

HAMMOND PUBLIC LIBRARY
Hammond, Indiana

BP 1400 OPEN COMMUNICATION

It is the policy of the Board of Trustees to encourage open communication of all staff and the general public. The library board's primary objective is to establish policies that will direct a course of action the entire library system will follow. This body is a committee of members charged to ensure that the public need is met, and that the library is running well. Liberty shall be granted to those with concerns regarding the general operations, policies, and procedures of the library and its board. Concerned patrons and staff are welcome to address their concerns by either of the following measures:

- 1) Written notification, which shall include the date of the letter along with the name, address, and telephone number of the concerned party.
- or
- 2) Presenting their concerns at the "open expression" segment of the board meeting.

All staff are recommended to take the following steps prior to expressing their concerns at a board meeting. Staff are encouraged to do this so that the matter can reach a quick resolution. Their concerns should be presented in the following order, first to:

- 1) The supervisor
- 2) A union representative and the supervisor
- 3) The Labor Management Committee
- 4) The Director and the Union President
- 5) The Library Board of Trustees

No staff member will suffer repercussions for verbalizing concerns or giving input to the Board of Trustees. But, proper protocol should be followed when presenting concerns to the board as a whole. This process is separate from the established grievance procedures. It does not justify ignoring or bypassing any steps in the normal chain of command of library business.

Policy adopted December 17, 1996, Policy Revised July 26, 2011