

Proposed options for direct communication to the Madison Public Library Board

Issues of concern to individuals using the Library, as well as complaints about library policies or procedures, are most often dealt with and resolved by Library staff. If the library user is not satisfied with staff or administrative response to their complaint or issue, and requests that the issue is brought before the Library Board, several options for addressing the Board directly are available:

- 1) The person bringing the issue forward could put their complaint in a letter addressed to the Madison Public Library Board, %Library Administration, 201 West Mifflin Street, Madison, WI 53703; the complaint will be automatically be added to the agenda of the next Library Board meeting and copies of the written complaint will be shared with Library Board members upon receipt.
- 2) Or, the person could choose to address the Library Board in person by notifying Library Administration of his/her intention to address the Board in person in order to have the issue added to the next Library Board meeting agenda. The person will be informed of the next Library Board meeting date, time and venue.
- 3) Or, the person could choose to email their issue/complaint directly to a new Library Board email address:

MadisonPublicLibraryBoard @cityofmadison.com

All Library Board members would be part of this official Board email list, and receive posts to the list at their chosen email address. The person raising the issue would receive a reply that his/her concern will be added to the next Library Board meeting agenda. This offers a more efficient email communication than communications sent directly to individual Board members' email addresses, eases open records concerns, and, as in the other methods above, facilitates posting the topic to the next Board meeting agenda for official Library Board discussion and resolution.

All of the above options enable direct communication between the library user and the Library Board, as a group. Individual Library Board members would not be put in a position of having to respond to the library user before the issue has been officially discussed and resolved in open session by the full Library Board. In all cases, the Library Board's resolution regarding the issue would be communicated directly to the library user in person or in writing, via email or letter.

The above information for addressing the Library Board would be posted on the Library's web site for easy reference by staff and the public.