

**FOSTERING A SUPPORTED & EMPOWERED STAFF:  
EMPLOYEE CODE OF CONDUCT**

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COMMITTEE:	Strategic Leadership Team	PASSED:	23 July 2015
TOPIC:	Recruitment and Employment	AMENDED:	
		REVIEW PERIOD:	As required.

**MANAGEMENT GUIDELINES**

The purpose of the Library's Employee Code of Conduct is to help employees work together harmoniously according to the standards established by the North Vancouver District Public Library. The Code aims to clarify the Library's expectations of employees, and reaffirms the Library Board's commitment to fostering a supported and empowered staff.

Managers and supervisors shall help employees to perform at their best, and shall not condone behaviour in the workplace that is unacceptable and likely to undermine work relationships, productivity or Library reputation. Employees who work at the Library agree to the following Code:

**Employee Code of Conduct**

All North Vancouver District Public Library employees agree to:

- a. Take responsibility to learn and follow all workplace policies and procedures necessary for safe, positive and effective service.
- b. Speak and behave in a manner that is respectful, professional and courteous towards all persons whether a superior, subordinates, peers, volunteers or Library patrons.
- c. Take responsibility for personal behaviour and personal/common work areas: keep work areas, public desks and public spaces tidy and clear of clutter, recognizing that first impressions can have a lasting impact on public perceptions of service.
- d. At all times take responsibility for contributing to a positive, friendly environment that fosters collaboration.
- e. Dress appropriately, in a manner that is consistent with the responsibilities of their position, so as to project a favourable image of the Library.
- f. Be dependable and responsible by arriving for work and meetings on time, completing assigned work on schedule, communicating proactively, being considerate of co-workers' time and showing respect for Library property and resources.
- g. Respond appropriately when given constructive feedback and exhibit efforts to improve performance.

- h. Refrain from behaviors which can result in discipline up to and including dismissal, which include (but are not limited to):
- Excessive tardiness
  - Failure to notify of an absence
  - Insubordination
  - Rude, offensive or abusive language in the workplace
  - Failure to follow prescribed safety practices concerning protective equipment, correct cash handling procedures
  - Alcohol and drug use in the workplace
  - Dishonesty
  - Misuse of confidential information
  - Theft
- i. Abide by this Employee Code of Conduct and the following related policies and guidelines:
- POSITIVE WORKPLACE: ANTI-BULLYING AND HARASSMENT (B-OHS-03)
  - CONFLICT OF INTEREST (B-HR-14)
  - PERSONAL EMPLOYEE INFORMATION (MG-HR-01.7)
  - ALCOHOL AND DRUGS (MG-OHS-01.1)
  - REPORTING OF FRAUDULENT OR DISHONEST ACTS OR RELATED ACTIVITIES (B-FIN-09)
  - CONFIDENTIALITY POLICY AND GUIDELINES OPERATING POLICY 3.4

Library employees agree that successful employment with North Vancouver District Public Library is contingent upon following the Employee Code of Conduct and Library policies and guidelines. Library employees in breach of this Code may be subject to coaching, performance management and discipline up to and including dismissal.