

## SERVICES

## 490 Process for Patron Complaint

Library patrons are provided with a variety of opportunities to make comments or ask questions about the library. All Board meetings are open to the public and include an opportunity for public comment about agenda items. Patron comment forms are available throughout the library and on the web site. The Library Director reviews all comment forms. Comments are also accepted by staff at the public service desks.

In general, patrons' questions or comments about library services and materials are directed to the staff responsible for that area of the library. If the staff person does not respond to the satisfaction of the patron, the patron may speak with the Head of the Department. All complaints are reported to the Library Director.

If the matter is still not resolved to the patron's satisfaction, the patron may present a written complaint or comment to the Library Director. The Library Director will review the matter and respond to the patron in a timely manner. If the matter is not resolved to the patron's satisfaction, the patron may speak with or write to the Board President who will review the matter and respond to the patrons. If the matter is not resolved to the patron's satisfaction a written complaint may be forwarded to the Board of Trustees. The Board will review the matter and determine either a final response to the patron or schedule a hearing to review the complaint.

In the case of complaints about materials see section 545 *Reconsideration of Library Materials*.

Adopted 8/19/09, Rev. 4/20/11, complete review 4/17/13, complete review 3/18/15, complete review 3/15/17