

Adopted: April 29, 2016	Last Amended:2021
By: Palliser Regional Library Executive Committee	Last Reviewed:

Employee Expectations

Intent

Employee success depends on a good understanding of workplace expectations. This policy is intended to help clarify what is expected of the employees of Palliser Regional Library by defining the boundaries of reasonable performance and conduct.

Expectations

While working in and/or representing Palliser Regional Library and/or its branches, employees are expected to:

General Expectations:

- support the Mission and Values of Palliser Regional Library.
- learn and execute the policies and procedures of Palliser Regional Library and to express in a positive, constructive manner any concern or objection with those policies or procedures.
- be cognizant of the obligations of employment and of what constitutes abuse of working conditions and benefits.

Personal Conduct and Appearance

- have a respectful, courteous, and helpful manner when interacting with the public.
- present a neat, clean and professional appearance and wear appropriate work attire; individual branches may have their own specific dress codes which must be followed.
- maintain a scent-free workplace by avoiding heavily scented perfumes, colognes and lotions as these can cause allergic reactions, migraines and respiratory difficulty for other employees and patrons.

Working with others:

- treat patrons and other employees with dignity and respect at all times.
- carry out their work in a spirit of cooperation.
- share their knowledge and expertise with other employees.

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- In the case of Rural Branch Head Librarians, maintain a cooperative and productive relationship with the local library board.

Ethical Practices:

- maintain an objective and open attitude of understanding, courtesy, and concern for all patrons, and ensure that all are served equally, according to their need
- declare conflicts of interest and avoid any possibility of personal financial gain at the expense of Palliser Regional Library.

Workplace Standards:

The following standards apply to all Palliser Regional Library branches:

- No smoking is allowed in the library.
- The library must be a scent-free workplace; incense and scented candles are prohibited and strongly scented air fresheners or cleaners should be avoided.
- Employees are expected to keep the library in a satisfactory manner; the general appearance should be clean, tidy and attractive. Individual workspaces should be kept clean and tidy and not encroach on shared workspaces or those belonging to other employees.
- Employees may not bring children to the workplace for the purpose of childcare during regular scheduled hours of work.
- Employees may not bring pets to the workplace during regular scheduled hours of work.

Prohibited Actions and Behaviors

Examples of conduct which could result in disciplinary action include, but are not limited to:

- Attendance Problems:
 - Unexcused/excessive tardiness
 - Leaving early without authorization
 - Failing to report absenteeism
 - Failure to provide reasonable cause for an absence from the workplace
- Dishonesty:
 - Mishandling of or failure to account for funds or other breaches of trust or good business ethics and practices
 - Theft or taking of steps designed to lead to theft
 - Fraud, including the forgery or the falsification of statistics, reports and/or records
 - Unauthorized use or taking of the Employer's or any other person's property
 - Willful, reckless or negligent action which results in destruction or damage to property or equipment belonging to the Employer or any other person;
- Work Performance Issues
 - Failure to complete work assignments and reports
 - Offering substandard services
 - Failure to meet established work requirements

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- Insufficient productivity or unacceptable work performance;
- Behavioural Problems
 - Smoking in unauthorized places
 - Unauthorized use or possession of intoxicants or illegal drugs on Palliser Regional Library premises or reporting to work while under the influence of or after using intoxicants or illegal drugs
 - Insubordination and lack of cooperation
 - Engaging in malicious gossip and/or the spreading of rumours
 - Creating a disturbance that interferes with the normal job activities of other employees
 - Verbal abuse, violence or threat of violence, including fighting, assault, harassment or possession of a weapon.
 - Causing an unsafe work environment, and thereby endangering the safety of other employees or patrons
 - Violation of any of the Employer's policies or procedures
 - Any other conduct deemed unacceptable by the Employer.

Behaviour Outside of Work:

Personal views and activities may be interpreted as representative of the institution in which a staff member is employed. Employees will conduct themselves away from their jobs in such a way as to not seriously prejudice the library's interests or reputation. Any off-duty conduct that has a detrimental impact on Palliser Regional Library's relationship with the community or with other organizations may result in disciplinary action or termination.