

Georgina Public Library Board Policy Manual

Policy Title: STAFF CODE OF CONDUCT

Intent:

Each Georgina Public Library employee is a representative for the Library, and their actions and appearance contribute to the Library's public image. Georgina Public Library expects its employees, supervisors, managers, and directors to adhere to the highest standards of personal and professional competence, integrity, and impartiality to ensure public confidence and trust is maintained.

Employee Responsibilities:

- Adhere to the standards of behaviour outlined in this policy.
- Review the policy annually.
- Seek clarification from Management or Human Resources if uncertain about any information contained in this policy.
- Sign the Code of Conduct acknowledgement form, indicating they have read and understood the Code of Conduct, and they agree to comply with its provisions.

Management Responsibilities:

- Promote an environment in which employees demonstrate standards of ethical and professional behaviour.
- Take appropriate steps to ensure employees are aware of and act in compliance with this Code of Conduct and related policies. The Code of Conduct will be made available to all employees at the time of their initial orientation and will be posted on the Library's intranet and website.
- Demonstrate behaviours that are consistent with the Code of Conduct.
- Support staff members in adherence to the Code of Conduct.
- Establish and maintain adequate systems, procedures and controls, which supports compliance with this Code of Conduct.
- Deal in a fair and expeditious manner with any allegations of Code violations.
- Begin an investigation into an allegation immediately or as soon as possible after receiving a verbal or signed allegation in writing.
- Library Management through the Town Human Resources Department will:
 - provide information and training related to the Code of Conduct
 - provide advice on matters that are related to the Code of Conduct
 - Support management in the investigation of alleged breaches of the Code of Conduct
 - Determine, in conjunction with Library Management, the appropriate disciplinary action for confirmed breaches.

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Regulations:

Ethics

1. Library employees have an obligation to maintain confidentiality of information that may be learned about the Library's affairs, the public, and other employees. Georgina Public Library is committed to protecting the privacy of our members and all patrons who interact with library staff or volunteers. Personal information is collected under the authority of the Ontario Public Libraries Act R.S.O. 1990 for the administration of library operations. Confidential information obtained in the course of carrying out their duties with the Library must not be used as a basis for any transaction designed to produce profit or gain for the individual or their immediate family. All employees shall be advised that any action taken contrary to this regulation shall be considered as a basis for discipline up to and including termination of employment.
2. Requests for the release of personal information is governed under the Municipal Freedom of Information and Personal Protection Act (MFIPPA). Requests for the release of personal information will be routed through the Library Director/CEO to the Town Clerk for processing.
3. To ensure public trust in the Library, staff must be, and appear to be, both personally impartial and free of undue political influence in the exercise of their duties. Employees engaged in political activities must separate those personal activities from their official positions and political activities must not take place during work hours or utilize library assets, resources or property. Employees wishing to run for elected office must request, and obtain, a leave of absence without pay, and abide by the respective legislation governing such elections.
4. Staff are expected to make decisions that benefit the Library and its patrons. Decisions are to be free from undue influence and not act or appear to act in order to gain financial or other benefits for themselves, family, friends, or business interests. If staff find themselves in either an actual or perceived conflict of interest, where they feel that competing interests may make it difficult for them to fulfil their duties impartially, they must report this situation to their supervisor.
5. Library employees shall not accept any gift, hospitality, or entertainment that could be construed as given in anticipation of future, or of past, special consideration by the Library. Library employees may accept customary business hospitality, such as meals and promotional items (i.e. mugs, hats, shirts, pens) provided:
 - a) The expenses involved do not exceed a nominal value of \$50.00
 - b) They are infrequent

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- c) They can clearly be seen as legitimately serving a definite business purpose
 - d) They are appropriately related to the responsibilities of the individual
- 6. Library employees may not participate in any Library contest open to members of the public. Immediate family members of Library employees may only participate in Library contests where the winners are chosen randomly.
- 7. Library staff will not engage in nepotism. The Library prohibits hiring situations where preferential treatment in being recruited and/or selected for vacancies, or relatives would be supervised by, or subordinate to, one another.
- 8. Library employees shall not engage in any outside employment, activity, business undertaking, or any type of financial enterprise where:
 - a) it will interfere with or appear to interfere with their duties as a Library employee.
 - b) the employee will have an advantage or appear to have an advantage derived from their employment with the Library.
 - c) it will or might appear to influence their judgment or the impartial discharge of their duties.
- 9. Library staff will not use library equipment, supplies, or services for activities not associated with the discharge of their library duties.
- 10. Employees must ensure that any property (including cash, cheques, documents, inventories and equipment) in their care as part of their job duties are properly secured and protected at all times. This responsibility extends to the use and security of any purchasing or access code cards (e.g. Photo ID cards, Photo ID Fobs, key fobs, passwords).
- 11. Discipline will be automatic and severe if any employee reports for work under the influence of alcohol and/or other substances that affect the employee's ability to assume full responsibility of their job in a safe and healthy manner. The illegal use, sale, purchase, transfer or possession of any restricted or controlled drug, narcotic or any other substance on Library property is prohibited and will result in discipline.
- 12. All Library staff shall follow both Library and Town controls established to prevent fraudulent misconduct and all applicable laws, regulations and government guidelines. All employees shall exercise honesty, integrity, objectivity and diligence and shall not knowingly be a party to any fraudulent activity, including theft. All managers are responsible for ensuring that adequate internal controls are in place to prevent and detect fraud. Library Management is accountable for monitoring employee

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activity and performance and ensuring all employees are aware of, and in compliance with, controls, policies and procedures.

13. Library Staff that have reasonable grounds to believe that a violation of the Code of Conduct has occurred should report such activity or behavior, verbally or in writing, to their manager, CEO, or Human Resources.
14. The Library will not condone retaliation of any kind by or on behalf of the Library or its employees against good faith reports or complaints of Code of Conduct violations, or other illegal or unethical conduct. All Library staff must co-operate fully during an investigation of alleged wrongdoing in relation to this Code of Conduct.
15. Any employee that is found to have violated the Code of Conduct will be subject to disciplinary action up to and including discharge from employment.

Conduct

Employees of Georgina Public Library will:

1. Strive to assume a positive intent in all interactions, giving others the benefit of the doubt.
2. Speak and behave in a manner that is respectful and courteous towards all persons whether superiors, subordinates, peer, or patrons.
3. Strive to ensure a work environment free from discrimination and harassment and promote an atmosphere that respects the dignity, self-worth and human rights of every individual.
4. Promote a safe and healthy workplace.
5. Take responsibility for personal behaviour and personal/common work areas: keep work areas, public desks, and display spaces tidy and clear of clutter, recognizing that first impressions at our “front door” can have a lasting impact on public perceptions of service.
6. Refrain from personal chatting, phone calls, internet browsing, texting, emailing, reading, and eating during work time.
7. Greet people when they enter the library, follow up with them, and inform them of programs, services, and options available.
8. When stating a policy/procedure, explain the reason for it and offer possible options. Request help from co-workers if a question

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cannot be answered, or take the person's contact information and commit to getting back to them in a timely manner (generally within two business days).

9. Respect that only the CEO and Board Chair speak officially on behalf of the Library in regards to policies, strategic plans, and governance issues. Employees will politely receive questions and concerns, record appropriate details and contact information, and refer to their manager for processing, assuring the member of the public/media that a response will be forthcoming in a timely manner (generally within two business days).
10. Not allow personal relationships to affect professional relationships.
11. Be dependable and responsible by arriving for work and meetings on time, completing assigned work on schedule, being considerate of co-workers' time constraints and schedules, and showing respect for library property and resources.
12. Not abuse staff library privileges, such as staff patron status, early access to new materials, prime parking spots, or any other privilege that might give the perception of staff disadvantaging our patrons.
13. Respond appropriately when given constructive feedback, exhibiting a desire and efforts to improve performance.
14. Reference and adhere to other related policies: Health and Safety Policy; Violence and Harassment Free Workplace; Accessibility Standards for Customer Service Policy; GPL Dress Code, Social Media Policy.

Related Policies:

- Dress Code
- Privacy of Membership Information
- Violence & Harassment-free Workplace
- Health and Safety
- Accessibility Standards for Customer Service
- Social Media

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The Library Board may, at its discretion and through a resolution of the Board, augment or amend the Staff Code of Code as required.

POLICY HISTORY:	
Initial Draft	May 17, 2012
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