



Policy Type:	Operational	Policy Number:	OP-05.1
Policy Title:	Conduct of Board Members	Initial Policy Approval Date:	June 28, 2017
		Last Review/Revision Date:	
		Year of Next Review:	2021

This policy shall be given to all Board members upon commencement of the person's relationship with the Mississippi Mills Public Library, or upon the official adoption of the policy or policy changes. Each Board member shall acknowledge his/her understanding of the policy by signing and dating the policy at the beginning of each new term of service. Failure to sign does not nullify the policy.

This code of conduct is subject to all relevant legislation, including, but not limited to, the *Ontario Public Libraries Act*, the *Ontario Municipal Act*, the *Ontario Human Rights Code*, the *Ontario Municipal Freedom of Information and Protection of Privacy Act*, the *Ontario Municipal Conflict of Interest Act*, the *Criminal Code of Canada*, and the Municipality of Mississippi Mills *Respect in the Workplace Procedure (Harassment and Violence)* and the Municipality of Mississippi Mills *Committees and Boards Code of Ethics and Conduct*.

The Board reserves the right to amend this policy as appropriate.

PURPOSE

The Mississippi Mills Public Library expects its Board members to understand the extent of their authority and to use it appropriately. This policy sets out the obligations of individual Board members and establishes guidelines regarding communications between Board members, CEO/Chief Librarian, Library staff and volunteers.

PROFESSIONAL CONDUCT

1. I will treat Library users, volunteers, staff and fellow Board members with respect in a courteous, dignified and fair manner.
2. I will conduct myself in a manner that protects Mississippi Mills Public Library's reputation and ensures continued confidence in the Library system, being aware that I represent the Library while carrying out my duties and responsibilities, whether they are in the Library or at Board related meeting, conference, or other function held outside the Library.

3. I will make decisions in the best interest of the Mississippi Mills Public Library.
4. I recognize that the Board must speak with 'one voice' once a decision is reached and a resolution is passed. I will respect and support the majority decisions of the Board, and respect other Board members and their opinions.
5. I understand and respect the distinction in the roles of the Board and the staff, as outlined in the Board's policy *Duties and Responsibilities of Individual Board Members* and as summarized in OLBA's *Cut to the Chase*.
6. I will adhere to this code of conduct at Board meetings. I understand that these meetings are public and that my behaviour affects the image of the Mississippi Mills Public Library.
7. I will not influence other Board members outside of Board meetings with the intent of creating factions, or determining the vote.
8. My interaction with the CEO/Chief Librarian or staff will recognize the lack of authority held by any individual Board member or group of Board members.
9. Board members will voice no judgments of the CEO or staff performance, except as that performance is assessed against Board policy, through the official process.
10. I will respect the administrative/operational roles of Library staff.
11. I will maintain an awareness of current Library circulation policies and abide by them, not asking for special considerations.
12. I understand all in camera items and all confidential matters shall not be discussed outside of the Board.

LIBRARY BOARD CODE OF CONDUCT: COMMUNICATIONS PROCEDURE

1. The Board shall speak with 'one voice' once a decision is reached and resolution is passed by the Board.
2. As an individual Board member, I will not speak, on behalf of the Library, to the media or the public, unless expressly directed by the Board as a whole.
3. Administrative questions shall be directed to the CEO.
4. Should information from the CEO be required, I shall submit my request to the CEO via email or verbally. The CEO will respond in a timely manner. The response from the CEO may be copied (cc.) to all Board members.
5. I will refer public or staff complaints about the Library to the CEO.

6. I will not use words and/or actions that might inadvertently tarnish the reputation of the Library, Library staff and/or the Municipality and its Council and staff.
7. All queries and requests I receive from the public shall be directed to the CEO or Library staff.

LIBRARY BOARD CODE OF CONDUCT: COMPLAINTS PROCEDURE

This procedure will be followed whenever a complaint is received about Library Board members or the CEO.

1. If complaints are received by Library Board members or Library staff, or by the Council or staff of the Municipality of Mississippi Mills, these complaints must be forwarded to the proper person as soon as possible. Complaints may be received in verbal or written form.
 - a) If the complaint is about a Board member, the complainant will be advised to bring his/her complaint to the Board Chair. If the complaint is received verbally, a written record will be kept by the Board Chair. The complaint will be brought to the Board as soon as possible.
 - b) If the complaint is about the CEO, the complainant will be advised to bring his/her complaint to the Board Chair or a member of the Board. The complainant will be provided with a Board member contact list. If the complaint is received verbally, a written record will be made. The Board member who receives the complaint will forward this complaint to the Board Chair as soon as possible. The Board Chair will then bring the complaint to the Board as soon as possible.
 - c) If the complaint is about the Board Chair, the complainant will be advised to bring his/her complaint to a member of the Board. The complainant will be provided with a Board member contact list. If the complaint is received verbally, a written record will be made. The Board member who received the complaint will bring the complaint to the Board as soon as possible.
2. The Board will decide what further action is required.

CODE OF CONDUCT BREACH RESOLUTION

1. Any Board member who has reason to believe that a breach of the code of conduct policy has occurred, shall report the matter immediately to the Board Chair who will then bring the matter to the full Board.
2. The Board Chair and members of the Board who are not involved will evaluate the misconduct.
3. Breaches of the code may result in sanctions against the individual.

By signing below, I agree to abide by the *Conduct of Board Member* policy established by the Mississippi Mills Public Library Board. Failure to sign does not nullify the policy.

Signature:

Printed name:

Date:

RELATED DOCUMENTS

- Southern Ontario Library Service, Trillium Public Library: Sample Policies
- Governance documents referenced in this policy