

Approved by the
Cherokee Regional Library
Board of Trustees
October 21, 2004

Channels of Communication

The Cherokee Regional Library Board of Trustees expects all staff to respect and follow the chain of command when registering complaints, making suggestions and in any other way expressing thoughts and concerns about the business of the library. Board members should refer a staff member with such concerns to the Director. Staff members who take complaints, requests, criticism or other library business directly to the Board or to individual board members without working through the Director will be considered insubordinate and subject to disciplinary measures by the Director.

The Director welcomes questions and discussion about library business. Library trustees are the library's representatives from the community, and they bring valuable information and questions to the Director that shape the library's response and service to the community. In order to insure clear communication, if library trustees have questions about library business, they are expected to discuss them with the Director. The Director may refer them to other staff members for additional information.

Board Policy