

2.15 Patron Complaints

Library policies and procedures have been developed to provide fair and efficient service to all individuals.

Richland Community Library strives to provide the highest levels of satisfaction and service to its patrons. However, we recognize that a patron may wish to make a formal complaint. A response by the library that is timely and constructive may go far in helping resolve a complaint.

Criticisms of the library service, Director, or the library staff, which are brought to the attention of the Board of Directors, shall be handled in the following manner:

A Library patron may choose to make their complaint on an informal, oral basis to staff. If the issue is not resolved after talking with circulation staff, supervisory staff will be consulted to resolve the matter. If the complaint does not lend itself to informal resolution, the complainant will be asked to address the Library Director with their complaint. If the patron is not satisfied with the Director's response, they may submit a signed email or formal letter of complaint to the Library Board President. In such a case, the Director will forward the correspondence to the Board President who will provide copies to the Library Board of Trustees.

The complainant will be informed of the time, date, and place of the Board meeting at which the complaint will be discussed.

The complainant will be contacted regarding the Board's action regarding the complaint.

Concerns about library materials in the Library's collection are covered by the Collection Development Policy and the Request for Reconsideration Form