

### III.B.2 PUBLIC RELATIONS

All trustees, staff members and volunteers of the Chazy Public Library should make every effort to present a friendly, positive, helpful attitude when working in the Library or when making presentations to the public or the media regarding Library activities.

The patron is the most important person in the Library. The Director and volunteers should always have the patrons' needs as the top priority in actions and philosophy.

A positive and proactive approach shall be taken by all concerned to promote the Library and its activities to the public.

The primary sources of information to the public regarding Library activities shall be by means of periodic articles in the North Countryman, The Plattsburgh Press Republican and our website: [www.chazypubliclibrary.org](http://www.chazypubliclibrary.org) which also contains a Blog. News articles may also be placed in the CCRS Newsletter. WIRY radio will also be used to publish meeting dates and inclement weather cancellations. Notices will be posted at several public locations concerning Library news.

Regular and special programming will be advertised in the North Countryman, Press-Republican and WIRY by means of a press release. All press releases shall be reviewed by the Board before submission to the media.

Every effort shall be made by the Director, volunteers and trustees to foster a cooperative spirit and attitude with other individuals and agencies in the community.

All persons providing service to the Library shall be treated with respect and consideration. Permission shall be obtained by the owners of any property prior to the posting of fliers advertising Library activities.

Every attempt shall be made to remove all such fliers as soon after the activity as possible.

Thank you letters shall be sent to all donors, program presenters, or other people whose actions positively impact the library as soon as possible. These letters shall be sent by either the Director, Secretary or President of the Board of Trustees (appropriate person to send letter will be determined on a case by case basis).

*Revised and adopted 1-27-10*