

Complaint Handling

Purpose:

This policy sets forth procedures to handle complaints by library patrons or others about library operations.

Procedure:

The person receiving the complaint should consider the gravity of the problem and determine the best course of action.

Complaints fit into one of the following categories:

- Complaints such as those regarding issues such as noisy patrons, inappropriate Internet use, or a parking issue, should be addressed by library staff on duty at the time they are made.
- More significant complaints, such as questions about the appropriateness of library materials, programs or procedures, will need to be reviewed by the Library Director for potential action after consideration of library policies and procedures. The Library Director should respond to the complaint after considering the library's policies and procedures. The President of the Board of Trustees can be consulted if warranted. If the President considers it necessary, the matter can be referred to the Board of Trustees for its review.