

Patron Complaint Policy

(Approved by the City Council of the City of South Sioux City Feb 12, 2018)

The South Sioux City Public Library works to provide the best possible service to all library patrons. This policy deals with patron complaints and suggestions about how the Library operates on a day-to-day basis. A complaint is from a patron dissatisfied with some aspects of library service, facilities, programs, or equipment. Complaints can be received in person, by letter, telephone, fax, or e-mail. This feedback helps the Library improve its services, build patron support and creates staff training opportunities.

It is the responsibility of Library staff members to respond to patron complaints courteously and with good faith efforts to resolve them immediately or in a timely fashion. The speed of the response to a patron's complaint or concern is critical to its satisfactory resolution.

The patron will be asked to fill out a Complaint Form. The complaint will be handled immediately by the staff member receiving the complaint, or it will be referred to the appropriate staff member who can effectively address it. If the matter can't be resolved immediately, the patron will be contacted within three working days to answer their complaint or, at a minimum, to acknowledge that their complaint is being addressed and to explain what steps are being taken to arrive at a satisfactory resolution.

When a staff member receives a complaint which s/he is not able to properly address without assistance, the complaint will be referred to the appropriate person. In most cases this will be a department head. All department heads are encouraged to use their judgment in interpreting policies and to use a wide range of procedures to resolve complaints to the benefit of the patron. In cases where a mutually agreed upon remedy can't be found, the Patron's Complaint Form will be referred to the director for a resolution of the situation.

The director will have final authority to resolve complaints involving day-to-day operational and procedural issues. Complaints about actual library policies may be reviewed by the Library's Advisory Board.

Concerns about library materials in the Library's collection are covered by the Collection Development Policy, the Challenged Materials Policy and the Request for Reconsideration of Library Materials form.

(Approved by the South Sioux City Advisory Board 12/05/2017)