



# Woodstock Public Library Policy

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**Policy Name:** Staff Code of Conduct

**Category:** Personnel

**Version:** 13 January 2026

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## Scope

This Code of Conduct applies to all Woodstock Public Library employees, including but not limited to permanent, temporary and contract employees, volunteers, students and interns (collectively referred to as “Employees” or “Staff”).

## Definitions

**Conflict of Interest** means the definitions set out in the Municipal Conflict of Interest Act, R.S.O. 1990, Chapter M50 and its amendments.

**Fit for Duty** – a worker is able to safely and/or acceptably perform assigned duties without any limitations resulting from, but not limited to: the use or after-effects of illicit drugs, alcohol, and/or medications; the misuse of and/or failure to take prescribed medications; and/or extreme fatigue/stress. It is a condition where a worker is physically, physiologically, and psychologically capable and competent of performing their task safely.

**Prohibited Grounds** – discrimination against people on the basis of age, ancestry, citizenship, colour, creed, disability, ethnic origin, family status, marital status, place of origin, race, record of offenses, sex/gender identity, and sexual orientation.

## Policy Statement

The Code of Conduct is an essential part of the Library’s commitment to maintaining a positive and professional work environment and ensuring that all individuals associated/representing the Library act with integrity and professionalism at all times.

The Code of Conduct is designed to promote ethical decision-making and behaviour among employees and volunteers. It is intended to encourage employees and volunteers to consider how ethics and integrity should guide their actions and decisions. Employees are required to exercise good judgement and adhere to all of the Library’s values, standards, policies, and procedures.

## **Core Values**

The core values of Woodstock Public Library are: Literacy and Lifelong Learning; Community Engagement and Collaboration; Diversity, Equity, Inclusion, and Accessibility; and Intellectual Freedom. Each employee occupies a position of trust in dealing with others inside and outside of the Library. Whatever the area of activity or degree of responsibility, the Library Board expects each employee to act in a manner which will enhance the Library's reputation for ethical performance and professionalism in all its dealings.

## **Expectations**

The Woodstock Public Library is an organization funded primarily by the City of Woodstock and is charged with the management of public funds and programs, and therefore, employees must avoid not only actual conflicts of interest and breaches of trust, but also the appearance of conflicts of interest or breaches of trust.

Library employees often work in spaces where their actions are visible to members of the public. Staff need to ensure that both their actions and appearance of their actions reflect well on the Woodstock Public Library. Focusing on meeting the needs of patrons, including making them feel welcome in our spaces, is essential to building trust and confidence in the Woodstock Public Library.

Employees of the Woodstock Public Library (WPL) are guided by the following principles:

1. We understand that we all have a role to play in ensuring the community has confidence and trust in WPL. We will behave with high ethical and customer service standards and be accountable for our actions.
2. We will dress professionally and appropriately for the expected work of our respective roles. We will adhere to the highest standards of health and safety in our dress and our daily work. We will not use/apply scented products while working in the library.
3. We will be respectful of each other and toward members of the community. We will treat all with dignity, respect, and without discrimination.
4. We will act with honesty and integrity in all communications, both within the Library and externally.
5. We will adopt the perspective of advocate for our patrons, ensuring we understand their needs and assist them to the best of our ability. If we are in doubt that we have not given a full answer or solution, we will get appropriate assistance from other staff.
6. We will promote and foster a safe, secure, and healthy work environment and public space for all.
7. As public servants, we will not engage in any conduct or business practice which might bring the reputation of WPL into ill-repute or damage or diminish the reputation of the Library in the eyes of members of the community.
8. We will avoid actual and potential conflicts of interest or breaches of trust. We will be proactive in disclosing actual or potential conflicts with the appropriate individuals and seek proper advice if we are unsure.

9. We will abide by the law and adhere to all Woodstock Public Library policies and procedures. In following policies and procedures, we will follow good judgement and consider the individual needs of patrons.

## **Woodstock Public Library Customer Service Commitment**

The Woodstock Public Library is committed to providing service excellence with every interaction. We will achieve this by:

1. Providing courteous and efficient customer service.
2. Fostering respectful relationships.
3. Creating a community space for all.

## **Prohibited Actions**

1. **Insubordination:** The deliberate and willful refusal to comply with a reasonable order or instruction.
2. **Disorderly Conduct:** Acts that include loud and abusive language, intimidation, or coercion of other employees, lack of courtesy when dealing with the public, fighting, violence, gambling, and indecency.
3. **Dishonesty, Fraud, or Illegal activities:** Acts such as falsifying records, theft of Library property or materials, engaging in criminal conduct, or similar acts.
4. **Personal Work:** Conducting personal work unrelated to Library duties or business during work time.
5. **Policy Violation:** The willful disregard of Library policies and procedures.
6. **Alcohol and/or Drug Use:** Reporting to work or conducting business under the influence of drugs or alcohol. This includes any substance that may impair judgement or the ability to perform job duties safely. Employees are expected to report to work Fit for Duty
7. **Unauthorized Solicitation:** Requesting money, services, gifts, or other personal favours from patrons, donors, and/or other employees without proper authorization or approval.
8. **Abuse of Work Hours:** Deviating from scheduled work hours without approval, including leaving work before a designated lunch period or end of shift, arriving late to work, or exceeding the allowable time for breaks. Employees who require modifications to work hours due to a medical condition can seek an accommodation.
9. **Abuse of Library Property, Technology, and Equipment:** Damaging or misusing any library collections, computers, furniture, supplies, and equipment. Library property is not to be used by employees or volunteers for personal use except where permitted by policy or with prior approval obtained from the CEO. Employees will not allow others not authorized to use library property entrusted to their care.
10. **Carelessness and Willful Violation of Safety Rules:** Any negligent or intentional disregard for safety rules and procedures, including but not limited to engaging in horseplay, smoking in prohibited areas, failure to report, or misuse of safety equipment and any other rule specified in the Ontario Health and Safety Act, R.S.O 1990, c.O.1.
11. **Discrimination:** the unjust or prejudicial treatment of people, especially on the grounds of ethnicity, age, sex, disability, or any other prohibited grounds.

12. **Harassment:** Any behaviour that creates a hostile or unpleasant work environment through unwelcome verbal or physical conduct.
13. **Sexual Harassment:** Making unwanted comments, gestures, or actions that are sexual in nature that makes someone feel afraid, embarrassed, uncomfortable, or ashamed.
14. **Absenteeism:** Any unauthorized absence from work without proper leave or being absent from the work premises during work hours without permission. Any employee who is ill or has experienced a personal emergency is required to report through official communication methods as soon as possible prior to the start of their shift, and failure to do so will result in being deemed absent without leave.

**The above prohibited actions are presented by way of illustration and shall not be deemed to exclude the Library's right to discipline or dismiss employees for other just causes.**

## **Compliance**

Employees collectively benefit from an overall atmosphere of high ethical conduct that flows from this commitment. Employees acknowledge and accept responsibility to act and behave in a manner that is consistent with the expectations prescribed in the Policy as outlined in their letter of offer. Employees who are found to be non-compliant with this policy will be dealt with seriously, and disciplinary action up to and including termination will be taken.

Employees are reminded of the importance of disclosure. In most cases, prompt and early disclosure of potential conflict of interest will permit the problem to be resolved.

## **Related Documents and Policies**

Woodstock Public Library Policy – Computer and Technology Acceptable Use  
Woodstock Public Library Policy – Health and Safety  
Woodstock Public Library Policy – Nepotism  
Woodstock Public Library Policy – Prevention of Workplace Violence & Harassment  
Woodstock Public Library Policy – Purchasing and Disposal Policy  
Woodstock Public Library Policy – Staff Expenses

[Ontario Occupational Health and Safety Act](#)  
[Municipal Conflict of Interest Act](#)

## **DOCUMENT REVISION RECORD**

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