

BOARD OF TRUSTEES OPERATING PROCEDURE

Response to Correspondence to the Board

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***Purpose***

To acknowledge receipt of and respond to letters, e-mails, and other written correspondence received by the board and its members.

***Scope***

This procedure applies to letters and e-mails received by members of the Cromaine District Library Board as a trustee and by the board as a whole.

***Description***

*Correspondence to individual members* - When a communication is received by a member of the Board of Trustees regarding their performance and/or responsibilities as a trustee, the correspondence will be given to the Secretary of the Board, who ensures a response to thank and/or respond to the writer on behalf of the board as a whole. The response shall be given to the President of the Board for signature at the next meeting. (The Secretary shall respond, if possible, within one month of receipt of the letter.)

*Correspondence to the Library Board as a whole* – When a communication is received by one member of the board or by the Library Director on behalf of the board regarding the responsibilities or performance of the board, the correspondence will be provided to the Library Director for response. At the discretion of the Library Director, the Board Secretary and/or Board President may be asked to consult on the response. Most communications will be delegated to the Library Director for response as soon as possible. Copies of the Library Director's response on behalf of the board and the library will be included for review at the next Board of Trustees meeting, if not communicated more quickly electronically to all trustees.