

POLICY: **PATRON FEEDBACK AND CONCERNS**

POLICY #: **B-OP-02**

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COMMITTEE:	Library Board	PASSED:	September 2000
TOPIC:	Operating Policies	AMENDED:	25 June 2015
		REVIEW PERIOD:	As required.

## PURPOSE

The North Vancouver District Public Library is committed to providing excellent service to meet the needs of the community. To do this effectively the Library Board and Library Management welcome comments, feedback and ideas from library users on an ongoing basis. We are committed to listening and responding to all feedback and we seek ways such as through surveys and other forms of community engagement, to elicit feedback. All suggestions and comments are read by Management and many responses are publicly posted.

The Library encourages community members to bring suggestions or comments directly to staff. For anything that cannot be immediately addressed, community members may use the following formal process:

- a. Contact the Director of Library Services by telephone, e-mail or letter.
- b. The comment or feedback will be acknowledged within 3 working days of receipt, and will include the work contact information of the staff person who will follow-up with the community member.
- c. Full reply will be made within 10 working days, or an explanation provided why more time may be needed to give a satisfactory response.
- d. If the follow-up response is not satisfactory, the community member shall be advised that they may request that the Library Board review the response/decision; and/or may appear as a delegation at a regularly scheduled meeting of the Library Board in accordance with the Library's DELEGATIONS POLICY 5.3.13.

## RESPONSIBILITIES

The Library Board is responsible for this policy.

The Director of Library Services is responsible for the implementation of this policy.