

Workplace Code of Conduct Policy

Purpose:

Flint Public Library is committed to creating and maintaining a civil, respectful, and open environment that is free of harassment. The purpose of this policy is to promote cooperation, kindness, tolerance, and inclusiveness within Flint Public Library's work community through our tone, demeanor, and actions. All members of Flint Public Library professional community – including the Board of Trustees, Friends of the Flint Executive Committee members, and library staff – are responsible for, and expected to, exemplify and promote civility.

Open communication, intellectual integrity, and mutual respect for differing viewpoints govern interactions within Flint Public Library's professional community.

Scope and Principles:

This policy applies to all members of Flint Public Library's professional community, consisting of the Library Staff, Trustees, and Friends Executive members.

1. Disputes or conflicts will be addressed using respectful communication to yield solutions of mutual agreement.
2. Guidelines and actions taken under the policy serve to strengthen library recruitment and retention of qualified, diverse persons.
3. Reports of incivility, including workplace harassment, must be held confidential with the exception of disclosing information only for the purpose of investigating the incident or complaint, or for taking corrective action, or as required by law.
4. Disrespect must not be confused with legitimate comment and/or advice from managers and supervisors on the work performance or work-related behavior of an individual or group. Feedback on work performance or work-related behavior differs from incivility or harassment in that feedback is intended to assist employees to improve work performance or the standard of their behavior.

Definitions:

Civility:

Treating others with dignity and respect. Acting with regard to other's feelings of emotional wellbeing.

Incivility:

Discourteous or rude behavior, including but not limited to gossip; crude or offensive jokes; shouting or swearing; intimidation; bullying; threatening comments or behaviors; unsolicited and unwelcome conduct, comment (oral or written, including email and text message communication), gestures resulting in humiliation or physical or ongoing emotional harm to any individual.

Incivility can be subtle or overt, unintended or deliberate. It may be a single event or recurring incidents. In any case, the impact on that individual is what must be addressed with consideration for social role, gender, social class, religion, and cultural.

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Incivility can create a poisoned work environment, which may affect more than one employee.

Workplace Harassment:

Vexatious, unwelcome, or inappropriate commentary or physical contact against a worker in a workplace, including workplace sexual harassment.

Note: Workplace Sexual harassment is also covered under the Equal Opportunity, Discrimination and Sexual Harassment Policy found in the Town of Middleton's Personnel Policies & Procedures handbook.

Poisoned Work Environment:

Where uncivil behaviors cause an unreasonable work environment, creating an intimidating, hostile, and offensive environment, that undermines work performance causing emotional and psychological stress. While a person may not be the target of the behaviors, a person may feel the effects of certain harassing or discriminatory behaviors at their place of work.

Policy:

All Library Trustees, Friends Executive Members, and staff are responsible to act in good faith as active participants in creating and sustaining a culture of respect, inclusion, and civility for all people in the library's professional community. Incidents of incivility cannot be ignored and will be addressed.

Confidentiality will be maintained throughout the process. Information obtained about an incident or complaint of workplace harassment, including identifying information about any individuals involved, will not be disclosed unless the information is necessary for the purpose of investigating the incident or complaint; or for taking corrective action; or as required by law.

Roles and Responsibilities:

Trustees

Trustees are responsible for interacting with other Trustees, Friends, and all Library Staff in a positive, respectful, and productive manner. All parties involved have a responsibility to act in good faith, communicate openly and listen to each other's points of view, and try to resolve a complaint informally, where appropriate.

Trustees' responsibilities include but are not limited to upholding approved library policies; providing constructive, honest feedback on the Director's professional performance evaluation; maintaining a respectful presence when engaging with the public, especially when presenting as a member of the Board of Library Trustees; acting within accordance of the role of a Library Trustee; not attempting to micromanage library operations; not asserting oneself as a single decision maker, but rather working with the Board to reach conclusions and final decisions.

Friends Executive Members

Friends Executive Members are responsible for interacting with other Friends members, Trustees, and all Library Staff in a positive, respectful, and productive manner. All parties

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involved have a responsibility to act in good faith, communicate openly and listen to each other's points of view, and try to resolve a complaint informally, where appropriate.

Friends Executive Members' responsibilities include but are not limited to upholding approved library policies; maintaining a respectful presence when engaging with the public, especially when presenting as a member of the Friends of the Flint; acting within accordance of the role of a Friends Executive Member and not attempting to micromanage library operations; not asserting oneself as a single decision maker, but rather working with the Executive Committee to reach conclusions and final decisions.

Managers (Director and Assistant Director)

Managers are responsible for creating and maintaining a positive and productive work culture. A manager's area of responsibility includes any matter that involves, impacts, or potentially could impact the workplace. This includes dealing with inappropriate behavior of, or towards, staff, volunteers, or others.

Managers are accountable for identifying and addressing issues in a timely and fair manner. This involves coaching and counseling their employees and, if appropriate, taking disciplinary action. Actions taken must adhere to the principles of progressive discipline and established procedures for investigation of complaints.

Managers should seek advice and assistance from their supervisor, Human Resources Director or other appropriate stakeholders when broader consultation is required

Employees

Whenever possible, all employees should address incidents of incivility towards them directly with the individual responsible for the behavior.

Employees may seek advice and assistance from their Manager(s) and/or Human Resources Director in matters of incivility, discrimination, and/or harassment.

All parties involved have a responsibility to act in good faith, communicate openly and listen to each other's points of view, and try to resolve the complaint informally, where appropriate.

Reporting

Any incidents of harassment must be reported to a Manager, even if the behavior is by, or directed at, a co-worker, Flint Public Library professional community member, or visitor.

Normally, incidents and complaints of uncivil behavior, including workplace harassment, are reported to the Manager. However, in the event that the employee is not comfortable making a report or complaint to their Manager, the employee may report incidents or file a complaint of workplace harassment to a more senior Manager or Human Resources Director.

Adopted 9/11/23