

POLICY 3.4

**BIBLIOTHÈQUE PUBLIQUE DU CANTON DE RUSSELL
TOWNSHIP OF RUSSELL PUBLIC LIBRARY**



Policy type :	Operational Policy
Policy title :	Customer Service Promise Policy and Employee Code of Conduct
Policy number :	3.4
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PURPOSE

The Library is committed to maintaining the highest standards of professional excellence, creating a strong service culture and providing quality customer-driven services. The Public Library Board recognizes that it is through the commitment and effort of each employee that the excellent quality of its services is achieved and public trust is maintained.

The purpose of this policy is to define what the Library expects from its employees and the public image it wishes to embody. It ensures that the quality of services to all customers whether they are citizens, visitors or people working with staff members, meets or exceeds their reasonable expectations.

The development of customer service guidelines and standards brings consistency and reliability in the delivery of services across the organization, customer experience and customer interactions.

RESPONSIBILITIES

- a) This policy applies to all Library employees and volunteers. Customer service excellence is the responsibility of every staff member and not only that of front-line employees. It must receive commitment at all staff levels.
- b) Staff conduct should demonstrate integrity, transparency and dignity. Employees are expected to display behaviour that is above reproach and that can withstand public scrutiny.
- c) The Library is committed to assessing and prioritizing customer service competencies as part of the hiring process. Customer service will be an important element in an employee's performance evaluation.
- d) The Library CEO and supervisors are responsible for ensuring staff members and new employees are aware of and comply with the Library's customer services standards and employee code of conduct.
- e) Customer service training opportunities will be provided to ensure staff members understand the value of customer service and achieve high quality service.

INTERPRETATION

- a) All matters requiring interpretation of the Guidelines and Standards shall be referred to the Library CEO.
- b) Matters requiring interpretation of the Guidelines and Standards where the CEO's actions are in question shall be referred to the Public Library Board.

GUIDELINES AND STANDARDS

These Guidelines and Standards do not replace the use of good judgment regarding personal and professional conduct. Moreover, the absence of a specific policy, regulation or guideline does not release a staff member from the responsibility of exercising the highest standards of conduct in all situations.

These Guidelines and Standards do not replace policies and guidelines already in place that may be more restrictive or specialized.

No guideline or standard is intended to conflict with the Library's obligations under various other agreements and employment contracts.

1. GENERAL PRINCIPLES

Staff members must strive to:

- (a) conduct themselves in a manner that protects the Library's reputation and ensures continued confidence in the Library system;
- (b) act with reasonable care, integrity and diligence in the performance of their duties;
- (c) act in a professional, courteous and respectful manner in their dealings with individuals and organizations and behave in a manner that facilitates constructive communication between the Library and the community;
- (d) seek and achieve a team approach with other staff members in an environment of mutual respect, trust, and acceptance of each person's role and responsibilities in achieving the Library's goals;
- (e) establish a working relationship with other staff members that recognizes and respects the diversity of opinions and achieves the best possible outcome for the community;
- (f) be respectful of the property of others;
- (g) resolve any work-related disagreements in a mature manner, based on reasonable expectations;
- (h) promote the health and safety of others;
- (i) avoid using their position improperly for personal advantage;
- (j) avoid using insider information, internal protocols or procedures for personal gain;
- (k) resolve any conflict between personal interests and public duty in favour of public duty;
- (l) act in a fair, honest and proper manner and comply with all laws and legislation;
- (m) avoid situations where they become party to a breach, evasion or subversion of the law;
- (n) be aware that they represent the Library while carrying out their duties and responsibilities, whether they are in the Library or at a work related event;
- (o) be committed to participate in development and training activities to improve the quality of services they offer.

Customers can expect that the Library will:

- (a) deliver equal access to information and services tailored to meet their needs;
- (b) strive to offer dynamic services by informed and trained staff who take ownership of every customer interaction;
- (c) acknowledge and respond to their comments and feedback;
- (d) have fair practices and procedures;
- (e) provide welcoming and stimulating spaces;
- (f) post and observe hours of operation and provide notifications to the public in the event of an unexpected or planned closure or change in hours of operation.

Customers can expect that Library staff members will:

- (a) apply this policy to the best of their efforts, knowledge and ability;
- (b) understand the value of positive customer interactions and customer satisfaction;
- (c) take a genuine interest in their needs and feedbacks;
- (d) treat all persons honestly and fairly and with proper regard for their rights, entitlements, duties and obligations;
- (e) be resourceful and knowledgeable of library operations, resources and services;

- (f) ensure customer issues are resolved within clearly communicated timeframes and result as much as possible in reasonable and positive outcomes;
- (g) be friendly, respectful and professional in dealing with customers and members of the public and resolve any disagreements in a mature manner, based on reasonable expectations;
- (h) carry their duties in a fair, impartial and transparent manner;
- (i) respect and protect the confidential and private nature of all customer interactions;
- (j) deliver what they promise;
- (k) respond to inquiries in a timely manner and make sure the information they provide is complete, accurate and precise.

2. OTHER GUIDELINES

There are other Library policies that define guidelines and standards related to customer services and employee code of conduct. The following regulations are not however included in any other policy.

2.1 BEHAVIOUR AND PROFESSIONALISM

Staff members interact with customers, community agencies, contractors, suppliers, and the general public on a daily basis. It is through professionalism, courtesy and objectivity in these interactions that they achieve respect for one another.

Staff members are viewed as ambassadors of the Library and are expected to reflect a professional image while on duty. They should be conscious of the Library's public duty and conduct themselves with the highest degree of moral and ethical behaviour and integrity.

2.2 GIFTS AND BENEFITS

Staff members may not accept gifts, money, discounts or favours including a benefit to family members, friends or business associates for doing Library work. They are not to accept or provide any gift or benefit where it may be, or perceived to be, in exchange for influence or a favour.

Exceptions

- * Small holiday gifts (cards, edibles such as cookies and chocolates)
- * Advertising material (calendars, scratch pads, etc.)
- * Any gift that is a common expression of courtesy or within the normal standards of hospitality.

2.3 OTHER EMPLOYMENT

Staff members are expected to refrain from other employment, business activity and any other undertaking under the following conditions:

- * while on duty;
- * activities that interfere with the performance of their Library duties;
- * activities that create a conflict of interest or may be perceived as a conflict of interest;
- * activities from which they derive some form of benefit by virtue solely of their employment with the Library.

2.4 SELLING OR RECOMMENDING ITEMS

While on duty, staff members may not offer or recommend to customers items that they are selling personally and/or display any related information in the Library's public locations.

Staff members are welcome however to post any information about items they are selling or recommending on staff bulletin boards.

2.5 PHONE CALLS

Staff members may need from time to time to make personal calls while on duty. Personal phone calls should be of short duration, and only when necessary, and should not interfere with Library duties. Personal calls should not be made or received at a public service or circulation desk, except in emergency situations.

Staff members working at a service desk or in a public area of the library will also make sure their cellular phones are turned off or are in vibration mode at all times.

2.6 USE OF INFORMATION TECHNOLOGY

All staff members bear responsibility for the material they choose to access, send or display on the Internet. Library devices and applications may not be used in any manner to create, send or display material that contravenes relevant policies and statutes.

Staff members using Library networks and information technology resources may be subject to monitoring to ensure proper working order, appropriate use and the maintenance of security features.

Staff members must comply with the Library's Social Media Policy and procedures.

2.7 ALCOHOL AND DRUG USE

Staff members must never perform their job duties and responsibilities while under the influence of alcohol, drugs or other similar substances.

3. NON-COMPLIANCE

3.1 In the event that a staff member feels another employee has not acted in accordance with these Guidelines and Standards, the staff member should first attempt to discuss the matter with the employee in an open and respectful way. The purpose of the discussion is to ensure employees are aware of the effect of their behaviour and are given an opportunity to address it. If that approach is not successful, the staff member may seek guidance from a supervisor or the Library CEO.

3.2 If the above approach is not successful, a complaint or report of a violation or suspected violation of this policy may be made in writing to the Library CEO. In case of a complaint against the CEO, the complaint should be made in writing to the Chair of the Public Library Board. The issue will be treated seriously and held in confidence, and an investigation will commence within ten business days from the date the concern was raised.

3.3 Staff members are encouraged to report any non-compliance issues as soon as they are aware of them.

3.4 Any employee found to be in violation of the Guidelines and Standards may be subject to disciplinary action, in accordance with the Library's Human Resources Program.

3.5 Allegations made in bad faith will not be tolerated, and if the initiator of such allegations is identified, appropriate action will be taken.

4. CUSTOMER SATISFACTION

Surveys and other tools can be useful in measuring customer satisfaction and identifying areas of improvement and action. The Library is committed to measuring customer satisfaction regularly.