

# **Langley-Adams Library**

## **Personnel Code of Conduct and Workplace Civility Policy**

### **Purpose:**

Langley-Adams Library serves as a safe space. Not only are our patrons entitled to this safe space, but staff are as well. This means the Library, as a workplace, should be free of harassment and all staff are entitled to respect and civility. Communication, cooperation, and mutual respect are essential to keep our workplace running smoothly.

### **Principles and Scope:**

All Library staff should adhere to the following expectations:

1. Disputes or conflicts will be addressed using respectful communication to yield solutions of mutual agreement.
2. Workplace bullying (defined below) will be addressed as reported or observed. Employees found in violation of this policy will be corrected, up to and including termination if violations persist.
3. Inter-staff issues of workplace bullying or incivility should be reported to the Library Director immediately. These issues may be addressed in private meetings with the Library Director and Town Administrator. These reports will remain confidential, with information disclosed only for the purpose of investigating an incident.
4. Staff should not insult Library patrons and also apply principles and civility guidelines to the public that we serve.
5. Expectations will be discussed at every other staff meeting. (Example: November, January, March, etc.)

### **Workplace Civility:**

The purpose of this aspect of the policy is to communicate that uncivil behavior, often referred to as “workplace bullying,” will not be tolerated at Langley-Adams Library.

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 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.

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
- 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 or gossip regarding the individual(s)
- Encouraging others to disregard a supervisor's instructions
- Manipulating the ability of someone to do their work (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 violating the Code of Conduct and/or incivility:**

Someone engaging in this type of behavior will face an escalating series of correction, based on the process outlined in the Town personnel manual. These steps are a verbal warning, written warning, unpaid leave, and finally, if uncivil behavior persists, termination.

## **Signature Page**

I have received the Personnel Code of Conduct and Workplace Civility Policy and understand its contents. I will treat Library patrons and my fellow Library personnel with respect as outlined in this policy. I also understand that if I do not adhere to this policy, I will face an escalating series of correction, which is outlined in the Town personnel manual.

Name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

Adopted by the Board of Library Trustees on November 8<sup>th</sup>, 2023