

[REDACTED]  
Staff behavior requirements

Category A: These behaviors are required. They are given a high priority because it is necessary to require these behaviors for a workplace to be effective. Observation of violations by a supervisor or administration can lead to consequences.

- 1) Give respect and you will receive respect.
- 2) Be courteous. Always. To patrons and to each other.  
*Remember: sometimes courtesy is providing another staff member with explanations of a situation, asking a question directly or apologizing for something you did not mean to do or say.*
- 3) Never be rude.
- 4) Do not engage in inappropriate conversations, particularly in public areas.  
*This does not just mean using questionable language. This can mean sitting around and discussing what you are going to do this weekend – what you are going to wear, what you are going to eat/drink, who you are going to see. This is not appropriate behavior for work.*
- 5) Speak clearly and slowly enough for patrons and other staff members to understand you.  
*Working in a multicultural environment, we must be sensitive to the fact that different languages are spoken. Also, remember that anyone can have a hearing impairment.*
- 6) Limit your gossiping – remember what goes around comes around.  
*Since you have to work with each other every day, try not to make judgments without making sure you have all of the information about a situation. Remember – someone else can judge you harshly, also.*

**Consequences for ignoring or violating numbers 1 through 6:**

- 1) Meeting with administration and union representatives – verbal warning issued
- 2) Written warning
- 3) One day suspension without pay
- 4) Three day suspension without pay

Category B: These categories are included in the personnel policy and other policies, such as the computer use policy; some are even included in Civil Service regulations, such as #11. The consequences for violation are progressive.

- 7) Occasional, short personal conversations – with staff or patrons – are acceptable, but must be stopped if a patron approaches for help or if the phone rings.  
*Be aware of other patrons at all times. If you are deep in conversation with a patron, you must still acknowledge others and work to help them as soon as possible. Do not let individuals monopolize your time. And, imagine how the public sees you. Sitting or standing in a casual pose and having a long conversation tells the public that either the library does not have enough for you to do or you are not a very good example of an employee.*
- 8) Be at your assigned post or department. If you leave, tell your supervisor or, if not available, someone in your department where you are going. Ask your supervisor when you want to take a short break.  
*These items illustrate normal, professional work behavior.*

- 9) Personal cell phone use limited to short, occasional, necessary phone calls, outside of public areas. Use of library phones limited to short, occasional, necessary phone calls.  
*Use of phones, whether cell or library, must be completed as quickly as possible. In the workplace, phones must be turned off or turned to vibrate, if necessary. Additionally, texting and checking messages constantly while working is NOT acceptable; Bluetooth devices are also not acceptable.*
- 10) No eating at public desks. And, only capped beverages may be at public desks.  
*While it may seem inequitable that rules are more relaxed away from public desks, the problem is that, if patrons witness staff eating or drinking, patrons may then assume they can do so. Additionally, capped beverages must be placed out of sight.*
- 11) Use sick leave appropriately; excessive use of sick leave is a cause for disciplinary action.  
*If you use all of your sick leave before the end of each year, that is considered excessive use. Administration can require a doctor's note to excuse excessive use; if a doctor's note cannot be supplied, disciplinary action can be taken.*
- 12) Answer the phone promptly, identifying the library and your name.  
*This is not just good service to the patrons, or other staff members who call. Remember, they do not know if you are busy with another patron or just ignoring the call. It is also important for staff members in a department to work closely together to equitably share the work.*
- 13) If you are going to be late or cannot come in, call in accordance with procedure.  
*Specific guidelines for calling in have been widely distributed and must be followed. Repeated lateness is potentially a cause for disciplinary action, in accordance with Civil Service regulations.*
- 14) Be at your post on time  
*This is good service to the public as well as treating your coworkers fairly.*
- 15) Follow schedule for lunch/dinner hour.  
*Any one-time changes can be arranged with your supervisor. Any continuing changes must be approved by your supervisor and administration.*
- 16) No unauthorized use of computers at work, for example, online shopping, personal Facebook, etc.  
*Staff must sign an agreement stating that they understand the appropriate use of staff computers.*
- 17) If you are late to work or have to leave early, let the office know. If it is a weekend or an evening, you **must** speak with the librarian in charge either immediately upon arrival or before you leave.

**Consequences for ignoring or violating numbers 7 through 17:**

- 1) Verbal warning by supervisor
- 2) Written warning by supervisor
- 3) Meeting with administration and union representatives- written warning issued
- 4) One day suspension without pay
- 5) Three day suspension without pay

Category C: If you are observed in these behaviors, you will immediately receive, at the very least, a written reprimand. Continued disregard for these will result in increasing disciplinary action, from suspension through termination.

- 18) No swearing – at patrons or at other staff members. Ever.

- 19) No yelling at other staff members. Ever.
- 20) No yelling at patrons, except for the most EXTREME circumstances.
- 21) Never touch a patron.
- 22) Never touch a staff member.
- 23) Insubordination.  
*Insubordination is a staff member's refusal to follow a directive from a supervisor or administration, or a refusal to do a task that is their responsibility.*

**Consequences for ignoring these items:**

- 1) Meeting with administration and union representatives- written warning issued
- 2) One day suspension without pay
- 3) Three day suspension without pay
- 4) Extended suspension without pay
- 5) Termination

Category D: These items will result in immediate suspension and, if repeated, will lead to termination.

- 24) Assault, either by hand or by object.
- 25) Threats of harm, including threats to "take care of things after work".

**Consequences for ignoring these items:**

- 1) Immediate one day suspension without pay
- 2) Immediate five day suspension without pay
- 3) Extended suspension without pay
- 4) Termination