

EMMAUS PUBLIC LIBRARY CODE OF CONDUCT

Intent:

Library staff and volunteers, including library board members, are representatives for the Library, and their actions and appearance contribute to the Library's public image. Emmaus Public Library expects its staff, volunteers, and board members to adhere to the highest standards of personal and professional competence, integrity, and impartiality to ensure public confidence and trust is maintained.

Regulations:

Ethics

Library Volunteers, Staff, and Board Members of the Emmaus Public Library:

1. Have an obligation to maintain confidentiality of information that may be learned about the Library's affairs, the public, and other employees (see Confidentiality of Library Records Policy). 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 (see Conflict of Interest Policy).

2. Must be, and appear to be, both personally impartial and free of undue political influence in the exercise of their duties to ensure public trust.

a. Individuals engaged in political activities must separate those personal activities from their official positions and political activities must not take place during volunteer hours or utilize library assets, resources or property.

3. 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 (see Conflict of Interest Policy).

4. 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. Customary business hospitality, such as promotional items (i.e., mugs, hats, shirts, pens) may be accepted provided:

a. The value does not exceed \$50.00

b. They are infrequent.

c. They can clearly be seen as legitimately serving a definite business purpose.

d. They are appropriately related to the responsibilities of the individual.

5. Will not use equipment, supplies, or services for activities not associated with the discharge of their library duties.

6. Must ensure that any property (including cash, checks, documents, inventories and equipment) in their care as part of their duties are properly secured and protected at all times.
7. Shall exercise honesty, integrity, objectivity and diligence and shall not knowingly be a party to any fraudulent activity, including theft (see Conflict of Interest Policy).
8. Who 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 the Library Director, Library Board President, or Chair of the Library Board Governance Committee.
9. Must cooperate fully during an investigation of alleged wrongdoing in relation to this Code of Conduct. The Library will not condone retaliation of any kind by or on behalf of the Library or its volunteers, or Board Members against good faith reports or complaints of Code of Conduct violations, or other illegal or unethical conduct. Volunteers and Board Members found to have violated the Code of Conduct may be discharged from their duties (see Whistleblower Policy).

Conduct

Library volunteers, Staff, and Board Members of Emmaus Public Library will:

1. Strive to assume a positive intent in all interactions, giving others the benefit of the doubt.
2. Communicate (written and verbal) and behave in a manner that is respectful and courteous towards all persons whether superiors, subordinates, peers, or patrons.
3. Strive to ensure a work environment free from discrimination and harassment and promotes 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 behavior 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 excess personal chatting, eating, phone calls, internet browsing, texting, emailing, and reading during work time.
7. Respect that only the Library Director and Board President speak officially on behalf of the Library in regard to policies, strategic plans, and governance issues. Others will politely receive questions and concerns, record appropriate details and contact information, and refer to the library director for processing, assuring the member of the public/media that a response will be forthcoming in a timely manner (generally within two business days).
8. Not allow personal relationships to affect professional relationships.

9. Be dependable and responsible by arriving for meetings on time, completing assigned work on schedule, being considerate of others' time constraints and schedules, and showing respect for library property and resources.

10. Not abuse library privileges, such as early access to new materials, prime parking spots, or any other privilege that might give the perception of disadvantaging our patrons.

11. Respond appropriately when given constructive feedback, exhibiting a desire and efforts to improve performance.

Enforcement

The board president will enforce amongst the board members and director, while the library director is responsible for managing staff and other volunteers.

Approved October 19, 2021