
Smiths Falls Public Library



Policy Type: **Human Resources**

Policy Number: **HR-03**

Policy Title: **Employee Conduct**

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This policy details the expected conduct of employees of the Smiths Falls Public Library in five important areas:

1. Code of Conduct
2. Cell phone and Handheld Device Use
3. Computer, Internet, e-mail & social media usage
4. Conflicts of Interest
5. Dress Code

Code of Conduct

1. All employees of the Smiths Falls Library are expected to:
 - a) behave in a manner which is professional, and which upholds the standards of safety and respect for users.
 - b) conduct the affairs of the library in good faith, and with honesty, integrity, due diligence, and competence.
 - c) serve the public with respect and dignity.
 - d) 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.
 - e) refrain from making negative comments, oral or written, that reflect poorly on the Smiths Falls Public Library, its Board, CEO, or other employees. Negative promotion includes, but is not limited to: verbal interactions, written statements including social media posts, and publications. Negative communications to any member of the public through any

medium shall not be tolerated and may be subject to discipline up to and including termination.

- f) refrain from inappropriate language, oral or written that interferes with a respectful and harmonious working environment. Such language includes, but is not limited to: swearing, excessive sarcasm, name calling, mocking or vulgar, obscene, insulting or abusive language.

- 2. All employees must sign and abide by the **Employee Confidentiality Statement** (see Appendix B).

Cell Phone and Handheld Device Use

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

- 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 when working in a publicly accessible space;

Computer, Internet, E-mail & Social Media Usage

The Smiths Falls Public Library 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.

A) Personal Use of Library Computer Equipment

- 1. While working in the library, employees may make reasonable personal use of the library's computer equipment, access to the Internet and e-mail on their own time, provided it does not adversely affect their work or the work of others, and has minimal effect on the library's resources.
- 2. Computer resources cannot be used for personal financial gain or commercial purposes.
- 3. Making copies of software is prohibited.

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 websites 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.
3. Any correspondence sent from a library's 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 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.

D) Business Use of Social Media

1. While the Smiths Falls Public Library supports the use of social media, the need to protect the organization's image means that:
 - a) Any proposal by staff to introduce social media applications to expand or promote library services requires the approval of the CEO or delegate.
 - b) Staff 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 to be maintained centrally by the Library CEO.
 - d) All social media postings by library staff should reflect the mission and values of the library. Postings must exercise good judgment and common sense, provide worthwhile and accurate information, and respect copyright.
 - e) All opinions expressed should reflect the views of the library and be respectful of others and their opinions.
2. 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 staff on inappropriate behaviour, such as malicious posts on the library Facebook account.
 - b) monitor the social media communication written by library staff 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) ensure that any questions or queries from outside the library are responded to, in an appropriate fashion.

Conflicts of Interest

1. As a public sector employer, the Smiths Falls Public Library must ensure that its activities are consistent with the public interest. Conflicts of interest are a matter of personal responsibility and integrity and should be guided by the principles of service to the public and common sense.
2. A conflict of interest is defined as a conflict between an employee's personal interest and his or her role with the library as an employee.
 - a) Conflict generally arises when an employee could possibly influence decisions in ways that might lead to personal benefit or advantage.
 - b) Conflicts 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) Conflicts of interest include 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.

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.

Dress Code

The Smiths Falls Public 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), is not suitable for a work environment, unless required for a specific program. Clothing that is vulgar, obscene, or offensive must not be worn nor can such tattoos be visible. Footwear worn must be appropriate for duties being performed.