

CITIZEN INQUIRIES

Often a constituent will call a Trustee with a question or a complaint about a particular problem. Sometimes the complaint is related to not understanding why particular action is taken and sometimes it relates to how a service has been provided (or not provided). The policy manual has been prepared to help you answer some of the “why” questions.

When particular service issues or questions come up, the staff is also concerned about getting a quick and accurate response to a citizen. The most effective way for the staff to ensure this response is for the Trustee to call the Library Director at 657-8291, Assistant Director at 657-8291, or Administrative Coordinator at 657-8391 with his/her concern. Staff will follow up with the citizen directly or give the information back to the Trustee whichever is preferred. Complaints or questions can be directed to the Library Director or the Assistant Director.