

	THE CORPORATION OF THE COUNTY OF LAMBTON LAMBTON COUNTY LIBRARY POLICY MANUAL			
	Subject:	Feedback Policy	Section M04	Index #01
	Effective Date:	July 2, 2020	Approved By: Lambton County Council	
	Revision Date:	May 20, 2020		
	Drafted on:	May 20, 2020		

PURPOSE

The purpose of this policy is to outline the principles and processes that direct the receipt of, and the response to, feedback related to programs, services, facilities and employees of the Library, ensuring and supporting transparency and accountability. Lambton County Library (the Library) is committed to the provision of exceptional library services and recognizes the importance of public input as a valuable means for continual improvement.

POLICY

Lambton County Library endeavours to provide exceptional library services. This policy applies to feedback received by Lambton County Library about its activities, programs, services, staff and / or volunteers. It does so through the application of consistent rules and regulations in accordance with The Corporation of the County of Lambton's Corporate Complaint Policy (M04.01).

This policy does not apply to complaints made by employees, contractors, or volunteers working on behalf of the Library.

RESPONSIBILITY

The responsibility for the implementation of this policy lies with the Manager, Library Services. This authority may be delegated to staff members in the Libraries Department.

DEFINITIONS

"**Complaint**" is an expression of dissatisfaction about the service, actions, or lack of action by Lambton County Library as an organization or a staff member or a volunteer acting on behalf of Lambton County Library.

REGULATIONS

1. General Principles

- 1.1. Lambton County Library will conduct an analysis of public comments and suggestions at least once a year. Results of the analysis are used in the planning of library services.

2. Complaints

- 2.1. All complaints will be dealt with in accordance with The Corporation of the County of Lambton's Corporate Complaint Policy (M04.01).
- 2.2. Every effort should be made to resolve complaints received in a timely fashion. When front-line staff receive a verbal complaint, staff should listen and seek to understand the complaint, and attempt to resolve it immediately if it falls within their defined scope of work.
- 2.3. If the complaint is outside of the ability of front-line staff to address, complaints must be directed to the front-line employee's immediate Supervisor.
- 2.4. In accordance with the Corporate Complaint Policy, complaints can be provided in written or verbal form.
 - 2.4.1. In the case of written complaints, patrons are requested to complete a Lambton County Library Feedback Form.
- 2.5. Feedback Forms will be retained by the Supervisor as per requirements in The Corporation of the County of Lambton Records Management Policy (A12.01).
- 2.6. If the complaint cannot be addressed satisfactorily, the complaint will be elevated to the Supervisor's Manager.

3. Feedback, Suggestions and Compliments

- 3.1. Lambton County Library will solicit comments and suggestions from the public through the acceptance of online communication or written forms.
- 3.2. Program feedback will be solicited from program participants in adherence to Lambton County Library Program Evaluation Guidelines.
- 3.3. Lambton County Library will review all feedback and respond if requested.
- 3.4. Lambton County Library will consider any trends in feedback regarding its programs and services when developing or changing library services.
- 3.5. All written feedback from library users will be retained in accordance with The Corporation of the County of Lambton Records Management Policy (A12.01) and The Corporation of the County of Lambton Freedom of Information and Protection of Privacy Policy (A19.02).

ASSOCIATED DOCUMENTS

The Corporation of the County of Lambton's Corporate Complaint Policy (M04.01)
The Corporation of the County of Lambton Freedom of Information and Protection of Privacy Policy (A19.02)
The Corporation of the County of Lambton Records Management Policy (A12.01)
Lambton County Library Feedback Form
Lambton County Library Program Evaluation Guidelines

POLICY HISTORY

REVISION	DATE	PREPARED BY
Revised	July 2, 2020	Manager, Library Services
Revised	July 6, 1998	Chief Librarian
Created	October 12, 1989	Chief Librarian