

La Crosse Public Library

Feedback Policy

La Crosse Public Library recognizes that feedback from patrons is vital to its service, planning, and assessment. With a commitment to service excellence, the Library welcomes comments regarding library services and strives to respond to patron issues promptly in order to provide resolution.

Feedback may include compliments, suggestions and concerns that are beyond the course of routine patron interactions. This may include:

- Requests for changes to or explanation of Library policies
- Suggestions for service enhancements or improvements
- Comments or suggestions requiring a formal response
- Compliments or concerns related to patron service or staff performance

The purpose of this policy is to ensure feedback is collected, managed and used to enhance the patron experience. The procedures establish timelines and processes to ensure that all feedback is responded to in a timely manner. Formal feedback may be collected in person, by telephone, email, survey, letter or through LPL's Feedback Form. Comments related to Library collections, including requests for purchase or collection challenges, are not within the scope of this Policy. This Policy is not intended for use in relation to legal or personnel matters or Freedom of Information requests.

Staff Procedure

Library staff will provide immediate responses to patrons and offer options to resolve their concerns. As needed, staff will record comments and any related contextual details and communicate all relevant information to supervisory Staff for the relevant team. They may also refer patrons to the appropriate Management contact, as required.

Managers and Supervisors are responsible to respond to customer comments in their area of responsibility. They ultimately communicate all relevant information to the Library Director and coach Frontline staff on patron comment resolution.

The Library Director has overall responsibility for patron comment resolution.

Patrons can expect that:

- Library staff will investigate or review the identified concern and take appropriate action.
- The Library Staff person who resolves the concern will indicate the resolution via email to their manager or the Library Director.

- If applicable, a follow-up letter, email, or telephone call informing the patron of the action taken regarding their request or concern will be completed by the appropriate Library Staff.
- A copy of the letter, if applicable, and documentation of the feedback will be kept on file.
- The Director will review all patron feedback for future planning purposes and retain the information securely in order to protect patron privacy and confidentiality.

If a patron is dissatisfied with the response from frontline staff, the Supervisor, or Manager, they may request review of their concern by contacting the Director in writing via mail or email.

- La Crosse Library 800 Main St. La Crosse, WI 54601

The Director will contact the patron within ten business days to share the results of their review.

Board of Trustees

Final Appeal – If dissatisfied with the response from the Director, the patron may further appeal decisions to the Library Board of Trustees. Appeals made to the Library Board will be considered at the next available monthly meeting of the Trustees*.

**Please be aware that in order to comply with open meeting laws, Board agenda items must be appropriately noticed. Therefore, 30 days' notice is required before the next available meeting.*

Decisions by the Library Board of Trustees are final.

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Service Animals Policy

In compliance with Federal and State Law, service animals (including those in training) are welcome at the La Crosse Public Library. Service animal refers to any animal that has been trained to perform specific tasks to benefit an individual with a disability.

Animals that are not designated as service animals are not permitted in any library facility, unless they are included in an approved library program.

In order to assess whether or not an animal is a valid service animal, library staff will ask the following two questions, only if the answers are not readily apparent:

1. Is the service animal required because of a disability?
2. What work or task has the animal been trained to perform?

Library staff may ask the handler to remove their animal, even a service animal, from the building under the following circumstances:

- The animal does not meet the legal definition of a valid service animal as defined above.
- The animal is unruly, disruptive, destructive, or exhibits aggressive behavior.
- The animal is not house-broken.
- The animal is out of the control of the handler.

The service animal must be harnessed, leashed, or tethered while in the library unless these devices interfere with the service animal's work or the person's disability prevents use of these devices. In that case, the person must use voice, signal, or other effective means to maintain control of the animal.

If the service animal is removed, the handler shall be allowed to return to the library without the service animal or a reasonable accommodation of services may be provided. Any interaction regarding a service animal is to be documented on the library's incident reporting system.