Springfield Library Patron Complaint Policy

While the Springfield Library endeavors to provide the highest levels of satisfaction and library services to its patrons, we recognize that occasionally, patrons may wish to raise a complaint pertaining to an issue which interferes with their use and enjoyment of the Library.

A Library patron initially may choose to raise his or her complaint on an informal, verbal basis with the Library's staff. In the event that the patron elects not to do so, or that the complaint proves not susceptible to informal resolution, the patron should request and complete a Patron Complaint Form (see attached). The Library Director will promptly review all completed Complaint Forms, and where appropriate, attempt to resolve the complaint directly.

If the patron is not satisfied with the response provided, and/or if the Director identifies the situation as one in which Board input is warranted, either or both parties may bring the written complaint to the attention of the Board of Trustees. Patrons desiring to do so may also request an opportunity to address the Board at one of its monthly meetings.

The Board will promptly review all complaints presented to it, provide a verbal and/or a written response to the complainant, and take any further remedial action warranted by the particular circumstances. The decision of the Board of Trustees with respect to a complaint shall be final.

Adopted by the Springfield Library Board of Trustees December 10, 2018

Patron Complaint Form

Patron Information
Name: Phone #:
Address:
Email Address:
Please briefly explain the nature of your complaint in the space below. To the extent relevant, include in your description: the date and time of day when the incident occurred, the location in which the incident occurred, the full names of any Library staff or patrons involved and the nature of their involvement, any previous efforts made by you and/or Library staff to resolve the complaint, and any other significant information regarding the nature of the complaint (use reverse side of page, if necessary).
Patron Signature:
Name (PRINTED):
Date:

We will attempt to resolve your complaint quickly and fairly.