

## 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.

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, or their designee, 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 may be required before the next available meeting.*

Decisions by the Library Board of Trustees are final.

*Approved by Library Board of Trustees – September 9, 2025*