

GRAND VALLEY PUBLIC LIBRARY POLICY

PERSONNEL - CODE OF CONDUCT/PRIVACY OF INFORMATION

GENERAL STANDARDS

As a Library employee, you are a public relations representative and spokesperson for the Library. What you say and what you do contribute to the Library's public image.

The Grand Valley Public Library Board expects all employees to strive for excellence in their conduct and job performance.

WHEN DEALING WITH THE PUBLIC:

- i) Be courteous at all times. Think before you speak. Avoid arguing.
- ii) Be helpful. Listen carefully to concerns from library users. As well as stating a policy or procedure explain the reason for it. If you do not know the answer to a question, find someone who does or take the person's name, address and telephone number and advise the person that someone will contact them.
- iii) Be understanding. Put yourself in the other person's shoes.
- iv) Be tactful and considerate.
- v) Be discreet. Guard the confidentiality of the user's private affairs. Follow the Confidentiality Policy endorsed by the Board.

WHEN WORKING FOR THE LIBRARY BOARD

- i) Be reliable, be on the job and be punctual.
- ii) Do a full day's work; carry your share of the workload.
- iii) Work cooperatively with your fellow employees. Be courteous and considerate.
- iv) Be honest.
- v) Be businesslike: get things done; be alert; avoid malingering or procrastinating; avoid conducting personal business.
- vi) Be organized. Plan your work and your time. Think before you act.
- vii) Know the workings of your department and find out what goes on in other departments. Keep informed on Library activities and planning.
- viii) Be neat in appearance. Keep your work area and/or desk tidy.
- ix) Always try to do the best job that you can do.

AS AN EMPLOYEE

- i) Know, understand and comply with the rules and regulations, requirements and procedures of the Occupational Health and Safety Act and other legislation as appropriate.
- ii) Be thoroughly familiar with and comply with departmental and occupational rules, regulations, standards, practices and procedures.
- iii) Work at all times in a safe and careful manner and take every reasonable precaution to protect the health and safety of yourself, all workers and the public.
- iv) Notify your supervisor promptly of any unsafe condition, practice or equipment and any violation of safety legislation.
- v) Report immediately all accidents and injuries to your Manager.
- vi) Secure medical attention as soon as possible after a work-related accident that results in time lost from work or if requested by the employer.

GENERAL

1. All information contained in or developed from the Library's database that pertains to membership records or that identifies individuals and the borrowing records is confidential.
2. Upon presentation of his/her library membership card or other sufficient identification, a member may query his records.
3. Upon presentation of his/her library membership card or other sufficient identification, a patron may query the overdue records of his/her minor-age children or wards.
4. No other person is entitled to information contained in the Library's database except authorized Library personnel in the course of their duties.
5. Once overdue fines or other charges have been cleared on a library patron's record, the information remains in a background file on the patron record for use by authorized Library personnel.

REQUESTS FOR INFORMATION

1. Information from the Library's database files shall only be released to the police or government agencies upon the presentation of a proper and valid warrant.
2. Upon receipt of such warrant, the Director of Library Service shall consult the Library Board's solicitor to ensure that the warrant is in proper form and seek further advice.
3. Records and information held by the Library shall be dealt with in accordance with the provisions of the Public Libraries Act R.S.O. 1990, Chapter P.44 and the Municipal Freedom of Information and Protection of Privacy Act, 1989.
4. An employee should seek guidance from his/her immediate supervisor if uncertainty exists regarding the release of member information.

REQUESTS FOR PERSONNEL INFORMATION

1. Staff, when asked by the public, should disclose their full name or the first name of other staff, the business telephone, the full name of senior staff and their position and title. When disclosure could reasonably be expected to seriously threaten the safety or health of an individual, a staff member need not identify him/her self or other staff and should refer the patron to senior staff.
2. Any concerns or complaints by the public of staff performance should be directed to that staff persons Manager.

MEDIA RELATIONS

1. Only Managers or senior staff designated by the Manager are authorized to comment on behalf of the Library to the media, on policy matters of the Library or controversial issues before Council.
2. Employees involved in litigation or engaged in special project activities functioning outside the Library should follow the guidelines for contact with the media as in the preceding paragraph.

CONFLICT OF INTEREST

1. A conflict of interest arises when an employee's personal interests conflict with her/his duties and responsibilities as an employee of the Library.
2. A conflict of interest can exist whether or not direct or indirect financial advantage has been conferred on an employee.
3. If there is a perception of a conflict, discuss appropriate action with your Manager.

Examples:

Solicit, accept or condone the solicitation or acceptance of any gift, favour or form of entertainment and/or hospitality from any person or corporation having dealings with the Library, that may result in undue benefit.

Engage in business transactions or having financial or other personal interest, which are inconsistent with the impartial discharge of their civic duties.

Extend preferential treatment to any person, relatives, friends, organizations, or groups in which they have or their relatives have a pecuniary interest.

Gain personal benefit, or permit others to benefit, from the access to information acquired in their official capacity, which is not generally available to the public through ordinary and proper channels.