

Lincoln County Library System Patron Complaint Policy

The Lincoln County Library System endeavors to provide the highest levels of customer satisfaction to its patrons. Occasionally, however, patrons may wish to register a complaint.

A library patron may choose to raise his/her complaint on an informal basis with circulation desk staff. If the patron chooses to do so, or if the complaint does not lend itself to informal resolution, staff should offer the patron a Patron Complaint Form. The Director or Branch Librarian will promptly review the completed Patron Complaint Form and, when appropriate, attend to resolve the complaint directly.

If the patron is not satisfied with the response provided by a Branch Librarian, the complaint should be forwarded to the Director. If this patron is not satisfied with the response provided by the Director or if the Director decides that the situation warrants the input of the Board of Trustees, either or both parties may bring the written complaint to the Board. A patron desiring to do so may also request an opportunity to address the Board at one of its monthly meetings.

The Board will promptly review a complaint presented to it. A complaint that involves a staff performance will be referred back to the Director for final resolution. For all other complaints, the Board will provide an oral and/or a written response to the complainant, and take any further action warranted by the particular circumstances. The decision of the Board of Trustees with respect to these complaints will be final.

Complaint forms will be kept on-file for a period of three years.

Adopted 02/19/2014