

PATRON COMPLAINTS

The Columbus Public Library (“Library”) strives to provide quality services to all library patrons. Library users are entitled to their opinions regarding how the library operates, provides services, and conducts programming. This policy deals with patron complaints and suggestions on how the Library could better operate on a day-to-day basis. A complaint is from a patron dissatisfied with various aspects of Library services, facilities, programs, or equipment. Complaints can be made in person, by email, telephone, fax, or letter. All feedback is good for the Library and can be used to help improve Library services and programming, direct staff training opportunities, and build patron rapport.

It is the responsibility of all Library staff to respond to patron complaints courteously and with good faith efforts to resolve them in a timely manner. A timely response to a patron’s complaint or concern is crucial to its satisfactory resolution.

When a Library staff member receives a complaint that cannot be properly addressed, the complaint will be referred to a Library supervisor. Library supervisors will use their best judgment to interpret Library policies and to use a wide range of procedures to resolve complaints to the benefit of Library patrons.

In situations where an agreed upon resolution between Library personnel and patron are not found, patrons will be asked to fill out a Complaint Form. These completed forms will be submitted to the Library Director for further review and possible action.

The Library Director has final authority to resolve complaints involving the Library’s day-to-day operation, services, programming, and procedural issues.

Complaints and suggestions regarding Library policies will be presented to and reviewed by the Columbus Public Library Board.

Adopted by the Library Board on 04/09/2020