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| PURPOSE | Markham Public Library is committed to offering customers a welcoming and inclusive service experience. As representatives of MPL, the image staff project is a critical component of our service brand. As such, all MPL employees are expected to dress appropriately for any interactions with members of the public, including customers, community members, volunteer, contractors and vendors, members of the Markham Public Library Board, and City of Markham staff. |
| SCOPE: | This policy applies to all MPL staff and volunteers. |
| GUIDELINES: | Employees are expected to use good judgment and to show courtesy to customers and co-workers by dressing in a manner that is presentable and appropriate.  Staff are expected to dress in a manner appropriate to their responsibilities. Staff who attend meetings with external stakeholders (i.e. community members, library partners, external organizations) are expected to dress to appropriate professional standards. The standard of dress for library board meetings is business-casual.  The following are examples of generally acceptable casual business attire that are acceptable under this dress code:   * Pants and jeans that are clean and in good condition * MPL branded t-shirts or other apparel * Blouses, sweaters, tops and shirts * Jackets and cardigans * Dresses and skirts * Dress shorts longer than knee length * Leggings are permitted under longer tops * Closed-toed shoes, dress boots and casual shoes   The following items are considered not appropriate for work and should be avoided:   * Sweat pants and athletic apparel * Casual t-shirts or shirts with written messages and/or large logos (except for special events or celebrations) * Low cut, strapless tops, crop tops or shirts with shoulder straps of less than one inch in width * Mini dresses/skirts or casual shorts - athletic, informal or shorter than knee length * Flip flops * Hats and caps (except if required for religious/cultural observance)   These lists are not exhaustive but rather, should help staff to make reasonable judgments about other items that are not specifically addressed.  All clothing should be clean, in good condition, without holes/rips/frays, well-fitted (not too tight or too loose), non-transparent, and wrinkle-free.  Any employee whose responsibilities include significant physical exertion (lifting, bending, reaching, etc) are expected to wear clothing that allows for this function.  Borrower Services staff, Pages and Technical Services employees who routinely move book trucks or other heavy objects are required to wear closed-toed shoes while on duty in order to reduce the risk of injury.  Employees are encouraged to direct any questions they may have about this policy or acceptable standards of appearance to their manager. |
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