

Patron Communication Policy

The Fremont County Library System (FCLS) strives to provide excellent service and resources for our community. We appreciate input and seek to engage in respectful conversation regarding suggestions, comments, and complaints from our community members. FCLS encourages patrons to speak directly with library staff or to complete the Patron Communication Form which may be printed from the FCLS website or picked up at any FCLS library. The Library Director will review and respond to the submitted Patron Communication Form.

For concerns related to materials in the library collection, we will direct patrons to the FCLS Materials Acquisition Policy and the Citizen's Request for Reconsideration of Library Materials form.

Communication process for suggestions and comments:

Patrons may share a suggestion or comment with library staff. If a patron is not comfortable speaking with a librarian, the patron may complete and submit a Patron Communication Form. The Library Director or Library Manager will review submitted forms and respond as needed.

Communication process for complaints:

- As a first step, FCLS encourages the patron to speak directly with a staff librarian. A respectful conversation often provides resolution to a concern. If the patron is not satisfied with this conversation, the patron may speak with the Library Manager.
- If a patron is not satisfied with the conversation with the Library Manager, then the patron may complete and submit the Patron Communication Form.
- If the patron is not comfortable speaking with a staff librarian or the Library Manager, then, the patron may complete the Patron Communication Form.
- Once the completed Patron Communication Form is submitted, the Library Director will review the form with the Library Manager and will provide an initial response to the patron within three business days.
- Any complaint related to personnel issues will be handled by the Library Director.
- Other than personnel issues, if the patron is not satisfied with the Library Director's response, or if the complaint relates to the Library Director, then the completed Patron Communication Form will be given to the FCLS Library Board chairman. The chairman will bring the complaint to the full Library Board for consideration.
- The chairman will respond on behalf of the Library Board. If the patron is not satisfied with the response, the patron may request the opportunity to address the Library Board at a regular monthly meeting.
- All complainants will receive a written response within 30 days of the submitted Patron Communication Form.