

# UPPER MORELAND FREE PUBLIC LIBRARY

Revised:	06/12/2019
Next Review:	2 <sup>nd</sup> Qtr 2022
Reviewed:	05/09/2019
Original:	09/12/2012

## PATRON SUGGESTIONS AND CONCERNS

### I. POLICY

- A. The purpose of this policy is to ensure patrons are provided an opportunity to express suggestions, concerns, or comments related to library facility, collections, services, procedures, and programs as well as receive an appropriate response from library staff members.
- B. Patrons shall be provided with a UMFPL Comment Card, Reconsideration of Materials form, or a Reconsideration of a Policy form as applicable.
  - 1. The UMFPL Comment Cards shall be deposited into the suggestion box and collected for review twice a month.
  - 2. The reconsideration of materials form and the reconsideration of a policy form will be reviewed by the director.
- C. Written suggestions and concerns may also be submitted through the library website or by mail.
- D. Suggestions and concerns related to the behavior of another library patron shall be expressed in person to the librarian in charge at the time the situation is occurring.
- E. At the director's discretion, written complaints may be referred to the executive committee of the library board of trustees for consideration.
- F. Patrons dissatisfied with the director's response to their suggestion, concern, or comment may request to be heard during the business of visitors' time at a regular meeting of the UMFPL Board.
  - a) The president of the board of trustees shall reply to the complainant in writing within thirty days of the board meeting.
  - (b) The decision of the board is final.

### II. DEFINITIONS: N/A

- III. RESPONSIBILITY: The director shall establish necessary procedures to comply with this policy.