

## **Patron Concerns Policy**

### **1. Purpose statement**

The Lexington Public Library is committed to addressing concerns about any aspect of library services. The Library's goal is to provide the best quality service to its patrons. Patrons should have the opportunity to offer suggestions or express concerns about services, procedures, and policies in a manner that will ensure that these concerns can be completely and effectively addressed by the library staff and/or the Library Board.

### **2. Key Guidelines**

- A.** If a library patron has inquiries or concerns, staff members can explain services, procedures, and policies to the patron. If the patron still has concerns about a policy and/or procedure, the patron may be given the option to fill out a Library Concern Form (Appendix L).
- B.** All suggestions or concerns filed on a Library Concern Form will be delivered by library staff to the Library Director. The Library Director will either immediately address the issue or bring the concern to the Library Board.
- C.** Patrons may express their suggestions and concerns following the above procedure. However, patrons are not allowed to damage library property or to exhibit disruptive or abusive behavior to staff members or to the public.