



Antigo Public Library
617 Clermont Street
Antigo, WI 54409

715-623-3724
www.antigopl.org

Policy: Personnel Communication

Approved: December 19, 2017

It is important for the trustees and board to establish a rapport with the library staff and feel comfortable speaking to them about the library, its policies, services and collections.

This policy is based on statements in Chapter 7 of the *Trustee Essentials: A Handbook for Wisconsin Public Library Trustees, WI State Statute* and by good business practice. It is concerned with communication between staff, the library director, and the board, as well as communication with city employees.

If the trustees of the library board will be soliciting information from the staff (i.e. staff opinions regarding a policy or staff evaluations of the director), the director should be made aware that the staff will be receiving the questionnaire and should receive a copy of the questions in advance. It is imperative for the trusting relationship between the staff, the director, and the board/trustees to remain solid.

The director is responsible and accountable for the daily operation of the library. The director has the authority to assign work, recommend promotions, and to maintain order and discipline. Remember that the library director knows most of the answers, and if not, knows where to find them. Employees should get to know the director, and when they have questions, problems, complaints or suggestions, they should contact the director first. The director is interested in the success of the employees as well as the success of the entire library. Issues that relate to the operation of the library or library policy are better served by communication between employees and director, with board involvement as outlined below.

Whenever an employee has a problem or complaint, we expect them to take the following steps:

1. First they should speak with the director. The director is most familiar with the library and the associated jobs and is, therefore, in the best position to assist with or resolve any problem.
2. If the director cannot or will not help to resolve the matter, the employees may speak with the library board president who will give the problem prompt consideration. However, if the problem or complaint is of a highly personal nature or is a very delicate matter, they may meet with City of Antigo's Human Resources Specialist who will determine the next appropriate action.



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3. If the library board president feels the situation warrants further review, they will ask the employee to place their concern in writing and then the library board president will refer the issue to the Finance and Personnel Committee for guidance or assistance. If the issue is related to discrimination or harassment, the Finance and Personnel Committee will seek the advice of the City of Antigo's Human Resources Specialist.
4. The library board may always seek advice from City and County Resources, WVLS and Department of Public Instruction, or other outside resources when regarding personnel matters as needed.

Complaints that would be classified as harassment will be handled as per the City of Antigo's formal Anti-Harassment and Retaliation Policy.