

## Lib-06-001

### **Section: Tofield Municipal Library Staff**

#### **Title: Code of Conduct**

1. Patrons of the Tofield Municipal Library (The Library) have a right to a public service which is conducted with impartiality and integrity. It is this obligation to patrons that demands that there not be, nor seem to be, any conflict between the personal interests of employees and their duty to patrons.
2. All patrons will be treated with respect and courtesy.
3. When supplying information, staff are acting as representatives of the library in the capacity of information specialists. Information must be provided in a nonjudgmental and impartial manner and the types of questions, status of patrons, or possible use of the information is not to be considered. Personal philosophies and attitudes of staff will not be reflected in the execution of service nor in the extent and accuracy of information provided.
4. All requests for information, referential or directional, are confidential (See policy Lib-02-002).
5. By law, as employees working in a public institution, staff of the library have a responsibility to report suspected child abuse.
6. No personal financial gain will be made by any staff person when dealing with patrons.
7. Should any part of this policy be broken by any staff member, proper recourse will be taken by the Library Manager on the recommendation of the Board.

Latest Revised Date: February 8, 2024