

Workplace Civility Policy

The purpose of this policy is to communicate to all employees, including supervisors, managers, and executives, that Langley Adams Library will not tolerate uncivil behavior, such as that referred to as “workplace bullying.” Employees found in violation of this policy will be corrected, up to and including termination if violations persist.

Definition Langley Adams Library defines workplace bullying as repeated uncivil, inappropriate behavior, either direct or indirect, whether verbal, physical, or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment. Bullying is unwelcome or unreasonable behavior that demeans, intimidates, or humiliates people, either as individuals or as a group. Bullying behavior is often persistent and part of a pattern, but it can also occur as a single incident. It is usually carried out by an individual but can also be an aspect of group behavior.

This policy is intended to delineate unacceptable behavior and set out consequences, based on the ethical code expressed by the American Library Association: “We treat co-workers and other colleagues with respect, fairness, and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.”

Therefore, a baseline for acceptable behavior requires that:

All employees of Langley Adams Library are entitled to be treated by one another with civility, dignity, and respect.

Uncivil behavior, such as bullying, may be intentional or unintentional. Langley Adams Library considers the following types of behavior to be examples of bullying:

- **Verbal bullying:** Slandering, ridiculing, or maligning a person or their family; persistent name calling that is hurtful, insulting, or humiliating; using a person as butt of jokes; abusive and offensive remarks.
- **Physical bullying:** Pushing, shoving, kicking, poking, tripping, assault or threat of physical assault, damage to a person’s work area or property
- **Gesture bullying:** Nonverbal threatening gestures; glances that can convey threatening messages.
- **Exclusion:** Socially or physically excluding or disregarding a person in work-related activities.

In addition, the following examples may constitute or contribute to evidence of bullying in the workplace:

- Persistent singling out of one person.
- Shouting or raising one’s voice at an individual in public or in private.
- Not allowing the person to speak or contribute ideas (i.e., ignoring or interrupting).
- Public humiliation in any form.
- Constant criticism on matters unrelated or minimally related to the person’s job performance or description.
- Ignoring or interrupting an individual at meetings.

- Public reprimands.
- Repeatedly accusing someone of errors that cannot be documented.
- Deliberately interfering with mail and other communications.
- Spreading rumors and gossip regarding individuals.
- Encouraging others to disregard a supervisor's instructions.
- Manipulating the ability of someone to do their work (e.g., overloading, underloading, withholding information, giving deliberately ambiguous instructions).
- Taking credit for another person's ideas.
- Deliberately excluding an individual or isolating them from work-related activities, such as meetings.

CONSEQUENCES OF BULLYING

Bullying is unacceptable behavior because it breaches principles of equality and fairness. It also has potential consequences for everyone involved.

For those being bullied People who have been bullied often suffer from a range of stress-related illness. They can lose confidence and withdraw from contact with people outside the workplace as well as at work. Their work performance can suffer, and they are at increased risk of workplace injury.

For the employer Besides potential legal liabilities, the employer can also suffer because bullying can lead to: deterioration in the quality of work; increased absenteeism; lack of communication and teamwork; lack of confidence in the employer, leading to lack of commitment to the job.

For others at the workplace People who witness bullying behaviors can also have their attitudes and work performance affected. They can suffer from feelings of guilt that they did nothing to stop the bullying, and they can become intimidated and perform less efficiently fearing that they may be the next to be bullied. Sensitive individuals can suffer stress-related illness and miss work.

For the bully Someone engaging in uncivil behavior will face an escalating series of correction, based on the process delineated in the town personnel manual, beginning with a verbal warning, then written warning, followed by anger management training or other counseling, unpaid leave, and finally, if the uncivil behavior persists, termination.

Responsibilities of Managers and Supervisors

- Ensure that all employees are aware of the anti-bullying policy and procedures
- Ensure that any incident of bullying is dealt with, regardless of whether a complaint of bullying has been received
- Provide leadership and role-modeling in appropriate professional behavior
- Respond promptly, sensitively, and confidentially to all situations where bullying behavior is observed or alleged to have occurred

Responsibilities of All Employees

- Be familiar with and behave according to this policy
- If you are a witness to bullying, report incidents to your supervisor, director, or the town Personnel Director, as appropriate
- Where appropriate, speak to the alleged bully(ies) to object to the behavior

IF YOU THINK YOU HAVE BEEN BULLIED

- Report the matter to your supervisor, the director, or to the town Personnel Director.
- An investigation will be undertaken and corrective measures will be taken as necessary.

Langley Adams Library encourages all employees to report any instance of bullying behavior. Any reports of this type will be treated seriously, and will be investigated promptly and impartially.

The following series of questions represents a **Team Incivility Climate Scale**, which measures employees' experience of their work environment in terms of its atmosphere of civility or lack thereof. Circle the answer that you feel is the **most true**.

1. **My team treats one another with respect**
Never -- Sometimes – Usually – Always
2. **People within my team shame and humiliate each other**
Never -- Sometimes – Usually -- Always
3. **General bad manners (e.g., interrupting, being late to meetings) is tolerated within my team**
Never -- Sometimes – Usually -- Always
4. **It is common for members of my team to put each other down**
Never -- Sometimes – Usually -- Always
5. **People within my team get away with being rude and disrespectful to others**
Never -- Sometimes – Usually -- Always
6. **My team members never verbally abuse one another**
Never -- Sometimes – Usually -- Always
7. **My team rarely shows anger or hostility to one another**
Never -- Sometimes – Usually -- Always
8. **Respecting people's privacy is a strong part of my team's culture**
Never -- Sometimes – Usually -- Always
9. **There is a climate of professionalism within my team**
Never -- Sometimes – Usually -- Always
10. **The atmosphere within my team is one of consideration and courtesy**
Never -- Sometimes – Usually -- Always
11. **There is a spirit of inclusion within my team**
Never -- Sometimes – Usually -- Always
12. **On the whole, team members listen respectfully to each other's ideas**
Never -- Sometimes – Usually -- Always
13. **Invading people's personal space is the norm within my team**
Never -- Sometimes – Usually -- Always
14. **Gossiping behind people's backs is rife within my team**
Never -- Sometimes – Usually -- Always