

## **2.11 STAFF ETHICS & RELATIONS WITH THE PUBLIC**

The Morinville Community Library aims to always treat staff members and patrons courteously. We take seriously any discriminatory, threatening, abusive or violent behavior against coworkers or patrons. These actions will not be tolerated.

1. Staff members are expected to regard one another as valued colleagues and always treat each member of the library community with respect.
2. The role of the staff shall be that of resource persons, aides, and guides in the provision of public library services and programs, and goodwill representatives of the library.
3. Any staff in contravention of this policy will be dealt with by referencing 2.15.4b Discipline & Termination.
4. Conflicts of Interest/Nepotism:
  - a. Staff are required to support and advance the interests of the library and avoid placing themselves in situations where their personal interests conflict or are perceived to conflict with the interests of the library.
  - b. A conflict of interest refers to a situation in which private interests or personal considerations may affect an employee's judgement in acting in the best interest of the Morinville Community Library. A conflict may occur when an interest benefits any member of the employee's family, friends, or business associates.
  - c. Accepting Individual Fees or Gifts: Staff may not accept individual gifts, gratuities, or consideration, for doing work that the library pays them to do. The exceptions to this are "teachers' gifts", promotional gifts or those of nominal value as deemed appropriate by the Director.
  - d. Requirement to Report Conflict of Interest: If Staff or their family members, friends or business associates have a personal or financial interest that might present a conflict or bias in connection with their duties as library employees, they must report this conflict to Management in writing.
  - e. Reporting a Conflict of Interest: an employee's written reports of a conflict of interest submitted to Management will be placed on file by Management.
  - f. Failure to Comply with the Policy: Staff who fail to comply with this policy are subject to disciplinary action up to and including dismissal.

## **2.12 TELEPHONE/CELLULAR PHONES/COMPUTER & SOCIAL MEDIA USE**

The Library Board understands it may be occasionally necessary to conduct personal business during office hours.

1. Employees shall limit their personal use of the telephone, cellular phone, and computer to their break time.
2. Personal computer use (such as homework, school websites, school email, personal email, etc.) and personal social media use (such as Facebook, Twitter, Instagram, etc.) is permitted at break time on the public computers or personal devices only.
3. Telephone or cellular phone use including texting is permitted for emergencies at Management's discretion.

4. Cell phones must be set to vibrate, and calls answered in a manner that is not disruptive to the workflow and service of customers. Management must be advised if an employee expects an increase of call usage due to an emergency.
5. Because telephone and e-mail systems are provided by the library at its expense for business use, all messages sent by or received on those systems are library documents.
6. The Library Board/FOIP Commission has the right to access and to disclose the messages that you send or receive via voice mail or communication tools used for work purposes.
7. Employees should be aware that “deleted” messages from the computer screen may not actually be deleted from the e-mail system.
8. No application or program may be downloaded/installed on library computers or devices without Management/IT authorization.
9. Staff authorized by Management may access the library’s social media during hours of operation.

Employees who abuse this policy are subject to disciplinary procedures up to and including termination.

## **2.13 CONFIDENTIALITY and OWNERSHIP OF INFORMATION**

1. Any information related to the library employees, volunteers, patrons, processes, programs and services, are considered proprietary information.
2. Unless otherwise authorized by Management, staff/volunteer is required to
  - a. keep all material and information strictly confidential;
  - b. use the library material and information only for the benefit of the Morinville Community Library;
  - c. continue to observe any confidentiality or work product ownership provisions in any agreement the staff member may have with any other employer.
3. At the time of termination of employment, the staff member must promptly return to the library all copies of the library’s material and information in their possession, custody or control, and destroy any copies that are not capable of being returned.
4. Staff/volunteers will be required to formally acknowledge and agree that the library is the sole and exclusive owner of any product, material, or information resulting from the work performed for the Morinville Community Library. **Form 2.13.4 Confidentiality and Ownership of Information** shall be used for this purpose.
5. Violations of this policy could result in disciplinary action up to and including immediate termination of employment. Violation of this policy after termination with the Morinville Community Library could result in litigation.

## **2.14 RESIGNATION and/or RETIREMENT**

All staff is required to give at least two weeks’ notice in writing to the Library Director of intent to resign or retire.