

Madawaska Valley Public Library Policy Manual

Policy Type: Human Resources

Policy Number: HR-10

Policy Title: Employee Code of Conduct

Initial Approval Date: November 2015
Last Review/Revision Date: April 24, 2023
Review Date: 2026

This policy provides a standard to guide of conduct for employees in all matters related to the Library. It covers eight (8) aspects of employee conduct, the purpose of which are to provide a positive work environment:

1. Code of conduct
2. Alcohol & drug at the workplace
3. Smoking at the workplace
4. Gifts and Benefits
5. Cell phone and handheld devices
6. Computer, Internet, E-mail & Social Media Usage
7. Conflict of Interest
8. Dress code
9. Eating in the Workplace

Section 1: Code of Conduct

1. All employees of the Library are expected to:
 - a) behave in a manner which is professional, and which upholds the standards of safety and respect for users;
 - b) work together to ensure that the work of the Library, as communicated by the Library CEO, are implemented. In the essence of teamwork, employees share goals with each other, make action plans and complete them together;
 - c) conduct the business affairs of the Library in good faith, and with honesty, integrity, due diligence, and competence;
 - d) serve the public with respect and dignity;
 - e) protect privacy and confidentiality, except as otherwise required by law or as authorized by the CEO. No employee will share, copy, reproduce, transmit, divulge or otherwise disclose any confidential information related to the library, including, but not, limited to user information.
 - f) refrain from making negative comments, oral or written, that reflect poorly on the Madawaska Valley Public Library, its Board, CEO, other employees or services. Negative promotion includes, but is not limited to: verbal interactions, personal social/electronic media posts, written formats, and publications. Negative communications to any member of the public through any medium shall not be tolerated and may be grounds for dismissal.
 - g) refrain from inappropriate language, oral or written that interferes with a respectful and harmonious working environment. It includes, but is not limited to: swearing, excessive sarcasm, name calling, mocking or vulgar, obscene, insulting or abusive language.
 - h) Employees shall not be in the library outside of operating hours, unless they have prior approval from the library CEO.

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2. All employees must sign and abide by the Policy Acknowledgement Statement and Confidentiality Statement (see Appendix A). These agreements endure in the event of termination of employment from the Madawaska Valley Public Library.

Section 2: Alcohol & Drug at the Workplace

1. We recognize that impairment due to alcohol and drug use can adversely affect health, safety, performance and conduct of employees on the job, and impose hardships on other employees, colleagues or library patrons.
2. The library's policy statement on alcohol & drugs is intended to:
 - foster a safe and healthy workplace, free from the negative effects of substance use;
 - protect employees and others from unnecessary risks of harm;
 - ensure employees have appropriate treatments when warranted.
3. Impairment in the workplace is unacceptable. Employees are expected to report to work Fit for Duty.
4. The use, distribution, storage, sale and/or possession of illicit drugs and/or alcohol by an employee on Library property, is strictly prohibited.
5. The prescriptive use of prescribed or over the counter drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner and does not endanger other individuals in the workplace.
6. An employee who reports for work and is found to be under the influence of drugs or alcohol will be directed to leave the premises and transportation will be provided. Employees will not be paid for time lost. An employee who fails to adhere to this policy may be subject to discipline up to and including termination.

Section 3: Smoking at the Workplace

Employees shall not smoke or carry lighted tobacco or other plant products including electronic cigarettes (e.g, vaping) on the library property.

Section 4: Gifts and Benefits

Employees must not place themselves in a position where they are under obligation to favour an individual, group, company, organization, firm, or any organized entity. Employees must refrain from accepting gifts and benefits from firms or individuals, taking into consideration there is a role for moderate hospitality.

Section 5: Cell phone and handheld devices

All library employees are expected to ensure the safe and appropriate use of cell phones and other hand-held wireless communication devices.

Cell phones can be a distraction in the workplace. Employees are expected to exercise discretion in using personal cell phones. Therefore:

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- a) making and receiving personal calls and/or texting during work time is to be avoided and completed during breaks and lunch periods;
 - b) personal cell phones should be out of sight and on silent or vibrate mode during working hours;
 - c) for privacy reasons, employees are prohibited from taking photographs within the Library on their cell phone without first obtaining express written permission from other employees or the Library CEO.

Section 6: Computer, Internet, E-mail & Social Media Usage

The library board recognizes the importance of computers, the internet and social media as work tools and sources of information. The Library provides computers, devices and access to the internet needed by employees to work while recognizing the need to protect its network, systems, resources and the Library's image. This policy sets our requirements and provides guidelines for employees who use the Library's computers for personal or business purposes and who engage in the Library's online and social media channels as part of their jobs. In this context, social media means any application, account, or site created or used for online publishing, discussions, file sharing, and social networking.

A) Personal Use of Library Computer Equipment

1. Library resources including library business computers may not be used for personal use, either during work hours or when the library is closed to the public.
2. Computer resources cannot be used for private financial gain or commercial purposes.
3. Making copies of software is prohibited.
4. Downloading software or attachments onto a work computer increases the risk of a virus throughout the network. Employees should consult with their supervisors before downloading files or software.

B) General Use of Library Computer Equipment

1. Employees are encouraged to avail themselves of the internet including using social media for the benefit the Library. This may include general research on work related issues, following social media as part of ongoing professional development, employee or user training, and participating in online forums. However, the Library's computers, network, and access are not to be used to undertake deliberate activities that waste employee time or networked resources.
2. The Library's computers, network and access to the internet are not to be used to:
 - a) introduce any form of malicious software into the network;
 - b) visit internet sites that contain obscene, hateful, pornographic or illegal material;
 - c) perpetrate any form of fraud, including software, film or music piracy;
 - d) hack into unauthorized areas;
 - e) send offensive or harassing material.

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3. Any correspondence sent from a Library email address, or when an employee is identified as a member of the staff of the library, should be treated as a professional document.
 4. Employees must observe the library's standard of confidentiality, including all privacy legislation, when communicating electronically.
 5. Passwords and access codes must not be disclosed to unauthorized employees or the public.
 6. The CEO, or his or her designate, will investigate any suspected misuse of resources. Any inappropriate, excessive or abusive usage may result in an employee's access privileges being limited or revoked and the employee may be subject to disciplinary measures up to and including termination.

C) Personal Use of Social Media

1. Personal use of social media should be respectful of the Library, colleagues, library users and the community. While online activity can be a medium of self-expression, actions, writing and content may also reflect the Library if one's name and/or areas of social media engagement are linked to the Library.
2. When engaging in social media or online forums outside of work, staff should make it clear that the views they express about Library and community-related issues, are their own and do not necessarily reflect the position of library management or the library board. On personal accounts some social media users must state that their views are their own and not that of their employers. This is a good practice, but it will not negate your responsibility or potential embarrassment.

D) Business Use of Social Media

1. Employees are encouraged to use social media tools for the benefit of the Library. This may include:
 - a) general research on work-related issues;
 - b) following social media as part of ongoing professional development;
 - c) participating in social media networks created by organizations, and individuals;
 - d) proposing the use of social media applications in library services to improve customer service;
 - e) raising awareness within the community of a library service or program;
 - f) promoting library services and resources;
 - g) developing relationships with our users and community.
2. While the library board supports the use of social media, the need to protect the organization's image means that:
 - a) Any proposal by employees to introduce social media applications to expand or promote library services requires the approval of the CEO or delegate.
 - b) Employees must realize that the library's social media applications/profiles are the intellectual property of the library and not of the individual tasked with maintaining them.
 - c) When setting up a library account for a social media application, an e-mail address from the library's domain must be used for registration. A record of the logins/passwords is

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- maintained centrally by the Library CEO and/or IT department. Employees may not use false screen names or pseudonyms.
- d) All social media postings by library employees should reflect the mission and values of the library. Postings must exercise good judgment and common sense; providing worthwhile, accurate information and perspective; and maintain copyright permissions
 - e) All opinions expressed should reflect the opinions of the library and be respectful of others and their opinions.
3. Responsibility for monitoring social media communication falls to the Library CEO or designate. In this context, the Library CEO or designate will:
- a) receive reports from library employees on inappropriate behaviour, such as a malicious post on the library Facebook account.
 - b) monitor the social media communication written by library employees as well as any mentions/discussions of the Library in the larger social media environment.
 - c) remove postings from external contributors to the Library's social media channels when the content of the posting is considered malicious or destructive rather than a constructive contribution to a conversation.
 - d) Respond to any questions or queries from outside the Library are responded to, in an appropriate fashion.

Section 7: Conflict of Interest

1. As a public sector employer, the library board must ensure that its activities are consistent with public interest. Conflict of interest is a matter of personal responsibility and integrity and should be guided by the principles of service to the public and common sense.
2. Conflict of interest is defined as a conflict between an employee's personal interest and his or her role with the library as a publicly funded employee. It can be noted that:
 - a) Conflict generally arises when an employee could possibly influence decisions in ways that might lead to personal benefit or advantage.
 - b) Conflict of interest may exist when a monetary gain has been, or may be, conferred on an employee and includes both actual and perceived conflicts. Direct monetary interest is one in which an employee or his or her family could benefit financially from a decision while a larger group of people could not.
 - c) Conflict includes any social, professional, personal or organizational affiliation that is so substantial as to interfere or appear to interfere with an employee's responsibility to the library.
3. As soon as it arises, an employee is required to disclose to the Library CEO as to the circumstances that may represent an actual, perceived or potential conflict of interest, including disclosure of financial interests in any entity known to have business, directly or indirectly, with the Library.

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4. Having identified an apparent conflict of interest at the library, the CEO shall consult with the employee involved to resolve the apparent conflict in a manner consistent with the best interests of the library and the rights of the employee, while maintaining the highest ethical standards.

Section 8: Dress

The library strives to present an approachable and professional image to users and visitors. Employees are requested to wear business or business casual attire which is clean and in good condition. Casual clothing worn at school or at home (e.g. ripped jeans, short shorts, sweatpants, flip-flops, sport caps, toques) is not suitable for a work environment, unless required for a specific program.

Section 9: Eating at the Workplace

In order to present an approachable and professional image to users and visitors, employees should not eat or chewing gum while serving library users and visitors. Eating while talking on the phone is prohibited. If you absolutely have to eat at your workstation, try to do so when there are few patrons and visitors, and thoroughly clean your area. Food waste must be removed from the building at the end of your shift.

Related Documents:

Policy Number OP-03 – Code of Conduct for the Public

Policy Number OP-18 – The Library and Political Elections

Policy Number HR-06 – Performance & Discipline

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Appendix A

Part #1 - Policy Acknowledgement Statement

- ✓ I have reviewed the Foundation policies of Madawaska Valley Public Library, including the Mission Statement and Mandate (FN-01), Statement of Values (FN-02); Intellectual Freedom (FN-03) and Respect and Acknowledgement Declaration (FN-04).
- ✓ I have reviewed the Human Resources policies of the Madawaska Valley Public Library (HR-01 through HR-11).
- ✓ I have noted the requirements outlined in Policy Number HR-10 Employee Conduct.
- ✓ I understand it is my responsibility to work within the Library’s policies and procedures and to ask questions of my direct supervisor or CEO when I have a question.
- ✓ I understand the CEO will provide electronic notice of any updating of policies and/or procedures, and I will review these accordingly.

Employee Name Employee Signature Date

Part #2 - Confidentiality Statement

1. I will not disclose or make improper use, directly or indirectly, of any confidential information that comes to my attention through my position with the Madawaska Valley Public Library to any person; except in accordance with requirements at law. Confidential information is:
 - a. Personal information, as defined in subsection 2(1) of the *Municipal Freedom of Information and Protection of Privacy Act*, R.S.O. 1990, c. M.56 (“*MFIPPA*”) about Library users and/or members of the public;
 - b. Personal information, as defined in subsection 2(1) of *MFIPPA* about Library employees;
 - c. Information received or discussed in the completion of my work as an employee, including any meeting of the Library, unless specifically exempted by the CEO or Board.
 - d. Other information that the Library decides is confidential.
2. I agree that section 1 (above) applies while I am an employee of Madawaska Valley Public Library.
3. I agree that section 1 (above) applies when I am no longer an employee of Madawaska Valley Public Library.
4. I understand that I am protected by ‘Whistle-Blower’ clauses in legislation and may only breach confidentiality in these cases, and to the appropriate authorities. These situations have been explained to me by the CEO.
5. I understand that a breach of confidentiality will result in disciplinary action up to and including termination, and that I may be personally named in any legal cases which follow.

Employee Name Employee Signature Date

Witness Date