

Grimsby Public Library – Employee Code of Conduct, Performance and Disciplinary Action Policy

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Notes:

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- Revised: October 12, 2016
- Revised: October 10, 2018
- Revised: October 14, 2020

Purpose

The Grimsby Public Library recognizes and values each employee's contribution to the success of the Library's vision, mission and strategic plan and daily library operations. Employees are expected to act in accordance with Grimsby Public Library's policies and procedures and our shared values to meet performance expectations. The Grimsby Public Library Board is proud of the services employees deliver to the public. As public servants, Library employees must follow the highest standards of ethical behaviour in the course of their work to ensure that the Library maintains the public's confidence and trust. The Employee Code of Conduct clarifies the Library Board's expectations of its employees, and reaffirms the Library Board's commitment to integrity, objectivity and professionalism in delivering services to the public.

Definitions

For the purposes of this policy:

“Employee” is defined as all employees of the Grimsby Public Library including Student Pages, contract employees and casual staff.

“Progressive Discipline” is defined as a corrective action process that consists of various levels or steps that may include a verbal warning, written warning, suspension and discharge, depending on the nature and severity of the situation.

Guidelines

Employees of Grimsby Public Libraries will:

- Provide courteous and consistent customer service. Library employees are expected to greet people when they enter the library, follow up with them, and inform them of available Library collections, programs and services.
- Speak and behave in a manner that is respectful and courteous towards all persons whether a superior, subordinates, peers, contractors or Library patrons.
- Keep confidential any information that may be learned about the Library's affairs, the public and other employees. The Library is governed by the Municipal Freedom of Information and Protection of Privacy Act and the Ontario Public Libraries Act R.S.O.1990. The privacy of Library members must be respected at all times. Confidential information obtained in the course of carrying out their duties with the Library must never be shared or used for individual gain.
- 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.
- When stating a Library policy/procedure, explain the reason for it and offer possible options. If a question cannot be answered, request help from co-workers or take the person's contact information and commit to getting back to them in a timely manner.
- Not allow personal relationships to affect professional relationships.
- Dress comfortably, but appropriately, in a manner consistent with the responsibilities of their position, to project a favourable image of the Library.
- Be dependable and responsible by arriving for work and meetings on time, completing assigned work on schedule, being considerate of co-workers' time and showing respect for library property and resources.
- Respond appropriately when given constructive feedback and exhibit efforts to improve performance.
- Reference and adhere to the following policies:
 - a. Grimsby Public Library Terms of Employment
 - b. Grimsby Public Library Privacy Policy
 - c. Grimsby Public Library Social Media Policy
 - d. Town of Grimsby's Policy on the Use of Information Technology Resources and Information
 - e. Town of Grimsby's Health and Safety Policies

Performance Appraisals

Initial performance appraisals will be completed at the end of the employee's six month probationary period. Subsequent evaluations will be performed on an annual basis. All reviews will be prepared by the employee's immediate supervisor and reviewed by the CEO/Chief Librarian (if not the employee's immediate supervisor). Employees will also be requested to participate in a self-evaluation and goal-setting exercise at the time of their performance review.

Performance appraisals are not intended to be used as a process for disciplinary action but to act as a coaching tool to develop and sustain exemplary staff performance.

Progressive Disciplinary Action

The Library Board expects all Library employees to conduct themselves in a professional manner in the performance of their duties. To ensure fair and equitable disciplinary action for all library employees, the following progressive discipline process will be used to address any failure to abide by the above guidelines and related policies.

At any time during the process, the supervisor may refer the employee to the Employee Assistance Program, where appropriate. If a situation warrants immediate attention for a serious offence or violation, the library may initiate discipline at any step of the process up to and including termination. Confidentiality will be maintained throughout the discipline process except as required by law.

In all cases, a supervisor will make employees aware of a performance or behaviour problem when it occurs in order to ensure that the employee is aware of expected standards. The progressive action process is initiated for serious situations in which policies and procedures have been ignored or contravened, or a employee's performance fails to meet acceptable standards.

Step 1: *Verbal Warning* - Except in the case of serious misconduct, an informal meeting between employee and supervisor is the initial step in dealing with a job performance or conduct problem. These meetings are intended to assist the employee in recognizing the problem in its early stages in order to achieve the expected job performance standards or conduct within an agreed-upon time frame.

Step 2: *Written Warning* – Except in the case of serious misconduct, should the problem continue after the time period specified in Step 1, the employee will be given a written warning. The employee is advised that continued failure to improve the behaviour could lead to further disciplinary action including possible dismissal.

Step 3: *Second Written Warning* – In some cases the CEO/Chief Librarian may elect to provide a second written warning prior to progressing to suspension as stipulated in Step 4. This will be at the CEO/Chief Librarian's discretion and will be based on the severity of the infraction. Additional coaching, training and professional guidance may be provided and the employee will again be advised that continued failure to improve the behaviour could lead to further disciplinary action including possible dismissal.

Step 4: *Suspension* – Except in the case of serious misconduct, if the employee's performance fails to improve or if there is a recurrence of misconduct, the CEO/Chief Librarian will issue a second written warning and a period of suspension without pay. The CEO/Chief Librarian will determine the need for and length of the suspension without pay. After the suspension, an interview will be scheduled to discuss the conditions of return to work. The employee is advised that continued failure to improve the behaviour will lead to dismissal.

Step 5: *Dismissal* – If the employee fails to improve or if there is a recurrence of misconduct, the CEO/Chief Librarian will notify the Library Board and prepare for termination.

Where discipline is applied, a written notice will include: the type and details of the infraction, the corrective action required, any previous action taken to make the

employee aware of the need for change or improvement, and consequence of lack of improvement.