

PROCEDURE FOR HANDLING PATRON CONCERNS

- 1) Concerns about specific works included in the library's collection, Internet content or use, or library policies should be handled through the library director and the library board. Staff should not attempt to handle serious or hostile concerns beyond referring the patron to the director and board.
- 2) When appropriate, the director will first handle concerns through an informal conference. If the patron is not satisfied, he/she will be referred to the library board. The director should immediately alert the board president to the problem. Where the director judges the problem to be a serious one, all board members will be notified.
- 3) No board member should make any commitment or statement as to the solution of a problem with which he/she is approached without first consulting the director and other board members so that library policy can be as unified in application as possible.
- 4) The board is the final authority in such matters.
- 5) If a patron wishes to take a matter to the board, he/she will be asked to present the concern in writing. Concerns about specific library materials must be submitted on the form found on the next page.