
Administrative Rules

Rule 1.4.1 – Customer Input

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Approved

Overview and General Rules

I. PURPOSE

The purpose of this procedure is to provide mechanisms for users to provide input.

II. OBJECTIVE

Library customers shall be granted an opportunity to make suggestions and voice concerns in order to improve library operations by submitting written suggestions and/or concerns. Management staff will respond to the customer in a timely fashion.

III. RULES AND REGULATIONS

- A. A “Suggestion Box” is placed in highly visible location(s) in each branch library.
- B. Library customers can post suggestions online.
- C. Comments with contact information are responded to within 14 days.

IV. PROCEDURES

- A. Suggestions/Concerns are distributed to the local branch or department manager weekly.
- B. The local manager, or designee, researches relevant issues and discusses the suggestions/concerns with staff to obtain a thorough understanding of the event or topic.
- C. The local manager, or designee, forwards suggestions/concerns, which address system policy, administrative rules, or legal issues, or which address the performance of the local manager to the Library Director within seven days of receipt.
- D. Manager, or designee, archives comments and responses for Director’s review on the monitoring customer suggestions/comments list located on the public services page.
- E. The local manager, or designee, prepares a response and contact the local customer to acknowledge receipt of the suggestion/comment and to provide information to the customer within fourteen days of receipt.
- F. Local managers, or designee, keeps all suggestions/comments and responses on file for a period of not less than 18 months.