library in the eyes of members of the community.
- Report all complaints, workplace incidents, safety hazards, and violence, witnessed, experienced, or having knowledge of, to Management immediately.
- Not represent the Library in an official capacity unless authorized to do so by the CEO or the Board.

Employees are expected to abide by the law and to comply with the Library's Employee Code of Conduct, policies and procedures as a condition of employment. Employees are responsible for seeking clarification from their Manager when questions arise.

PERSONAL ACCOUNTABILITY

All employees and volunteers of the Library shall:

- Conduct themselves in a professional manner that upholds the standards and values of the Library.
- Treat others with courtesy, dignity, fairness and respect.
- Maintain respectful communication in-person, over the phone and in written communications, such as emails.
- Encourage and respect diversity of viewpoints, skills, knowledge, and cultural backgrounds.
- Take responsibility for personal professional development by participating in continuing educational opportunities and engaging in regional, provincial and national library, museum and gallery organizations.
- Refrain from using inappropriate language, offensive comments and engaging in any behaviour that interferes with a respectful and harmonious working environment.
- Promote and foster a safe, secure and healthy work environment and public space for all.

PROHIBITED ACTIONS

- 1) **Insubordination:** The deliberate and willful refusal to comply with a reasonable order or instruction.
- 2) **Disorderly Conduct:** Acts that include loud and abusive language, intimidation or coercion of other employees, lack of courtesy when dealing with the public, fighting, violence, gambling and indecency.

- 3) **Dishonesty, Fraud or Illegal activities:** Acts such as falsifying records, theft of Library property or materials, engaging in criminal conduct or other similar acts.
- 4) **Personal Work:** Conducting personal work unrelated to Library duties or business during work time, on Library premises or at the Library's expense.
- 5) **Policy Violation:** The willful disregard of Library policies and procedures.
- 6) **Alcohol and/or Drug Use:** Reporting to work or conducting Library business under the influence of drugs or alcohol. This includes any substance that may impair judgment or the ability to perform job duties safely. It is an employee's responsibility to inform their supervisor of any prescription substances that may impair their ability to do their job in a safe and professional manner. Employees are expected to report to work Fit for Duty.
- 7) **Unauthorized Solicitation:** Requesting money, services, gifts or other personal favours from patrons, donors, and/or other employees without proper authorization or approval.
- 8) **Abuse of Work Hours:** Deviating from scheduled work hours without approval, including leaving work before a designated lunch period or end of shift, arriving late to work, or exceeding the allowable time for breaks.
- 9) **Abuse of Library Property, Technology & Equipment:** Damaging or misusing any library collections, computers, furniture, supplies and equipment. Library property is not to be used by employees or volunteers for personal use except where permitted by policy or with prior approval obtained from the CEO. Employees will not allow others not authorized to use library property entrusted to their care.
- 10) **Carelessness and Willful Violation of Safety Rules:** Any negligent or intentional disregard for safety rules and procedures, including engaging in horseplay, smoking in prohibited areas, failure to report, or misuse of safety equipment.
- 11) **Discrimination:** the unjust or prejudicial treatment of people, especially on the grounds of ethnicity, age, sex, disability or any other prohibited grounds.
- 12) **Harassment:** Any behavior that creates a hostile or unpleasant work environment through unwelcome verbal or physical conduct
- 13) **Sexual Harassment:** Making unwanted comments, gestures, or actions that is sexual in nature that makes someone feel afraid, embarrassed, uncomfortable or ashamed.
- 14) **Absenteeism:** Any unauthorized absence from work without proper leave or being absent from the work premises during work hours without permission. Any employee who is ill or has experienced a personal emergency is required to report to the designated person as soon as possible prior to the start of their shift, and failure to do so will result in being deemed absent without leave.



The above prohibited actions are presented by way of illustration and shall not be deemed to exclude the Library's right to discipline or dismiss employees for other just causes.

DISCIPLINARY ACTION

Any violation of the Workplace Code of Conduct may result in disciplinary action against the employee or volunteer involved. The severity of the disciplinary action will depend on the seriousness of the offence, which may include but not be limited to, a warning, reprimand, suspension or dismissal.

RELATED POLICIES

- 100-10 Library and Political Elections Policy
- 100-11 Board Code of Ethics
- 200-01 Purchasing and Procurement Policy
- 300-02 Access to Information and Protection of Privacy Policy
- 300-06 Social Media Policy
- 300-09 Rules of Conduct Policy
- 300-11 Records Management Policy
- 300-13 Sales and Soliciting Policy
- 300-17 Volunteer Program Policy
- 300-24 Use of Video Surveillance Cameras in Public Places Policy
- 400-03 Health and Safety Commitment Policy
- 400-04 Internal Internet Usage Policy
- 400-06 Health Care Leave Policy
- 400-07 Dress Code and Casual Dress Policy
- 400-09 Human Rights Policy; Anti-Harassment/Discrimination/Violence
- 400-14 Performance Appraisal Policy
- 400-17 Sick Leave Policy
- 400-18 Scent Free Workplace Policy