

Jackson County Library Patron Grievance Form

Purpose: The *Patron Grievance Policy* addresses patron complaints regarding library services, materials, procedures, policies, and staff conduct. Library policies and procedures have been developed to provide fair and efficient service to all individuals. Persons who have experienced difficulties with a library service, policy or staff member are encouraged to discuss those concerns with library staff. Library staff will attempt to resolve issues as quickly and fairly as possible. A patron may request to file a formal grievance if the issue cannot be resolved.

Patron Grievance Procedure

1. A patron who wishes to file a grievance about a library policy, procedure, or service should submit a written complaint to the Library Director. The written complaint should include the date of the complaint, the name, address, email address and telephone number of the individual making the complaint and a detailed explanation of the issue.

2. If a patron finds the behavior of any employee of the library to be unacceptable they are encouraged to relay the incident to the Library Director and to fill out a "*Patron Grievance Form*". The staff member involved will be required to fill out the same form. Both sides of the issue will be examined to determine what action, if any, should be taken. The Library Director will determine if the complaint should be placed on the agenda of the next regular meeting of the Jackson County Library Board of Trustees. The patron will be informed of the decision and what action was taken about the incident.

3. A patron expressing concern over library materials are encouraged to discuss their concerns with the library director or circulation staff. If a patron wishes to challenge the material further it is requested the patron fill out the *Statement of Concern about Library Resources* form.
The director and staff members will review the material and file written comments regarding the appropriateness, literary merits, and adherence of the material to the library's mission. All the information will be shared with the patron, along with the director's written decision as to the disposition of the challenged material. If concerns still remain, the patron may request in writing that the Jackson County Library Board of Trustees review the information. The decision of the Board shall be final.