

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Code of Ethics | Page(s): 1

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

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SECTION 1 - 3.V

GENERAL COMMUNICATION PROTOCOL – LIBRARY MANAGERS

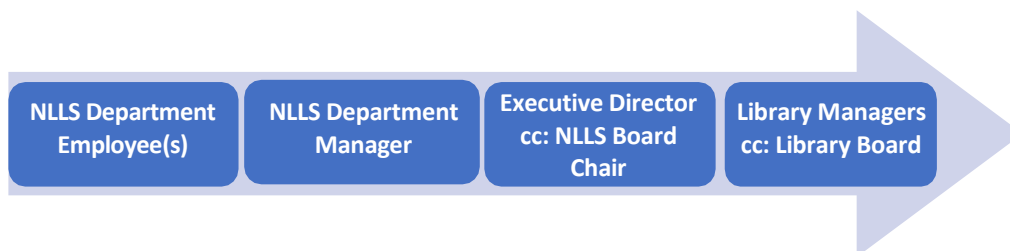
1. General Communication channel flow for first point of contact in day to day operational matters.
2. All communications must follow this flow chart, deviation to this process will be re-routed back through proper channels.
3. To allow for urgent requests please flag “urgent” on a helpdesk ticket request and cc. manager on initial email request.
4. Communications for each step will be responded to within two (2) NLLS working days.
5. Automatic replies from helpdesk will not be considered as “responded” to.
6. A helpdesk ticket must be the number one method of communication.
7. Phone is number two if internet communication is down or access is unavailable, a phone message with call back details and time must be left. Helpdesk ticket will be created by NLLS employee to track this event.
8. All tickets will be closed after thirty (30) days if no contact has been made back in response to NLLS.
9. One (1) request per ticket to be entered.
10. Multiple requests within one (1) helpdesk ticket will be rejected and sent back to originator.

Library Manager Complain Process



11. NLLS strives to provide a safe and respected work environment for all staff and the clients served.
12. Abuse or offensive behavior by a Library Manager or library staff towards an NLLS staff member may result in a letter from NLLS Executive Director to the Library Manager and copied to the Chair of the Library Board if applicable and the Executive Committee Board Chair. Abusive and offensive behaviour is defined in Policy Sec 1, 3S Workplace Violence and Harassment.
13. Continued abuse or offensive behavior that is not corrected may result in service disruption. Any withholding of services will be decided at the Executive Committee level.

NLLS Customer Complaint Process



NLLS Executive Board Chair

August 21, 2020

