

OPEN DOOR COMMUNICATIONS/PROBLEM SOLVING PROCEDURE

If an employee has a complaint, problem or situation that needs to be addressed, the following procedure should be utilized. ZBPLD encourages use of this problem solving procedure and assures its employees that they will not be reprimanded for voicing concerns.

Step One: *The employee should discuss the situation with his/her supervisor or Department Head as soon as possible. The employee should give the supervisor or Department Head an opportunity to investigate and then get back to the employee.*

Step Two: *If the employee is not satisfied with the supervisor's or Department Head's response or feels the problem has not been resolved, the employee should create a formal written statement that includes:*

Statement of problem

Reply by the person(s) involved

Action taken

Submit it to the Library Director. After reviewing and assessing the situation, the Director will respond back to the employee in a timely manner.

Step Three: *If the employee is still not satisfied with the response, the employee can present the grievance to the Board of Trustees in writing in a timely manner. The Board of Trustees will consider the situation and respond accordingly.*

This should be done with the full knowledge of the Library Director.