

MOUNT OLIVE PUBLIC LIBRARY

202 Flanders-Drakestown Road; Flanders, New Jersey 07836 | P: 973-691-8686 | www.mopl.org

The Mount Olive Public Library's Chain of Command for Public Complaints and Inquiries Policy

The following procedures will apply to the handling of public complaints and inquiries:

Neither the Mount Olive Public Library Board of Trustees as a whole nor any individual Board member will entertain or consider communications or complaints from Library employees, Library patrons/users, residents, or other citizens. Such communication will be referred to the Library Director.

Complaints and inquiries should be submitted to the Library Director in writing and preferably on the ***Patron Complaint Form*** available at the Library.

The Library Director will make every effort to resolve the problem with the person(s) immediately involved.

When satisfaction has not been achieved at the Library Director's level, the Mount Olive Public Library Board of Trustees will accept written complaints or inquiries.

Those who request a Library Board of Trustees hearing shall present written complaints or grievances to the Library Board of Trustees' Secretary in sufficient detail. After reviewing the evidence submitted to the Library Director, the Mount Olive Public Library Board of Trustees will, if it deems advisable, grant a hearing to the parties interested.

Library employees shall follow the procedures outlined in the ***Mount Olive Township Free Public Library Personnel Policy and Procedures Manual*** and/or the ***Collective Bargaining Agreement between Communications Workers of America Local 1031, AFL-CIO and The Trustees of the Free Public Library of Mount Olive, Inc.*** when filing complaints or grievances.

The Mount Olive Public Library Board of Trustees may defer decisions regarding complaints and inquiries presented initially at public Board meetings.

The Library Director must be consulted on all matters that involve Library personnel and the community.