



## WORKPLACE EXPECTATIONS

*For the purpose of policy interpretation, Mcmillan Memorial Library employees are considered both employees of the Library as well as employees of the City of Wisconsin Rapids. Policy wording may include either references to "City" employees or "Library" employees, both of which apply if approved by the McMillan Memorial Library Board.*

### **Purpose & Definitions:**

The City is committed to providing a productive work environment that fosters communication, team work, accountability, and a cooperative attitude. All employees, volunteers, Elected Officials, Council, and Library Board members are expected to display appropriate behavior at all times. The intent of this policy is to provide general guidelines about conduct that is inappropriate in the workplace.

**Disrespectful or Inappropriate Workplace Behavior** may include such actions as: rudeness, angry outbursts, inappropriate humor, vulgar obscenities, name calling, disrespectful language, or any other behavior regarded as offensive to a reasonable person. If an employee is unsure whether a particular behavior is appropriate, the employee should request clarification from the Library Director or Human Resources.

**Discriminatory Behavior** includes inappropriate remarks about or conduct related to a person's race, color, creed, religion, national origin, disability, gender, marital status, age, veteran status, or sexual orientation. This is further addressed in the Workplace Harassment policy.

**Violent Behavior** includes the use of physical force, harassment, or intimidation. This policy outlines general workplace conduct and behavior expectations. Nothing contained in this policy is in any way intended to interfere with employees' protected speech.

### General Expectations

The City strives to ensure that all employees, volunteers, Elected Officials, and Council or Library Board members are treated in a respectful and fair manner. It is not possible to list all forms of behavior that are considered unacceptable. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- Disclosing confidential business information (other than public records) not known to the general public.
- Exhibiting uncooperative or inappropriate conduct or disrespectful behavior towards other employees, volunteers, or Council or Commission members.
- Engaging in any type of harassment or inappropriate conduct. The City has a zero tolerance policy for harassment in the workplace.
- Using profanity or offensive language in the workplace.
- Reporting for work or performing job duties while under the influence of alcohol, illegal drugs, or medications that affect job performance.
- Theft of City property.

- Willfully damaging City property or another employee's personal property.
- Possessing dangerous or unauthorized materials or objects, such as firearms or other weapons on City property.
- Engaging in any type of illegal activities on City premises.
- Intentionally falsifying records in connection with a Workers' Compensation claim.
- Falsifying City records, time and attendance records, or other documents. This includes tampering with other employees' timecards.
- Possessing, selling or using alcohol or illegal/controlled drugs in the workplace, while on duty, or while operating City-owned vehicles or using rental vehicles or City equipment.
- Taking excessive absences not in connection with approved family medical leave.
- Engaging in conduct that causes or contributes to disruptive or conflicting team relationships.
- Engaging in conduct which is offensive towards citizens, other employees, elected officials, vendors, Council, or Commission members.

The City reserves the right to modify the above list at any time or determine whether any other conduct is contrary to the interests of the City and warrants disciplinary action.

**Abusive Customer Behavior.** While the City has a strong commitment to customer service, the City does not expect that employees accept verbal abuse from any customer. An employee may request that a Manager on Duty or the Library Director intervene when a customer is abusive, or they may defuse the situation by ending the contact. If there is a concern over the possibility of physical violence, the Library Director or their designee should be contacted immediately and all steps outlined in the Violence in the Workplace policy should be followed.

**Employee Response to Disrespectful Workplace Behavior.** Employees who believe that inappropriate behavior is occurring are encouraged to handle the situation in one of the following ways:

- Politely request that the behavior stop immediately. If practical, ask a third party to witness this discussion.
- If you fear adverse consequences may result from addressing this issue yourself, inform your direct supervisor, the Library Director or Human Resources. The person to whom you speak is responsible for documenting the issues and providing a status report in a timely manner.
- In the case of violent behavior, inform your direct supervisor and the Library Director immediately and follow the process as outlined in the Violence in the Workplace policy.
- If, after a reasonable period of time, you feel that inadequate action is being taken, the next step is to report the incident(s) to the Human Resources Department.

**The Direct Supervisor's and/or the Library Director's Obligations to Respond to Allegations of Inappropriate Workplace Behavior.** Direct Supervisors and the Library Director will appropriately handle all allegations of inappropriate workplace behavior in a timely manner. Depending on the incident, a direct supervisor or Library Director may be able to informally address and resolve the incident themselves. If a formal investigation is necessary, Human Resources will conduct the investigation in a timely manner and communicate the findings and resolution to all parties who are involved. For any allegations of harassment, the direct supervisor or Library Director must bring the issue to Human Resources within 24 hours of knowledge of the incident(s). If the issue or concern is harassment, all procedures within the Workplace Harassment policy shall be followed.

**Special Reporting Requirements.** If the Library Director is perceived to be the cause of inappropriate workplace behavior, a report will be made to the HR Manager. The HR Manager will notify the Library Board Personnel Chair and conduct a timely investigation. Upon

conclusion of the investigation, the HR Manager and Library Board Personnel Chair will make a determination and notify all parties who are involved. Resolutions may include disciplinary action, suspension, or termination.

If a Library Board member is perceived to be the cause of an inappropriate workplace incident involving a City employee, a report will be made to the Library Director, HR Manager and City Attorney. The City Attorney and HR Manager will jointly conduct an investigation and report the findings to the Library Board President. The Board President will take a recommendation to the Library Board, and the Library Board will take the action it deems to be necessary.

**Confidentiality.** A person reporting an incident of inappropriate workplace behavior cannot be guaranteed anonymity. However, the person conducting an investigation will be as discreet as possible. All complaints and investigative materials will be stored in a file separate from the employees' personnel files. If disciplinary action occurs as a result of the investigation, the results of the disciplinary action will become a part of the employee's personnel file.

**Retaliation.** Consistent with regulations set forth in Federal or State laws and the City's policies, the City will discipline any individual who retaliates against any person who reports alleged violations of this policy. The City also reserves the right to discipline any individual who retaliates against any participant in an investigation or hearing related to the report of alleged violation.

Adopted by the McMillan Memorial Library Board of Trustees, December 20, 2023.