

## STATEMENT OF POLICY AND PROCEDURE

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Subject: GENERAL COMMUNICATION PROTOCOL – LIBRARY MANAGERS | Sec 1, 3V

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### GENERAL COMMUNICATION PROTOCOL – LIBRARY MANAGERS

#### 1. Communication Process

To ensure clear, efficient, and timely communication between NLLS and member libraries, the following protocol should be followed:

- **Primary Communication Method:** Library staff are encouraged to submit requests through the NLLS Helpdesk, which ensures proper tracking and efficient response.
- **Phone Communication:** If a library staff prefers to call, NLLS staff will log the request in the Helpdesk system while on the phone and ensure a copy of the ticket is provided to the requester. Library staff will follow NLLS's [phone protocol](#) when handling phone inquiries.
- **Microsoft Teams:** Library staff are encouraged to reach out to their NLLS Consultant or other NLLS staff as required.
- **Urgent Requests:** If a request is urgent, library managers should flag it as “urgent” in the Helpdesk system. If calling, they should indicate the urgency, and NLLS staff will prioritize the request accordingly.
- **Response Time:** NLLS will acknowledge and respond to requests within two (2) NLLS working days (excluding automatic Helpdesk replies).
- **Ticket Submission Guidelines:** Each request should be submitted separately to ensure clarity and proper tracking.

#### 2. Library Manager Concern Resolution

NLLS is committed to fostering a professional, respectful, and solution-focused work environment for both staff and member libraries. When concerns arise, the following steps should be taken to address them constructively:

- If a library manager has a concern, they should first communicate with the appropriate NLLS department employee.
- If further discussion is needed, the issue can be escalated to the relevant department manager and, if necessary, to the Executive Director.
- If concerns persist, a formal review process may involve the NLLS Executive Board Chair and the involved Library Board, ensuring transparency and fair resolution.

#### 3. Professional Conduct Expectations

NLLS values collaboration, professionalism, and mutual respect in all interactions. If issues of inappropriate or unprofessional behavior arise:

- NLLS will work with the involved parties to seek a constructive resolution.

- In cases where behavior is deemed unacceptable as per Policy Sec 1, 3S (Workplace Violence and Harassment), the Executive Director may formally address the concern in writing, with a copy sent to the Library Board Chair (if applicable).
- Repeated concerns that remain unresolved may result in further discussion at the Executive Committee level to determine an appropriate course of action.

Our goal is to maintain open, respectful, and productive communication between NLLS and its member libraries. We encourage proactive dialogue and collaboration to ensure smooth operations and strong partnerships.

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**NLLS Executive Board Chair**

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**Date of Approval**