

Barker Public Library
Patron Complaints Policy

While the Barker Public Library strives to provide the highest level of service, we recognize that conflicts and/or differences of opinion occur and encourage the proper venue for voicing complaints.

A library patron should begin by making his/her complaint in an informal, verbal manner to library staff. If the patron chooses not to do so, or if the complaint does not lend itself to informal resolution, the patron should complete the Patron Complaint Form. The Library Director will promptly review the completed form and, where appropriate, attempt to resolve the complaint directly. If the patron is not satisfied with the response provided or if the complaint is directed at the Library Director, the complaint then should then be addressed to the Library Board of Trustees. (A patron may also request to address the board at one of its bi-monthly meetings.)

The Library Director or Board will review all complaints and follow up with the complainant as well as provide a written response within seven business days.

Adopted by: Barker Public Library Board of Trustees
March 14, 2016
Reviewed and adopted March 8, 2021

BARKER PUBLIC LIBRARY
PATRON COMPLAINT FORM

Please complete all fields below. We will attempt to resolve your complaint quickly and fairly.

1. Name: _____

2. Address: _____

3. E-mail: _____

4. Daytime Phone Number: _____

5. Are you a Barker Public Library cardholder? Yes ____ No ____

6. If the answer to #5 is "no", please state the name of any public library of which you are a cardholder. _____

7. Please briefly describe your complaint in the space below or on an attached sheet. If relevant, include in your description where and when the incident occurred (date and time), the full names of any Library staff or patrons involved and how they were involved, any previous efforts made by you and/or Library staff to resolve the complaint, and any other significant information.

Signature: _____ Date: _____ Revised
March 8, 2021