

Muskoka Lakes Township Public Library  
LIBRARY BOARD POLICY

Policy Type: Operational	Policy Number: OP-07
Policy Title: User Complaint	Policy Approval Date: 11/14/23
Chairperson: V. Duke	Policy Review Date: 11/27

### Intent:

The Muskoka Lakes Public Library Board (hereinafter referred to as the Board) recognizes that occasionally, Muskoka Lakes Public Library users (hereinafter referred to as users) may wish to raise a complaint regarding the Muskoka Lakes Public Library (hereinafter referred to as the Library).

### Regulations:

In accordance with the *Public Libraries Act*, the Board is responsible to provide a comprehensive and efficient public library system that reflects the unique needs of the community it serves, in accordance with its Mission, Vision and Statement of Values.

### Procedures:

1. A user initially may choose to raise his or her complaint on an informal, verbal basis with Library staff, in which case the staff member should make every attempt possible to effectively address the complaint either individually or with the CEO.
2. If the complaint cannot be resolved informally, the user may request and complete a Muskoka Lakes Public Library User Complaint Form (Appendix A).
3. The CEO will promptly review all completed Complaint Forms, and where appropriate, attempt to resolve the complaint directly.
4. If the user is not satisfied with the response provided, and/or if the CEO 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. Users desiring to do so may also request an opportunity to address the Board at a Board meeting.
5. 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 Board's decision with respect to a complaint will be final.
6. All complaints discussed by the Board will be held in confidence.

### Related Documents:

*Public Libraries Act*

MLPL GF-01 – Mission Statement

MLPL GF-02 - Vision Statement

MLPL GF-03 – Statement of Values



## Appendix A

### Muskoka Lakes Public Library User Complaint Form

Please complete all fields below. We will attempt to resolve your complaint quickly and fairly.

Date: \_\_\_\_\_ Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

E-mail: \_\_\_\_\_

Preferred Phone #: (\_\_\_\_) \_\_\_\_\_

Are you a Muskoka Lakes Public Library cardholder?

• Yes \_\_\_\_\_ No \_\_\_\_\_

• If you answered “no,” please state the name of any public library for which you are a cardholder:

\_\_\_\_\_



Please briefly explain the nature of your complaint in the space below. Please use the back of the form if you need more space.

- Location, Date and Time of Complaint:

- Names of those involved:

- Nature of the complaint:

- Efforts made to solve complaint:

- Action desired:

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

