



Bromley House Library Staff and Volunteers Code of Conduct

Last revision date: March 2021

Introduction

This Code of Conduct is designed to give clear guidance on the standards of behaviour which Bromley House Library expects of all its staff and volunteers (including Trustees). This is not designed to be an exhaustive list but more an indication of the general principles.

The foundation of this policy is the library values, which set out the culture and the expectations of the way that we work to further the objectives of the library. The policy is supported by, and should be read in conjunction with, the Staff Handbook (if relevant), Volunteer Policy, Equality and Diversity Policy, GDPR, Safeguarding and other policies which give further information about particular aspects of working at the Library, and which may set out procedures or rules to be followed.

Our values

We expect anyone representing the library to act in accordance with our values, namely:

- We strive to provide a high quality, warm and professional service
- We foster knowledge and understanding of our collections and our heritage
- We work in a way which is welcoming, inclusive and accessible
- We value collaboration, teamwork and partnerships
- We demonstrate stewardship, being efficient and economical with our assets and resources
- We are open to change and take a proactive approach to our organisational evolution

Expectations of conduct

We expect our staff and volunteers to strive at all times to avoid acting in such a way as might, accidentally or otherwise, bring the Bromley House Library into disrepute, and to work to the highest personal and professional standards in the performance of their duties. In practical terms this means that staff and volunteers should:

- Act with honesty, integrity and professionalism in the workplace, putting the best interests of the library first at all times.
- Seek to put members first, working in a customer-focused way that ensures our members feel valued and listened to.
- Avoid or declare any personal, financial or other interests that might compromise or be in conflict with their role.
- Seek to develop their knowledge about the library collections and stay abreast with any changes that take place
- Treat colleagues, members and visitors with dignity and respect and fairness. Bromley House Library will not tolerate any kind of discriminatory behaviour, bullying, intimidation, harassment or victimisation.
- Be friendly and collaborative in any dealings with colleagues and work supportively alongside others to further the objectives of the library.
- Act responsibly and exercise sound judgment with respect to matters involving the library's finances, working within the boundaries of their role and being mindful of the need to maintain the financial sustainability of the library.
- Treat library property and collections with due care and protect them from potential harm, theft or other damage.
- Treat library information and members' personal information, with great care and sensitivity and only use this information to the extent that it is required for the task being performed.
- Work to continually improve the quality of the facilities and services offered by the library.
- Be open to change and be prepared to contribute to forward planning for the library when asked.
- Follow all library policies and procedures.

In addition, all managers have the responsibility to:

- Lead by example and model the required standards of conduct for the library.
- Explain and reinforce required standards of conduct through coaching, support and appropriate communications with their team.
- Take appropriate action at the earliest opportunity to deal with any behaviour that is not in accordance with the required standards of conduct.