

ii) The Board and the librarian are expected to participate in community activities and to give talks to groups or individuals about library services as required.

iii) The two prime aims of the library's public relations program are:

- a) To make governing leaders, civic officials and the general public aware of the library's objectives, services and programs, and to promote understanding of these goals and services.
- b) To encourage active participation by people of all ages in the varied services and programs of the library.

iv) It shall be the policy of the Lamont Public Library to carry out a continuing Public Relations Plan, based on sound knowledge of the community, a clear understanding of the library's general goals and objectives, and practical use of the resources available.

#### **B. Patron Complaints**

i) About an individual book, or its suitability as part of the library collection: The patron shall be requested to complete the attached form Appendix 3 - "Citizen's Request for Reconsideration of a Book" for consideration of the Library Board.

ii) Other: The complaint shall be in writing to the Board, who will give a corresponding written answer as soon as possible. Simple complaints that can be dealt with by desk staff are not subject to the above.

### **8. Policy And Bylaw Review and Revision**

#### **A. Review**

One section of the policies and bylaws of the Lamont Public Library shall be reviewed by the Board on a five-year basis.

#### **B. Revision**

- i) Any changes in the policies, or inclusion of new articles, or deletion of currently approved articles, shall require a majority vote of the Board.
- ii) Thirty (30) days notice in writing must be given of proposed changes as outlined above.