

Grievance Procedure Policy

Any employee having a complaint is to bring it to the attention of her or his supervisor or the Director. If the problem is not handled to the employee's satisfaction, it may be brought to the attention of the Board of Library Trustees following these procedures:

Initial Procedure:

- Upon a problem or complaint, the employee should promptly contact the supervisor, who shall confer with the Director.
- If the problem is not settled or resolved, or if the employee does not have a supervisor other than the Director, the employee shall promptly contact the Director.
- The Director appeals directly to the Board.

Appeal Procedure:

If the initial channels have been followed without satisfactory results, then a formal written statement may be filed with the Board in the following prescribed form:

- Statement of problem
- Reply by the person(s) involved
- Action taken at the conclusion of each prior step of the procedure
- Statement of each action signed by the appropriate person

Timetable:

Each problem should be initiated, heard, and resolved within as short a period of time as possible according to the nature or severity of the problem and the availability of essential personnel.

Most complaints or problems should be settled within 30 working days after initiation. In all matters, the decision of the Board of Library Trustees shall be final and non-reviewable.

If the matter involved discipline by either suspension or termination and the employee is reinstated by the Board of Library Trustees' decision, all benefits, pay, and status lost due to suspension or termination will also be reinstated to the employee's credit.

Discipline

The Director may at any time warn, suspend, or dismiss any employee.

Except in exigent circumstances where immediate action is required in the best interest of the Library, the Director shall inform an employee of any reason or consideration for his/her suspension or dismissal and give the employee the opportunity to respond to the allegations before taking action to suspend or dismiss.

Grievance

- Employees having grievances arising out of their employment by the Library shall have the right to appeal to their supervisor and, in turn, to the Director.
- When any employees, regardless of their job, feels that their grievance has not received due consideration, they are to put their grievance in writing and submit it to their supervisor. The matter will then be discussed with the Director.
- In the event the matter is not satisfactorily handled, the employee may then request, in writing, that the Director submit the matter to the Board. At this time, after the reading of the request by the Director, the President of the Board shall appoint a committee to investigate all phases of the situation. In all cases, this investigation will include personally interviewing the employee concerned, the Department, and the Director. After the committee has completed the investigation, it will then report to the Board at the next regular meeting which follows the conclusion of the investigation. The employee concerned, if he or she so desires, may present his/her case at this meeting.
- The decision of the Board of Library Trustees is final.