

## Staff Responsibilities and Conduct

October 11, 2001

Reviewed 1/10/07, 7/15/13

Revised 10/18/07, 2/11/10, 8/10/16, 11/12/19

### **Professional Responsibilities**

- To maintain the principles of the American Library Association *Library Bill of Rights*, *Code of Ethics*, *Freedom to Read Statement*, and *Freedom to View Statement*.
- To learn and execute the established policies and procedures of the Oelwein Public Library.
- To address patron needs or concerns with courtesy, objectivity, and an open attitude.
- To protect the confidential relationship that exists between a library user and the library.
- To protect the privacy of patrons and staff.
- To serve all patrons equally according to their needs.
- To make the resources and services of the library easily accessible and known to all current and potential users.
- To carry out the policies of the library in a spirit of cooperation.
- To avoid any possibility of personal gain at the expense of the library.
- To be aware of the obligations of employment and of what constitutes abuse of working conditions and benefits.
- To carry out assignments so that the other staff members do not need to assume added responsibilities, except in times of emergency.
- To keep all work areas orderly and maintain library equipment, furnishings, and property.

### **Professional Conduct**

- All staff members should be in the library and ready for work on time.
- Conversations with co-workers or patrons should be kept to a minimum and should never interfere with service to patrons.
- Personal telephone calls should be kept to a minimum.
- Personal use of library computers should occur during breaks or unscheduled times.
- Smoking is not allowed in the library.
- Gum chewing or eating while at work is not allowed in public areas.
- Attire not to be worn
  - Blue Jeans
  - Athletic shorts, sweat pants, sweatshirts, biking pants, or wind breakers
  - Shirts with writing or picture decals
  - Halter tops, tops with spaghetti straps, or tops exposing bare midribs
  - Body piercings, including ear lobe gauges/plugs (other than two earrings worn in each ear), should not be visible or must be removed or covered if deemed inappropriate by the library director. No jewelry should cause a safety hazard (i.e., items that can be pulled or caught on objects or in machinery or equipment).
  - Tattoos must be kept covered if deemed inappropriate by the library director.
  - Any item that would cause a distraction or would not project a positive image of the library in the community

**Patron Information** - see policy on Confidentiality

- Information that may be released:
  - Information listed in the city directory or telephone book
  - List of patrons
  - Information may be obtained through a court order, warrant, or National Security Letter
- Information that may **not** be released:
  - Registration
  - Circulation
  - Information sought or received

**Employee Information**

Requests should be forwarded to the director or, if unavailable, the acting director.

- Information that may be released:
  - Verification of employment
  - Employee's salary range
  - All other requests shall be deferred to City Hall
  - Information may be obtained with a subpoena