

Policy Statement

The purpose of this policy is to ensure the public receives consistent and accurate information about library policy, programs, and services.

Regulations

1. In an emergency situation, the Library Director or the Library Board President are the only authorized spokespersons for the library or library policies and services. The Director or President will follow the public relations guidelines outlined in the *Business Continuity Plan*.
2. All complaints should be directed to the Library Director. If this person is not available, the Library Board President should be contacted in cases that require immediate attention.
3. If the complaint is a request for reconsideration of material, the procedures listed in the *Reconsideration of Library Materials Policy MGMT-10* should be followed.
4. All media promotions must be approved by the Library Director prior to submission or presentation.
5. Department Heads may develop and produce materials to promote services and programs. All promotional material should list the library's address, phone number, website, cost of the event, intended audience, time and place. All promotional materials reflect the library as a whole and must be high quality. All materials must be approved by the Library Director prior to distribution.
6. For inquiries regarding upcoming programming the Library Director may delegate the appropriate planning Department Head to speak to the media.
7. Requests from the media for non-program related interviews should be referred to the Library Director or the Library Board President.
8. Staff and Trustees will not respond to such inquiries unless authorized by the Director or Library Board President.
9. If staff and Trustees are authorized to speak on behalf of the library, clear guidelines will be given to them by the Director or Library Board President.

Approved: March 2016
Comstock Township Library Board of Trustees