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# ILA Code of Conduct Policy

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## Policy Statement

The **Iowa Library Association (ILA)** is committed to fostering a professional, respectful, inclusive, and safe environment for all members, volunteers, staff, partners, and community participants. Harassment, intimidation, or abusive conduct, whether in person, online, or through other forms of communication, undermines the mission of ILA and will not be tolerated.

This policy establishes expectations for conduct and use of communication platforms, including social media, to ensure activities associated with ILA support its mission and limit organizational liability.

## Scope of Policy

This policy applies to:

- All ILA members
- Committee and subdivision members
- Board members and officers
- Volunteers, speakers, and representatives acting on behalf of ILA
- Registrants, Exhibitors, Vendors, partners, visitors, participating in ILA events
- Communications occurring:
  - At ILA-sponsored events (in person or virtual)
  - On ILA-managed platforms (websites, listservs, social media)
  - In communications representing or reasonably perceived as representing ILA

## Standards of Professional Conduct

All individuals covered by this policy are expected to:

- Conduct themselves in a professional, respectful, and ethical manner
- Support the mission, values, and objectives of ILA
- Engage in constructive dialogue, even when viewpoints differ
- Respect diversity of opinion while refraining from personal attack

## **Prohibited Conduct**

### **A. Harassment & Discrimination**

Harassment includes, but is not limited to, behavior that is intimidating, hostile, abusive, or disruptive. Prohibited conduct includes:

- Personal attacks, threats, or intimidation
- Bullying, stalking, or sustained harassment
- Discriminatory language or actions based on protected characteristics
- Doxxing, incitement, or encouragement of harassment by others
- Deliberate disruption of ILA programs, meetings, or communications
- False statements presented as fact that harm individuals or the Association
- Retaliation against individuals who raise concerns or complaints

This policy applies regardless of whether the conduct occurs once or repeatedly.

### **B. Inappropriate Online Messaging**

Inappropriate online conduct includes, but is not limited to:

- Personal attacks or inflammatory language
- Posting or distributing false, misleading, or defamatory information
- Disruptive, abusive, or hostile behavior in online discussions
- Sharing confidential or proprietary Association information without authorization
- Using Association platforms to advance personal disputes or grievances

### **C. Misuse of Listservs and Communication Platforms**

Association communication tools are intended to support the mission and professional activities of the organization. Misuse includes:

- Sending commercial solicitations or advertising without authorization
- Political advocacy or endorsements not formally approved by the Association
- Repetitive or excessive messaging that disrupts normal communications
- Using member contact information for personal, business, or non-Association purposes
- Circumventing moderation or distribution rules established by the Association

## Social Media & Electronic Communications Policy

### Personal vs. Official Capacity

- Members are free to express personal opinions; however, when referencing ILA or its activities, individuals must make clear they are speaking **in a personal capacity**, not on behalf of ILA.
- Use of ILA titles, logos, or affiliation in online communications should not imply official endorsement unless authorized.

### ILA Platforms

On ILA-managed platforms (including listservs, websites, and social media):

- Harassing, abusive, or defamatory content is prohibited
- Moderators may remove content that violates this policy
- Repeated or severe violations may result in restricted access

### Mission Alignment

Communications associated with ILA should:

- Advance constructive dialogue related to libraries and librarianship
- Avoid language or behavior that could reasonably damage ILA's reputation
- Comply with applicable laws, including defamation and privacy standards
- ILA leadership will determine or evaluate the language

### Reporting Concerns

Individuals who experience or observe behavior that may violate this policy are encouraged to report concerns promptly.

Reports may be made to:

- ILA President, Vice President, Past President
- ILA Executive Director or Association Management Company

Reports should include, when possible:

- Description of the conduct
- Date(s) and platform(s)
- Any relevant documentation (screenshots, messages, links)

## Review and Response Process

### 1. Initial Review

The ILA President or designee will review the complaint to determine whether it falls under this policy.

### 2. Assessment

The Executive Board (or a designated subcommittee) may assess the situation, seek additional information, and determine appropriate action.

### 3. Corrective Actions

Actions may include, but are not limited to:

- Informal resolution or education
- Written warning
- Removal of content
- Temporary or permanent suspension of privileges
- Removal from committee or leadership roles
- Other actions consistent with ILA Bylaws and policies

### 4. Confidentiality & Fair Process

ILA will make reasonable efforts to maintain confidentiality and ensure a fair, impartial process.

## Non-Retaliation

Retaliation against any individual who, in good faith, reports concerns or participates in a review process is strictly prohibited and may result in disciplinary action. Corrective Action noted above.

## Policy Enforcement & Authority

- This policy is enforced under the authority of the ILA Executive Board.
- Nothing in this policy is intended to restrict lawful expression; however, participation in ILA activities is contingent upon adherence to professional conduct standards.
- Violations may be addressed regardless of whether conduct occurs inside or outside formal ILA events when it reasonably impacts the Association.