

## **Professional Behavior For Staff and Volunteers**

Employees of the Kingston Public Library and its volunteers are expected to act in a professional manner at all times while in the library. It is the responsibility of all staff and volunteers to make a patron, a visitor, or a guest's experience at this Library a welcoming and meaningful one. Rude or troublesome patrons should be treated with courtesy and patience. See policy KPLP 18 on "problem behavior" for information on what behavior is to be expected from patrons and what steps should be taken if they don't comply.

All Staff and Volunteers are required to read the KPL Policy Manual annually and sign the signature sheet indicating that they have read and understand the policies within. Library employees and volunteers are required to dress in a professional manner. Employees are prohibited from wearing clothing that reflects a religious, political, or controversial nature that could be offensive to another employee, volunteer, or patron, visitor, or guest. Employees are not to wear sweat pants or shirts or similar clothing unless approved by the Director.

There will be no smoking in the library or at either the entrance to or the exits from the Library. A designated smoking area has been established for staff, volunteers, and patrons.

Food or drink will be permitted in the Library at the Director's discretion.

In matters of dispute, where patrons and staff cannot find common ground, the Staff shall refer to the Kingston Public Library Policy KPLP-4 for guidance.

Revised and adopted December 13, 2018.