

The Newburgh Free Library is committed to ensuring that the Library is welcoming and respectful of all, including staff members. Our Library Staff Code of Conduct is rooted in the ALA's Code of Ethics.

PATRON RELATIONS AND EXPECTATIONS

It is the policy of the Newburgh Free Library to provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.

Staff are expected to provide service that respects the dignity and privacy of library patrons regardless of race, ethnicity, age, gender (including identity and expression), religion, sexual orientation, disability, economic status, and other diverse backgrounds.

Staff are expected to protect each library patron's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted. Staff should handle patron requests with the utmost discretion at public service areas.

ALL PATRONS CAN EXPECT:

- To find the Library and facilities clean, tidy, and in good repair.
- To find staff in highly visible locations to assist them.
- To be acknowledged with a friendly greeting.
- To be treated courteously and respectfully in a non-judgmental manner.
- To receive knowledgeable and professional service, free of jargon.
- To have their privacy respected.
- To be treated as individuals with unique needs.
- To have open access to Library resources and instruction in their use.
- To find staff members that acknowledge patrons and refer patrons to library services and appropriate staff members.

POLICY

Staff Code of Conduct

Created: 8/27/2025

Approved: 9/30/2025

The Library promotes development of these behaviors through supervisors' coaching, staff development and training, and patron input.

WORKPLACE BEHAVIOR

- **MUTUAL RESPECT**

- Staff treat one another with courtesy and professionalism promoting a positive work environment
- Staff treat co-workers and other colleagues with respect, fairness, and good faith

- **DISCRIMINATION AND HARASSMENT**

- No staff member will intimidate, harass, or discriminate against any person on the basis of actual or perceived race, creed, color, weight, national origin, ethnic group, religion, religious practice, gender (including identity and expression), age, marital status, sexual orientation, or disability.

- **CONSTRUCTIVE FEEDBACK**

- Staff accept constructive criticism as a necessary step in providing high quality service to the community.
- Staff seek collaboration and open communication in solving issues at the Library.
- Staff refrain from voicing critical comments about the Library, its employees, or its patrons in public areas.