



Policy Type:	Operational	Policy Number:	OP-05.2
Policy Title:	Conduct of Staff	Initial Policy Approval Date:	June 28, 2017
		Last Review/Revision Date:	
		Year of Next Review:	2021

This policy shall be given to all staff and volunteers 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 staff/volunteer shall acknowledge his/her understanding of the policy by signing and dating the policy. Failure to sign does not nullify the policy.

Following each employee's annual performance review, staff will be asked to review the conduct code and sign a new acknowledgment form.

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*, the Municipality of Mississippi Mills *Respect in the Workplace Procedure (Harassment and Violence)*, the MMPL *Respect in the Workplace—Discrimination and Harassment Policy*, the MMPL *Respect in the Workplace—Prevention of Workplace Violence Policy* and the MMPL *Performance and Problem Resolution Policy*.

Each employee and volunteer has the obligation to ensure compliance with the code, which is a condition of employment. Failure to comply with the code may result in disciplinary action, up to and including termination of employment.

The Board reserves the right to amend this policy as appropriate from time to time. Notice of such changes will be provided to the Library staff and volunteers.

PURPOSE

This code of conduct has been established to ensure that employees and volunteers adhere to the highest standards of professional conduct and establishes guidelines regarding communications between Board members, CEO/Chief Librarian and Library staff and the public. This policy is not intended to address every situation and represents general standards and expectations of all employees and volunteers.

PROFESSIONAL CONDUCT

1. Using the Legislative Acts, noted above, as my guide, I will treat Library users, volunteers, staff and 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 a work related meeting, conference, or other function held outside the Library.
3. I will promote the health and safety of myself and others.
4. I will respect and use information obtained in the course of my duties in a careful and prudent manner; and not for personal gain or business use unrelated to the Library function.
5. I will avoid real or apparent conflict of interest between my duties and responsibilities as an employee and any outside interests.
6. I will adhere to Library policies and procedures, and apply them in a fair, consistent and equitable manner.
7. I will provide courteous, competent, and responsive service to Library users.
8. I will respect the rights, dignity and feelings of the public, staff, volunteers and Board.
9. I will provide services in a manner that respects the dignity and independence of persons with disabilities (visible or otherwise) and provide them with an equal opportunity to learn about, use or benefit from library services.
10. I will make an effort to limit personal conversation between myself and members of the public, or friends, during work hours.

COLLEGIAL RELATIONS

The Library values a work environment that fosters the provision of excellent service, teamwork and cooperation.

Therefore

1. I will treat other staff, volunteers and Board members with courtesy and respect.
2. I will demonstrate a positive attitude toward my job.
3. I will maintain an atmosphere of openness and trust.

4. I will help others to achieve excellence in the provision of library service.
5. I will contribute to group projects and committee work in an active and positive way.
6. I will not discuss colleagues or Board members unless the purpose is to solve procedural or service issues.
7. I will keep shared and individual work areas neat, respecting other employees' work areas and property.
8. I will make an effort to limit personal conversations between myself and other staff members, respecting others' workloads and commitments.

COMMUNICATIONS

1. Staff and volunteers shall speak with 'one voice' once a decision is reached and resolution is passed by the Board, or procedures have been set by the CEO.
2. Should a member of the Board ask me for information pertaining to the Library function (not as a Library patron), I will direct their inquiry to the CEO, and not attempt to answer the question myself.
3. I will follow the appropriate policy and procedure for receiving a public or staff complaint.
4. I will forward all queries regarding Library policies and procedures I receive from the public to the CEO.
5. As an individual staff member, I will not speak, on behalf of the Library, to the media unless expressly directed by the CEO.
6. When communicating on behalf of the Mississippi Mills Public Library, or when identifiable as a Library employee, I am aware of the potential impact on the Library, its reputation and service values and work environment of the Library, and will act appropriately and with good judgement.
7. I will communicate in a civil and respectful manner, whether the communication is verbal, written or electronic using language that meets acceptable social standards and contribute to a positive work environment.

CODE OF CONDUCT BREACH RESOLUTION

1. Any staff member or volunteer who has reason to believe that a breach of the code of conduct policy has or is likely to occur, shall report the matter immediately to the CEO.
2. The CEO will evaluate the misconduct.

3. Breaches of the Code may result in sanctions against the individual, including termination of employment.

By signing below, I agree to abide by the *Conduct of Library Staff* policy established by the Mississippi Mills Public Library Board.

Signature

Printed name

Date

RELATED DOCUMENTS

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