

# North Olympic Library System

## **Policy 2-6 Resolution of Job-Related Concerns**

Adopted by NOLS Board of Trustees, May 1, 1977

Last revision: 5-17-89

### A. POLICY STATEMENT

The Library recognizes that at one time or another, a staff member may become concerned about his or her working conditions. Most often these situations are short-lived and quickly resolved, but a situation may arise when a minor difficulty could grow into a major problem, particularly when the situation is not brought out in the open and discussed in a timely and frank manner.

It is the policy of the Library to (a) encourage communication between staff members and the supervisory staff to insure prompt and fair resolution of any question which may arise, (b) provide for review of the question by the Library Director and the Library Board of Trustees, and (c) provide assurance to staff members that they are free to express themselves and without prejudice.

### B. PROCEDURE

The following procedure is available to all staff members:

#### **Phase 1:**

The staff member is to see his or her supervisor first. The supervisor is responsible for ensuring that the staff member receives equitable and fair treatment. The question must be discussed honestly and sincerely, and every effort shall be made by the staff member and the supervisor to give the question proper consideration leading to a satisfactory solution.

#### **Phase 2:**

Should Phase 1 not resolve the question to the staff member's satisfaction, the staff member shall inform their supervisor that they intend to pursue the issue. The staff member shall then put the matter in writing and arrange a meeting with the head of the next supervisory level to seek resolution of the matter.

*Note: Phases 1 & 2 will normally be carried through within two weeks.*

#### **Phase 3:**

Should Phase 2 not resolve the question to the staff member's satisfaction, the staff member shall inform the head of the next supervisory level that they intend to pursue the issue. The staff member shall then submit the matter to the Director and request a meeting to seek resolution of the matter. The Library Director will review the matter and shall advise those concerned of his/her decision in writing within five (5) working days.

*Note: Phases 1 through 3 must be utilized prior to Phase 4. (Supervisors and the staff member shall complete a written record of all meetings.)*

#### **Phase 4:**

If the staff member is not satisfied with the Director's decision, he or she shall so advise the Library Director. The Library Director will arrange a meeting with the Board President or his or her designee. This meeting will result in a recommendation for review by the full Library Board of Trustees for a final decision.

### C. ADMINISTRATION

The Personnel Manager is available to any of the staff members at any step in the procedure.

Policy 2-6 and the union grievance procedure are mutually exclusive and shall not proceed concurrently.

The Library Director shall be responsible for the administration of the Resolution of Job-Related Concerns Policy and Procedure.