

# UPPER MORELAND FREE PUBLIC LIBRARY

Revised:	06/09/2022
Next Review:	2 <sup>nd</sup> Qtr 2026
Reviewed:	06/30/2023
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 or [Statement of Concern](#) form as applicable.
  - 1. The UMFPL Comment Cards shall be deposited into the suggestion box and collected for review.
  - 2. The Statement of Concern 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 that 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.