

# **Portland Library**

**20 Freestone Avenue**

**Portland, CT 06480**

**860-342-6770**

## **Soliciting Comments and Responding to Suggestions and Complaints Policy**

Members of the staff and Library Board members shall be involved in a constant dialogue with members of the community about library services. The Library solicits comments about the Library from members of the community and is responsive to their needs.

Library staff is an important source of information about the Library and library users. Library staff shall encourage comments from the public and shall be receptive when comments are made. Comments forms shall be available at the service desk and the library staff shall encourage their use.

Comments from library patrons, whether compliments, suggestions, complaints or other matters, are viewed as a vital source of information about the Library.

Comment forms shall also be available for Library staff use and Library staff shall be encouraged to use them both to make suggestions and to convey comments made by members of the public. Regular staff meetings are another method for receiving staff input. Library staff shall be responsible for conveying their suggestions about the Library and public comments to the Library Director.

Library Board members are also an important channel for community response to the Library and shall report such comments to the Library Director.

The Library Director shall be responsible for replying in a timely fashion to all comments received from patrons, staff and Board members and for sharing information with the Library Board about comments received.

Approved by the Library Board

July 7, 1994

Revised April 17, 1997

Revised December 7, 2000

Reaffirmed July 15, 2004

*Last updated 3/17/2011*