

Purpose: The Brooks Public Library is a public service facility. Our principal goal is to serve the information, literary, entertainment and educational needs of the population of Brooks and the County of Newell. The following are expectations and guidelines for library staff to follow regarding how they present themselves and how they interact with each other and the public.

Public Service

The Library Board values the provision of high quality public service. The Board believes that every library user is important and has distinctively specific needs that are to be treated with respect. The Board supports the following guidelines and expectations:

- Service is:
 - Timely, confidential and accurate
 - Responsive: staff assists people in finding items and using equipment whenever possible, rather than simply pointing users in the right direction.
 - Friendly: library users are greeted in an amiable manner and served politely with a smile, eye contact, and a friendly tone of voice.
 - Consistent regardless of the library user's age, sex, race, nationality, educational background, and physical limitations. However, it is understood that some people may require extra assistance due to physical or mental impairments.
 - Proactive in serving library users: staff approaches library users to determine if they need assistance and make themselves available for patrons searching the shelves or using the computers by regularly walking around the Library
- Staff are encouraged to use good judgment, flexibility, and resourcefulness to work out problems. Judgment calls are made, as much as possible, to protect the positive service relationship with the library user.
- Staff are supported in problem solving activities by the Head Librarian. Wherever possible, the working out of problems should be within library policies, procedures, and practices. It is acceptable, however, to use a solution found outside of common practice and procedures if the situation requires it.

Approved by: _____

Board Chair

Date Approved: January 13, 2014

Replaces Policy: 2-A-96

- Discussion of potentially sensitive subjects (e.g. religion, politics) by library staff in public areas is not appropriate among staff members or between staff and members of the public. The library is a non-partisan institution which supplies, as nearly as possible, material on all subjects but offers no personal interpretations.
- Discussion of particular library users by staff is completely inappropriate in both public areas or in staff areas unless the purpose for discussion is to solve procedural or service problems.

Mutual Respect Amongst Staff

The Library Board values a work environment that advances the provision of high quality service, teamwork and co-operation. The Board supports the following guidelines and expectations:

- Staff regard each other in a courteous and respectful manner.
- Staff demonstrate a positive attitude toward their job.
- Staff sustain an atmosphere of openness and trust, where people are comfortable dealing with conflict, different points of view, and varied work styles.
- Staff respect each other's skills, abilities, and contributions.
- Teamwork is characterized by the following behaviors:
- Staff share information and resources;
- Staff assist each other to provide high quality public library service;
- Staff contribute to group projects in an active and positive way.

Work Environment

The Board believes that a positive work environment and public image involve the following guidelines and expectations:

- Staff dress in a manner suitable to the provision of public service, at the same time recognizing the demands of the job.

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Board Chair

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Replaces Policy: 2-A-96

- Staff adhere to scheduled hours, (arrival, departure, breaks) recognizing that to do otherwise can impact negatively on colleagues and public service. If staff arrive late, however, they are expected to make up for the time they were late by working extra time at lunch, during breaks or coming in early when working their next shift.
- Staff schedule appointments, wherever possible, outside work hours. If staff have to attend an appointment during work hours, as much notice as possible should be provided to the Head Librarian; the appointment should be scheduled at a time when there will be a minimal negative impact on other staff members and the provision of public service.
- Staff needs to be familiar with library policies and procedures, particularly those directly related to their job duties, and know where copies of policies and procedures can be accessed.
- Staff need to be knowledgeable about the library's vision and mission statements and work towards achieving them.
- Staff keep shared and individual work areas neat, so that others can function in the work space as well.
- Personal phone calls should normally be made and received during coffee and meal breaks.
- To ensure privacy for the staff member making or receiving a call, as well as ensuring that the public is not inadvertently an audience for personal conversations and information, personal phone calls should be made in one of the back offices/workrooms.
- When personal calls are made or received during work periods, they should be restricted to a short duration.
- Staff should not give out private phone numbers of staff members or library users. If asked to provide a staff phone number, the staff member should take the appropriate contact information from the caller and then pass on the information to their colleague.
- Personal conversations in public areas between staff or between staff and the public should be of limited duration; longer conversations need to be postponed to coffee breaks and meal breaks as they have an impact on the work of the staff member(s) involved in the conversation. Staff are asked to be very conscious of the subject matter of any

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conversation in public areas. Sensitive topics should be discussed quietly and with discretion.

By maintaining these expectations and guidelines, library staff help to ensure a positive work environment as well as the provision of high quality service to the public. Noncompliance with the expectations and guidelines may result in the issue being raised in a performance appraisal and, ultimately, in a disciplinary manner.

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