



Review Date: March 2023

Town of Manning Library Board Library Staff, Volunteers, and Board Code of Conduct Policy

The Manning Municipal Library (hereafter referred to as the Library) is proud of the services it delivers to the communities it serves. The Town of Manning Library Board (hereafter referred to as the Board) recognizes that it is through the commitment and effort of each employee that the excellent quality of its services is achieved and public trust is maintained. All employees and volunteers have the right to work in a positive and respectful environment. The Board and Library staff have a shared responsibility to exercise the basic principles of respect and dignity in all working relationships.

Library Board

The Board members are viewed as ambassadors of the library and are expected to follow a professional image while on duty. Board members will follow all local, provincial and federal laws and regulations while participating in volunteer services on behalf of the Library. Board members have a responsibility to adhere to the rules and procedures of the Library. Failure to follow policies and procedures during volunteer assignments may be cause for dismissal.

1. The Board and its members shall operate in an ethical and professional manner, representing the Board in a positive light and taking no private action that will compromise the Board and its decisions.
2. Board members, also referred to as trustees, shall work in an ethical manner, avoiding personal or financial benefits at the expense of other library users.
3. The Board members should attempt to work harmoniously with the entirety of the Board, respecting the structure and views of the institution and Board members to work in the best interests of the institution.
4. Confidentiality of library records is crucial and trustees must limit their trusteeship role to policy governance and advocacy.
5. Board members are also expected to take responsibility for their personal development through continuing education opportunities and participation in provincial and national library organizations.
6. Board members should support intellectual freedom in the selection of library material.
7. When a trustee is delegated by the Board to attend a specific function, those expenses reimbursed by any other group may not be claimed from the Library.

Library Staff

Employees are viewed as ambassadors of the library and are expected to reflect a professional image while on duty. Employees do this by being conscious of the Library's public duty and by conducting themselves with the highest degree of moral, ethical behavior and integrity. Employees must dress in work attire appropriate for their position.

All employees must strive to:

1. Conduct themselves in a manner that protects the Library's reputation and ensures continued confidence in the Library system;
2. Treat all persons honestly and fairly, and with proper regard for their rights, entitlements, duties and obligations, and to act responsibly in the performance of their duties at all times;
3. Be professional and courteous in dealing with fellow Library employees, Board members, Town of Manning employees, Mayor and Councilors', customers and all members of the public and to resolve any work-related disagreements in a mature manner, based on reasonable expectations;
4. Adhere to Library policies and procedures; avoid real or apparent conflict of interest between their duties and responsibilities as an employee and any outside interests;
5. Carry their duties in a fair, impartial, and transparent manner;
6. Promote the health and safety of others;
7. Avoid using their position improperly for personal advantage;
8. Avoid using insider information, internal protocols or procedures for personal gain;
9. Resolve any conflict between personal interests and public duty in favour of the public interest; and
10. Ensure that they take all steps to ascertain that Personal Information and Confidential Information obtained in the course of their employment is safeguarded and protected in accordance with the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA), or as required by other laws.

Harassment:

1. All employees have the right to work in a workplace which is free of harassment, threats, intimidation, violence, or malicious comments in connection with job skills, character, or reputation, or any other misconduct.
2. No violent, intimidating, or threatening behavior or misconduct in any form will be tolerated.
3. The Library is committed to providing employees with a work environment free from unlawful discrimination or harassment.
4. Workplace harassment occurs when unwelcome verbal or physical behavior that is based on race, colour, religion, sex, gender/gender identity, nationality, age, physical or mental disability, or genetic information takes place. No form of harassment, including either sexual or personal harassment, will be tolerated, whether it involves employees or members of the public.

Alcohol and Drugs:

1. Employees must never perform their job duties and responsibilities while under the influence of alcohol, drugs, or other similar substances.
2. Employees must never consume alcohol, drugs, or other similar substances at work or during a break or lunch period if they operate a vehicle owned or borrowed by the Library or operate their own vehicle as part of their job duties and responsibilities.

Library Volunteers

Volunteers are also viewed as ambassadors of the library and are expected to follow a professional image while on duty. Volunteers will follow all local, provincial and federal laws and regulations while participating in volunteer services on behalf of the Library. Volunteers have a responsibility to adhere to the rules and procedures of the Library. Failure to follow policies and procedures during volunteer assignments may be cause for dismissal.

1. Volunteers will follow safe workplace practices while performing volunteer duties.

2. Volunteers will be ethical, honest, and fair in dealings with the public and the staff.
3. Volunteers will accurately and truthfully manage and safeguard information and will access only such information as demanded by the performance of specific volunteer duties.
4. Volunteers will represent this organization in a positive manner in the course of volunteer duties and in the recognition as a volunteer of the Library when in public.
5. Volunteers will be dependable and recognize the commitment and responsibility to volunteer duties. If unable to fulfill scheduled volunteer duties, the volunteer is responsible for notifying, in a timely fashion, the appropriate personnel at the Library.
6. Volunteers will be responsible stewards of Library property, time, labor, supplies, assets, equipment, and funds.
7. Volunteers will help promote a positive and comfortable environment by respecting the personal space of others. The behavior, attitude, appearance, language, and conversation of volunteers will contribute to a supportive, safe, inclusive and non-threatening environment.
8. Volunteers will refrain from using profane and abusive language or disruptive behavior that is dangerous to others.
9. Volunteers will not use, possess, or be under the influence of alcohol or illegal drugs at any time while performing volunteer duties.
10. Volunteers, while on Library premises or engaged in the discharge of their volunteer services for the Library, will not have possession, use of or control over any type of firearm, deadly weapon or explosive device or other dangerous instrumentality which, in the opinion of the Library management, constitutes a potential threat to the health, safety and welfare of anyone.

Date Approved

Board Chair Signature