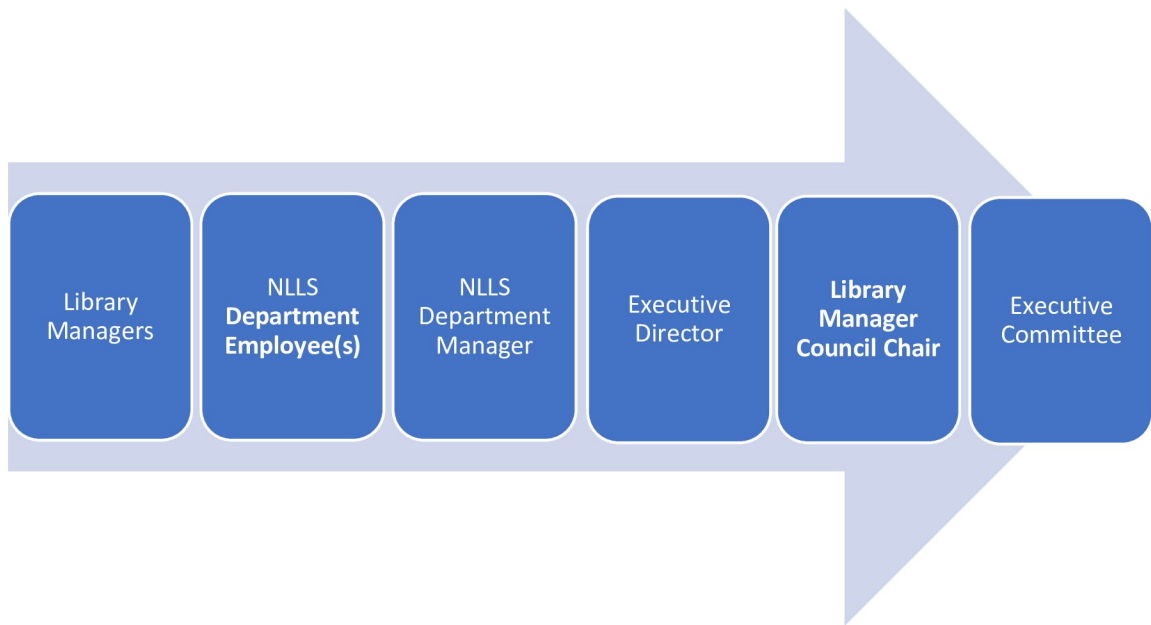


STATEMENT OF POLICY AND PROCEDURE			
Section:	NLLS LIBRARY MANAGERS	Effective:	Sept 8, 2018
Chapter:	Code of Ethics	Page(s):	1
Subject:	General Communication Protocol – Library Managers	Revised Date:	Sept 8, 2018
			Sec 1, 3V

GENERAL COMMUNICATION PROTOCOL – LIBRARY MANAGERS

- a. General Communication channel flow for first point of contact in day to day operational matters.
- b. All communications must follow this flow chart, deviation to this process will be re-routed back through proper channels.
- c. To allow for urgent requests please flag “urgent” on a helpdesk ticket request and cc. manager on initial email request.
- d. Communications for each step will be responded to within two (2) NLLS working days.
- e. Automatic replies from helpdesk will not be considered as “responded” to.



NLLS Executive Board Chair

Sept 8, 2018

Date of Approval