

Grievance Procedures Policy

KDLA provides this example policy to assist a library in developing and adopting their own policy. The example policy should be modified to meet the needs of your library and community and should be reviewed by the library's attorney prior to adoption.

The Library strives to ensure that all employees are treated fairly. Employees are expected to seek resolution through appropriate supervisory channels within the Library before bringing a concern to the Board. Employees can raise concerns without fear of reprisal. Informal resolution of disputes is encouraged. If a problem cannot be resolved, the following steps may be taken.

General Procedure

- Step One: To encourage informal resolution, within one week after the occurrence of the event, an employee shall orally discuss the dispute with the supervisor and agree upon a plan to resolve it.
- Step Two: If informal resolution is not successful or if the dispute is with the employee's supervisor, it shall be submitted to the director. The director will meet with the employee(s) involved in the dispute and they will agree upon a plan to resolve it. This step should be initiated no more than two weeks after the occurrence of the event.
- Step Three: If the employee is still not satisfied or if the supervisor is the director, the employee may appeal the decision to the library board for consideration at their next regularly scheduled meeting. The request may be submitted via the director or by letter to the board and should be received at least three days prior to the meeting.

Letters of grievance

All employees may communicate a grievance to the Board at any time. Such letters must be signed and should include:

- Any written communication between the employee and their supervisor concerning the matter.
- The employee's written communication with the Director giving notice of the concern.
- The Director's written response to the concern.

Grievance letters will be addressed to the president of the Board of Trustees. A copy of any letter of grievance must be sent to the Library Director. The president of the Board will reply within thirty days.

Grievance hearings

Before a grievance hearing will be granted by the Board, the staff member must produce evidence that the staff member has attempted to resolve the matter within the Library's established organizational structure. All such attempts will be documented in writing and should include:

- Any written communication between the employee and their supervisor concerning the matter.
- The employee's written communication with the Director giving notice of the concern.
- The Director's written response to the concern.

The employee's written request for a hearing before the Board must:

- Clearly state the issue that will be discussed with the Board.
- Establish that no reasonable and satisfactory solution has been reached.
- Suggest a reasonable solution for the Board to consider.

If a grievance hearing is granted, the employee will appear before the Board of Trustees at the next regularly scheduled meeting. If the employee intends to provide witnesses, the names of such witnesses will be communicated to the president no later than three days prior the meeting.

Grievance hearings will be limited to a maximum of thirty minutes unless further allowance of time is requested in writing three days prior to the meeting. The hearing may be curtailed by the president at any time.

Grievance hearings concerning personnel matters may be held in open or closed session at the Board's discretion.

After the hearing, the president of the Board of Trustees will provide a written response to the employee(s) involved, including the director, within thirty days. Any decision or response by the Board is final.

The library is bound by confidentiality and will not share information about grievances except with those persons who in the discretion of the Library Director have a legitimate need to know. All documents, communications, and records dealing with the processing of a grievance shall be filed in a separate grievance file and shall not be kept in the personnel file of any of the participants.

[Reviewed 9/9/2021]