

Patron Suggestion/Concern Policy

Date Approved: 6/13/2023

Approved by Library Board

Date Amended:

Patrons of Superior Public Library are vital as partners in the creation of an excellent library. Patrons need the opportunity to offer suggestions or express concerns about library services and policies, so that suggestions and concerns can be fully and effectively addressed by the library staff and/or board.

Procedures are implemented so that patrons have the ability to provide unsolicited suggestions or concerns.

Library staff members will, from time to time, explain services, procedures and policies to inquiring patrons. Patrons having suggestions or concerns about these procedures and policies will be asked by staff members to address their comments by filling out a form that is available to put your suggestions or concerns in writing.

All suggestions or concerns will be delivered by library staff members to the director, and if needed from the director to the Library Board.

Patrons may express their suggestions and concerns in writing, but will not be allowed to exhibit disruptive or abusive behavior to staff members or the public, or be destructive of library property.

Patrons exhibiting such behavior will be given a copy of the *Patron Rules of Conduct*

Failing to meet the rules of conduct will result in a warning to patrons that they will be denied service, and will be asked to leave the library.

If this subsequent action fails, library staff will have the authority to contact the police department for resolution of the conflict.